



NTSB RECORD OF CONVERSATION

NTSB Accident Number: ANC20LA089

Narrative:

The following is a summary of conversations and information from Airbus Helicopters:

- A cargo box in the cabin was noted to be close to the door with interference (white marks) noted on the cargo box. The marks were consistent with the cargo box and door interference during closing/locking.
- The latches and locking finger were not damaged and the rubber seal was perforated at fingers level, this was consistent with the door lock not being effective due to fingers in the seal.
- There was no visible damage on the forward or upper fitting rail, the forward lower fitting was deformed, the aftward median rail was deformed, and the lower rail showed signs of interference. These marks were consistent with disengagement first of the forward/lower fitting due to over-load, and then at the aftward/median fitting.
- There was interference observed on the cargo box and close to the lower rail. These marks were consistent with the door forward lower fitting and cargo box interference during opening.
- The times for ASB No. AS350-52.00.54 came from the shortest maintenance interval (except the daily one) for the AS350 being 150FH/12M. With a 10% tolerance being considered, the next maintenance interval for the AS350 was within 160FH/13M&6D.
- The last event that led to the release of the SIN 3441-S-52 was in 2019 with a loss of a sliding door. They are only aware of 11 cases of sliding door loss over the past 28 years, the reasons for those loss of doors were for maintenance (incorrect installation/check) or operational (incorrect lock of the door) reasons.