

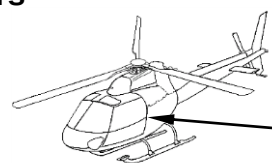
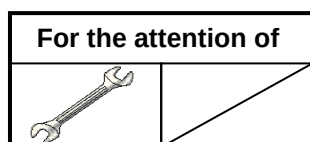
Civil version(s): B, B1, B2, B3, BA, BB, D
 Military version(s): L1

ALERT SERVICE BULLETIN

PROTECTIVE MEASURE

DOORS – Sliding doors

Inspection of the upper rail and roller of the LH and/or RH sliding doors



Revision No.	Date of issue
Revision 0	2020-06-18
Revision 1	2020-07-30

Summary:

The purpose of this ALERT SERVICE BULLETIN is to make sure that the upper rail and roller of the LH and/or RH sliding doors device are in good condition.

Reason for last Revision:

The purpose of the revision 1 is to update procedure of this ALERT SERVICE BULLETIN.

Compliance:

Compliance with this ALERT SERVICE BULLETIN is mandatory.



[ASB AS350-52.00.54](#)

1. PLANNING INFORMATION

1.A. EFFECTIVITY

1.A.1. Helicopters/installed equipment or parts

Helicopter AS350 versions B, B1, B2, B3, BA, BB, D and L1 with LH and/or RH sliding door.

1.A.2. Non-installed equipment or parts

Not applicable.

1.B. ASSOCIATED REQUIREMENTS

Not applicable.

1.C. REASON

Revision 0:

Airbus Helicopters has been informed of a new case of sliding door flight loss on an AS350 B3 helicopter. The loss occurred during a flight with the door locked in the open position. The loss of this part had no consequence for the helicopter, the crew and persons on the ground. The latest analyses of the degradations found on the fixed parts of the helicopter and on the sliding door indicate that the loss of the sliding door resulted from the disengagement of the roller from the upper rail, which led to the separation of the door.

Losing a door in flight can have important consequences for the helicopter and/or persons on the ground. Consequently, Airbus Helicopters requests an inspection at the upper fitting of the sliding door. The purpose of this ALERT SERVICE BULLETIN is to make sure that the upper rail and roller of the LH and/or RH sliding doors device are in good condition.

Revision 1:

The purpose of the revision 1 is to update procedure of this ALERT SERVICE BULLETIN.

Revision 1 of this ALERT SERVICE BULLETIN does not affect compliance with revision 0 of this ALERT SERVICE BULLETIN.

1.D. DESCRIPTION

This ALERT SERVICE BULLETIN consists in:

- Check the upper rail.
- Make sure that the parallelism between the sliding door and its frame is correct.
- Make sure that the front roller is in good condition.
- Make sure that the installation of the front roller is correct.

1.E. COMPLIANCE**1.E.1. Compliance at H/C manufacturer level**

Not applicable.

1.E.2. Compliance in service

The work must be performed on the helicopter by the operator.

Helicopters/installed equipment or parts:

Comply with paragraph 3. within 165 flight hours or 13 months and 6 days (the first limit reached is applicable) from receipt of revision 0 of this ALERT SERVICE BULLETIN issued on the date indicated in the page footer.

Non-installed equipment or parts:

Not applicable.

1.F. APPROVALApproval of modifications:

Not applicable.

Approval of this document:

The technical information contained in this ALERT SERVICE BULLETIN Revision 0 was approved on June 17, 2020 under the authority of EASA Design Organization Approval No. 21J.700 for civil version helicopters subject to an Airworthiness Certificate.

The technical information contained in this ALERT SERVICE BULLETIN Revision 0 was approved on June 17, 2020 by the Airbus Helicopters Airworthiness Department for export military versions.

The technical information contained in this ALERT SERVICE BULLETIN Revision 0 was approved on June 17, 2020 under the prerogatives of the recognition of design capability FRA21J-002-DGA for French Government helicopters.

The technical information contained in this ALERT SERVICE BULLETIN Revision 1 was approved on July 28, 2020 under the authority of EASA Design Organization Approval No. 21J.700 for civil version helicopters subject to an Airworthiness Certificate.

The technical information contained in this ALERT SERVICE BULLETIN Revision 1 was approved on July 28, 2020 by the Airbus Helicopters Airworthiness Department for export military versions.

The technical information contained in this ALERT SERVICE BULLETIN Revision 1 was approved on July 28, 2020 under the prerogatives of the recognition of design capability FRA21J-002-DGA for French Government helicopters.

1.G. MANPOWER

For compliance with this ALERT SERVICE BULLETIN, Airbus Helicopters recommends the following staff qualification:

Qualification: 1 Airframe Technician.



The Estimated Man-hours are indicated for reference purposes only and based on a standard helicopter configuration.

Estimated Man-hours: 2 hours per sliding door for 1 Airframe Technician.



Estimated helicopter downtime is indicated for reference purposes only, based on a standard helicopter configuration.

Helicopter downtime is estimated at half day.

1.H. WEIGHT AND BALANCE

Not applicable.

1.I. POWER CONSUMPTION

Not applicable.

1.J. SOFTWARE UPGRADES/UPDATES

Not applicable.

1.K. REFERENCES

The following documents are required for compliance with this ALERT SERVICE BULLETIN.

Standard Practices Manual (MTC):

MTC: 20-02-05-404: Assembly by screws and nuts - Joining

MTC: 20-07-03-406: Instructions applicable when working on an aircraft electrical circuit and power generating systems - Technical instructions

MTC: 20-07-03-408: Appearance checks on an aircraft after an inspection or repair - Technical instructions

Maintenance Manual (MET):

MET: 52-91-10-401: Removal – Installation - Sliding Doors - Removal / Installation

MET: 52-91-10-403: Tear-down / Build-up - Sliding door - Sliding Doors - Removal / Installation

MET: 52-91-10-501: Adjustments - Sliding Doors - Adjustment / Test

MET: 52-91-10-601: Check - Sliding Doors - Inspection / Check

MET: 60-00-00-301: General instructions - General - Mechanicals Systems - Routine servicing

Aircraft Maintenance Manual (AMM):

AMM: 52-12-00, 4-1: Removal - Sliding Door - Sliding Door
AMM: 52-12-00, 4-2: Installation - Sliding Door - Sliding Door
AMM: 52-12-00, 4-3: Disassembly / Assembly - Sliding Door - Sliding Door
AMM: 52-12-00, 5-1: Adjustment / Test - Sliding Door - Sliding Door
AMM: 52-12-00, 6-1: Inspection Criteria - Sliding Door - Sliding Door
AMM: 60-00-00, 3-1: General Safety Instructions - Mechanical Assemblies - General - Mechanicals Systems

Structural Repair Manual (SRM):

SRM: 52-12-01, 4: Rail attachment and door locking - Sliding Doors and rail attachment

Structural Repair Manual (MRS):

SRM: 52-91-10, 01: Rail attachment and sliding L.H. and R.H. doors - Rail attachment and sliding LH and RH doors

Information Notice (IN):

IN: 3447-I-00: Introduction of the digital Service Bulletin reporting service R-TEX

1.L. OTHER AFFECTED PUBLICATIONS

Not applicable.

1.M. PART INTERCHANGEABILITY OR MIXABILITY

Not applicable.

2. EQUIPMENT OR PARTS INFORMATION

2.A. EQUIPMENT OR PARTS: PRICE - AVAILABILITY - PROCUREMENT

Price

For any information on the price of modification kits and/or components or for assistance, contact the Airbus Helicopters Network Sales and Customer Relations Department.

Availability

Delivery lead times will be indicated by the Sales and Customer Relations Department on the operator's request.

Procurement

Order the required quantity from the Airbus Helicopters Network Sales and Customer Relations Department:

Airbus Helicopters
Etablissement de Marignane
Direction des Ventes et Relation Client
13725 MARIGNANE CEDEX
FRANCE

NOTE 1

On the purchase order, please specify the mode of transport, the destination and the serial numbers of the helicopters to modify.

NOTE 2

*For ALERT SERVICE BULLETINS, order by:
Telex: HELICOP 410 969F
Fax: +33 (0)4.42.85.99.96.*

2.B. LOGISTIC INFORMATION

Not applicable.

2.C. EQUIPMENT OR PARTS REQUIRED PER HELICOPTER/COMPONENT

Equipment or parts to be ordered separately:

Key Word	Qty	New P/N	Item	Old P/N →	Instruction
LH upper rail	AR	350A25-0035-37	1		Replace if necessary
RH upper rail	AR	350A25-0035-38	2		Replace if necessary
LH upper rail	AR	C1E175RPG000000 (704A41610092)	3		Replace if necessary
RH upper rail	AR	C1E175RPD000000 (704A41610091)	4		Replace if necessary
LH upper rail	AR	C1EAS350RAILGH0 (704A41610119)	5		Replace if necessary
RH upper rail	AR	C1EAS350RAILD0 (704A41610120)	6		Replace if necessary

Consumables to be ordered separately:

As per Work Cards and Tasks indicated in this ALERT SERVICE BULLETIN.

Consumables can be ordered separately from the following companies:

Aviatec Global Aviation

Website: www.aviatec.net

Telephone: +33 1.34.46.45.24 or +49 4193.8803.630

Fax: +33 1.34.46.45.26 or +49 4193.8803.699

AOG: +49 4193.8803.660

AOG e-mail: aog@aviatec.aero

Gaches Chimie

Website: www.gaches.com

Telephone: +33 5.61.31.64.45

Fax: +33 5.61.40.98.63

AOG e-mail: marketplace@gaches.com

BDSI

Website: www.boeingdistribution.com

Telephone: +1.305.925.2600

Fax: +1.305.507.7191

AOG: +1.305.471.8888

AOG e-mail: AOGdesk@Boeingdistribution.com

2.D. EQUIPMENT OR PARTS TO BE RETURNED

Not applicable.

3. ACCOMPLISHMENT INSTRUCTIONS

3.A. GENERAL

- As per Work Card 20-02-05-404 (MTC), read and comply with assembly by screws and nuts.
- As per Work Card 60-00-00-301 (MET), read and comply with the General instructions.
- As per Task 60-00-00, 3-1 (AMM), read and comply with the General Safety Instructions.

3.B. WORK STEPS

3.B.1. Preliminary steps

- Disconnect all the electrical power supplies as per Work Card 20-07-03-406 (MTC).
- Install the access equipment.

3.B.2. Procedure ([Figure 1](#))

3.B.2.a. Check on the helicopter fuselage

- Check the upper rail (a) ((e) for the RH side) as per Work Card 52-91-10-601 (MET) or Task 52-12-00, 6-1 (AMM).
- . If necessary, replace the upper rail (a) by an upper rail (1) or (3) or (5) ((e), (2) or (4) or (6) for the RH side) as per Work Card 52-12-01, 4 (SRM) or 52-91-10, 01 (MRS).
- . If necessary, adjust the sliding door (c) as per Work Card 52-91-10-501 (MET) or Task 52-12-00, 5-1 (AMM).
- Make sure that the parallelism between the sliding door (c) and its frame (d) (not shown) does not exceed 1.5 mm (.059 in) on a length of 1200 mm (47.24 in) as per Work Card 52-91-10-501 (MET) or Task 52-12-00, 5-1 (AMM).

NOTE 1

The frame (d) (not shown) includes the sliding door (c), the overhead panel (m), and the two rear bulkheads.

- . If necessary, adjust the sliding door (c) as per Work Card 52-91-10-501 (MET) or Task 52-12-00, 5-1 (AMM).
- If the upper rail (a) ((e) for the RH side) is replaced:
 - . Inform Airbus Helicopters to the following address:
<https://keycopter.airbushelicopters.com> or technicalsupport.helicopters@airbus.com
 - . Specify the following information:
 - .. Record the serial number (S/N) and the Time Since New (TSN) of the helicopter.
 - .. Reference (P/N) of the upper rail.

3.B.2.b. Check on the sliding door

- Remove the sliding door (c) as per Work Card 52-91-10-401 (MET) or Task 52-12-00, 4-1 (AMM).
- Make sure that the front roller (b) is in good condition, in compliance to the specific criteria as per Work Card 52-91-10-601 (MET) or Task 52-12-00, 6-1 (AMM).
- . If necessary, replace the front roller (b) by a front roller as per Work Card 52-91-10-403 (MET) or Task 52-12-00, 4-3 (AMM).

- Make sure of the correct stacking under the front roller (b) as per Detail A.
- On the screw (k) there are:
 - . the front roller (b),
 - . the washer (f),
 - . the spring washer (p),
 - . the washer (r) and the nut (g).
- The whole, front roller (b), washer (f), spring washer (p), washer (r), and the nut (g) are on the bracket (q) using the washer (h) and the nut (n).
- If necessary, correctly install the front roller (b) as per Work Card 52-91-10-403 (MET) or Task 52-12-00, 4-3 (AMM).
- Install the sliding door (c) as per Work Card 52-91-10-401 (MET) or Task 52-12-00, 4-2 (AMM).

NOTE 2

Reminder: During installation of the sliding door, it is necessary to recheck the gap and the parallelism.

- If a part is replaced:
 - . Inform Airbus Helicopters to the following address:
<https://keycopter.airbushelicopters.com> or technicalsupport.helicopters@airbus.com
 - . Specify the following information:
 - .. Record the serial number (S/N) and the Time Since New (TSN) of the helicopter.
 - .. Reference (P/N) of the part.

3.B.3. Final steps

- Perform an appearance check on the helicopter after inspection or repair as per Work Card 20-07-03-408 (MTC).
- Connect all the electrical power supplies as per Work Card 20-07-03-406 (MTC).
- Remove the access equipment.

3.C. RECORD OF COMPLIANCE

Compliance with this document:

- Record full compliance with this ALERT SERVICE BULLETIN, with the revision number, in the helicopter documents.
- Please confirm compliance with this ALERT SERVICE BULLETIN as per Information Notice No. 3447-I-00: QR-Code or hypertext link



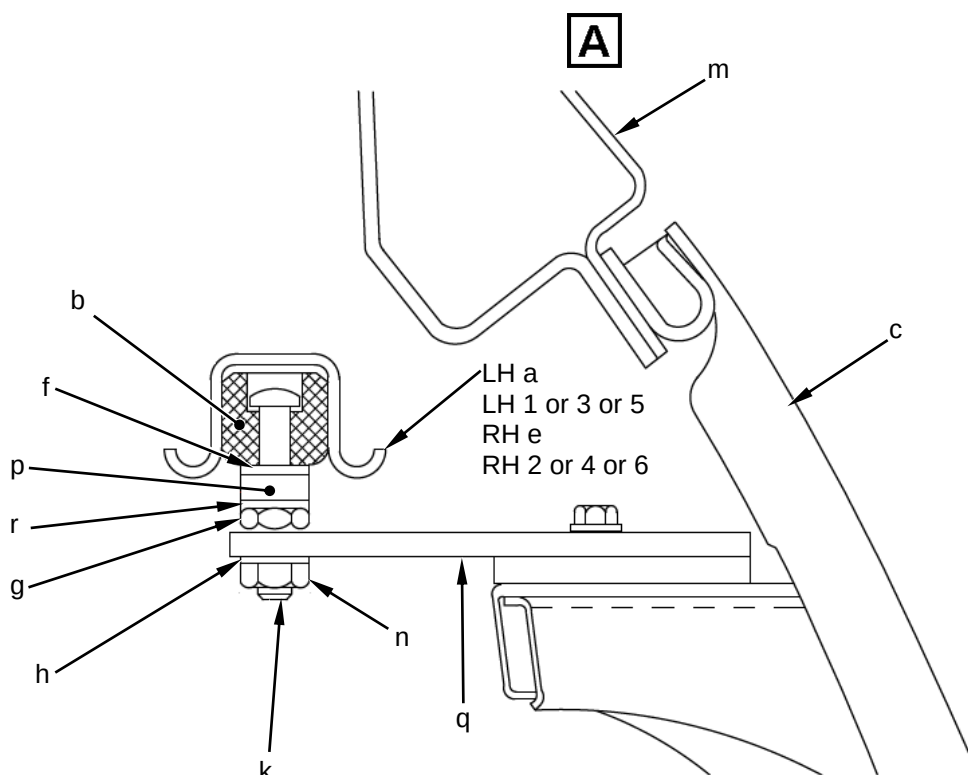
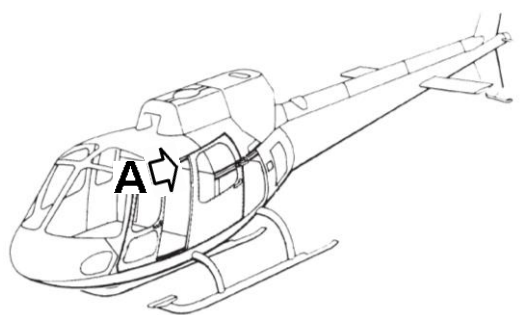
[ASB AS350-52.00.54](#)

NOTE 3

The recording of compliance with ALERT SERVICE BULLETINS in the R-Tex tool does not replace the recording in the helicopter documents.

3.D. OPERATING AND MAINTENANCE INSTRUCTIONS

Not applicable.



Return to [paragraph 3.B.2.](#)

Figure 1