

“Emergency Landing Bristow AS332 L2 Search and Rescue helicopter”

Eurocopter Response to the Dutch Safety Board Recommendation

Safety recommendation for Eurocopter

“The Board recommends that Eurocopter ensure that all incidents involving its own products are reported to Eurocopter, that these reports are documented in a structural manner and analysed for the purpose of continued airworthiness, and that the company’s own investigation capacity is focused on these tasks”

Eurocopter point of view

The objective of this answer is to provide a short overview on how Eurocopter is organized to ensure that all significant technical events which occur on Eurocopter helicopters are collected and analyzed and that the lessons learnt from these events are identified and taken into account.

At Eurocopter, safety is and always has been the number one priority for products and services. Eurocopter is fully committed to safety as the most important aspect of its business.

For this fundamental reason, associated to its duties, as type certificate holder, Eurocopter has been developing for more than 25 years a strong Continued Airworthiness process which is continuously and actively improved.

Design, Flight test, Technical Support, Airworthiness and Quality Departments share the responsibilities to collect all incidents occurring throughout the product’s life cycle (design, manufacturing, operations, repair and overhaul) in all places (customer, supplier, sub-contractor, repair stations...).

Technical incidents at Eurocopter are handled in two ways depending of the event classification. Eurocopter classify events as major or minor. Criteria used to classify an event as major are very wide and cover also events having no link with safety.

- Any new type of major incident leads to the release of an incident report. A complete analysis is performed in the frame of Eurocopter’s Continued Airworthiness process which is based on Hazard assessment (level of gravity / occurrence probability), Cause identification, Need to provide protective and/or corrective measures. Among all these incidents, the handling of those conducting to unsafe conditions is managed with the EASA.

This process leads every year to the release of several hundred documents (alert service bulletin, service bulletin, safety information notice ...) aiming to avoid technical events occurrences.

- Minor incidents are collected to determine reliability statistics contributing the product improvement plans.

Associated with high standards of quality in products design and manufacturing process, the Continued Airworthiness process leads to good accident records (less than 2%) caused by a Eurocopter issue (design, manufacturing, technical publication, OEM repair and overhaul). Eurocopter considers that its incident treatment process is efficient and is a key to continuously improving the safety of its products and services.

Moreover, Eurocopter frequently reminds all involved in aviation that improvement in safety can be achieved only with their participation, through a rapid, accurate and exhaustive exchange of information concerning all events considered as abnormal.

This need in reporting is present in all Maintenance Programs of Eurocopter products. It is also clearly explained in an Information Notice and a Repair Letter sent to all customers and repair stations.

In order to make this information widely accessible to all stakeholders, this need has also been introduced in the Safety page of the Eurocopter website.

Eurocopter has ambitious objectives in terms of safety, including reducing the lead-time for incident mitigation and resolution. And Eurocopter adapts its investigation capacity in consequence.

Eurocopter considers that its current process ensures adequate collection, analyze and correction of all incidents.

Fleet Safety
Investigations and Product Integrity

Enclosures: - Maintenance Program AS332L2: Abstract of the INTRO Chapter. See § 1.6
- Information Notice 2046-I-00



These limitations are specified in Section 05.99.00 of the PRE for aircraft which are subject to an Airworthiness Certificate.

In the event of conflicting information between this section and the other sections of the PRE for the same component, the information given in Section 05.99.00 takes precedence.

Compliance with this information is MANDATORY.

1.4 Adaptation of the PRE by the Operator

This manual gives the schedules for maintenance actions as they are recommended by the aircraft manufacturer, whether or not they are considered to be mandatory.

It can:

- either be used as it is,
- or be adapted by each operator to fit in with his particular organization.

THE CLASSIFICATION OF THE INFORMATION AS DESCRIBED IN PARAGRAPH 1.2. MUST BE TAKEN INTO ACCOUNT.

1.5 Changes in the PRE

The PRE is modified by the manufacturer according to changes in the aircraft definition and to the experience acquired in service.

1.6 Feedback of information from the Operator to the Manufacturer

The operator must inform the aircraft manufacturer and his local aviation authorities of any significant anomalies discovered in service or during maintenance operations, in particular when the component in question is serviced according to the monitoring of its behavior in service.

This feedback can be an essential factor in maintaining airworthiness.

The same applies in the event of an accident.

1.7 Effectivity - Responsibility

The limitations assigned to the component part numbers listed in this section are effective for products:

- purchased directly from EUROCOPTER or via the network of its subsidiaries or from its distributors,
- purchased from the equipment vendors listed in our spare parts catalogs, either directly or via their sales network.

In all events, the origin of manufacture is indicated by "the airworthiness document" (JAA form or equivalent).

EUROCOPTER will not undertake repairs on components that were not supplied by them.

REUSE OF PARTS AND ASSEMBLIES THAT HAVE BEEN INVOLVED IN AN ACCIDENT IS PROHIBITED, UNLESS TECHNICAL ACCEPTANCE AUTHORIZING SUCH REUSE HAS BEEN GIVEN BY THE EUROCOPTER CUSTOMER SERVICE TECHNICAL SUPPORT DEPARTMENT.