

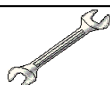
No. 3951-S-00

SAFETY INFORMATION NOTICE

SUBJECT: GENERAL

Cockpit / cabin passenger safety brief & Operator / crew / pilot safety risk assessment

For the attention of



AIRCRAFT CONCERNED	Version(s)	
	Civil	Military
EC120	B	
AS350	B, BA, BB, B1, B2, B3, D	L1
AS550		A2, C2, C3, U2
AS355	E, F, F1, F2, N, NP	
AS555		AF, AN, SN, UF, UN, AP
EC130	B4, T2	
SA365 / AS365	C1, C2, C3, N, N1, N2, N3	F, Fs, Fi, K, K2
AS565		MA, MB, SA, SB, UB, MBe
SA366		GA
EC155	B, B1	
SA330	J	Ba, L, Sm
SA341	G	B, C, D, E, F, H
SA342	J	L, L1, M, M1, Ma
ALOUETTE II	313B, 3130, 318B, 318C, 3180	
ALOUETTE III	316B, 316C, 3160, 319B	
LAMA	315B	
EC225	LP	
EC725		AP
AS332	C, C1, L, L1, L2	B, B1, F1, M, M1
AS532		A2, U2, AC, AL, SC, UE, UL
EC175	B	
H160	B	
EC339		KUH/Surion
BO105	C (C23, CB, CB-4, CB-5), D (DB, DBS, DB-4, DBS-4, DBS-5), S (CS, CBS, CBS-4, CBS-5), LS A-3	E-4
MBB-BK117	A-1, A-3, A-4, B-1, B-2, C-1, C-2, C-2e, D-2, D-2m, D-3, D-3m	D-2m, D-3m
EC135	T1, T2, T2+, T3, P1, P2, P2+, P3, EC635 T1, EC635 T2+, EC635 T3, EC635 P2+, EC635 P3, T3H, P3H, EC635 T3H, EC635 P3H	

INTRODUCTION

Airbus Helicopters has been informed of several potentially dangerous occurrences where a passenger or a passenger's device interfered with the flight, engine/critical helicopter system controls and even door lockings.

The purpose of this Safety Information Notice (SIN) is to remind operators, crew and pilots of their responsibility to perform a proper and detailed passenger safety brief and operational risk assessment prior to flight, in order to implement effective hazard reduction measures.

The following non-exhaustive points should always be covered during the pre-flight briefing, in addition to all operational points that ordinarily fall into basic airmanship safety briefings that operators and pilots may see fit.

Cockpit / cabin passenger safety brief

All passengers on board must be given a safety briefing that emphasizes the following points:

- Ensuring that passengers are aware of the location of flight, engine and/or critical helicopter system controls (including but not limited to the hydraulic system) and keeping persons and objects away from them and from the cockpit area in general. This is particularly important if non-crew members are seated in the cockpit area.

When passengers are seated in the cockpit, Airbus Helicopters recommends removing the dual controls from all aircraft fitted with removable dual controls as this is the most efficient barrier that can adequately mitigate the risk of accidental passenger interference with the flight controls (see SIN No. 3577-S-67).

For AS350 and AS355 models, Airbus Helicopters would like to draw your attention to SIN No. 3570-S-76, which proposes an important product safety enhancement to minimize the risk of external influences from passengers.

- The prevention of loose item interference in the cockpit and cabin spaces.

Such items may include but are not limited to electronic devices (tablet, phone, camera, etc.), backpacks, clothes, headsets (including cables), etc or more generally, all items that may move around inside the cockpit / cabin. Emphasize that when handling any items in flight, utmost care must be taken that these do not end up near any flight, engine/critical helicopter system controls and even door lockings.

- The correct use of seats and restraint systems (especially during an emergency), which keeps passengers seated properly and helps reduce the risk of passengers interacting with the pilot and/or controls.

Airbus Helicopters would like to draw your attention to SIN No. 3444-S-25.

- The correct procedure to follow to embark and disembark the helicopter safely.
- The procedures to follow in case of an emergency to minimize the risk of injury.

In some "passenger briefing cards" (and videos) from operators, Airbus Helicopters has still observed "brace positions" recommended in case of emergency.

Airbus Helicopters would like to draw your attention to the fact that the "brace position" is considered as an incorrect position by Airbus Helicopters (refer to SIN No. 3444-S-25).

- To clear away any unnecessary or untimely (passenger) task that could unduly disturb the pilot.

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Operator / crew / pilot safety risk assessment

In addition to the usual pre-flight preparations, the operator / crew / pilot must carry out a safety risk assessment to implement effective hazard reduction measures, especially when additional devices / equipment are to be carried and used on board.

For example, Airbus Helicopters draws your attention to SIN No. 2967-S-25, which provides information and precautions when additional equipment such as individual life vests are carried.

In addition, an increasing number of electronic equipment including but not limited to touch pads, phones, so-called Electronic Flight Bags (EFB) are now commonly used in the aircraft cockpit and cabin by pilots or crew for flight planning, navigation, procedures, etc. to replace paper documentation.

If dropped in the cockpit of the aircraft, if the attachment device (suction cup, etc.) fails, or if the device is incorrectly secured or stored, it may interfere with flight, engine or critical helicopter system controls.

A recently opened public docket from the NTSB concerning a helicopter accident on a non Airbus Helicopters aircraft involving a dropped iPad illustrates some potential hazards (<https://data.nts.gov/Docket?ProjectID=105544>).

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NTSB investigators were able to align gouge marks on the accident flight crew's iPad with a sharp, vertical metal piece of the co-pilot's heel slide support assembly. NTSB Photo

<https://verticalmag.com/news/dropped-ipad-implicated-in-fatal-chinook-helicopter-crash/>

Any potentially hazardous devices should always be properly secured or stored during the entire flight. One widely used and well-known solution is to use a kneeboard mount strapped to the pilot's leg (make sure that there is no interference with full flight control movement).

Airbus Helicopters proposes upgrades on some helicopter models to ensure that this kind of device can be safely mounted in the cockpit, near or on the instrument panel (see upgrade catalogues on [T.I.P.I.](#)).

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Cockpit & avionics options
EC135 & H135



IPad™ 2-4 Holder

Reference: EC135-85-062 (R1)

Applicable to version(s): T1, T2, T2+, T3, P1, P2, P2+, P3

With this Service Bulletin, Airbus Helicopters Deutschland (AHD) offers the retrofit of an iPad holder (iPad 2 to iPad 4) for the 7" instrument panel for the pilot and/or copilot.

This modification consist in :

- If installed, remove the illuminated chart holders
- Install 28V/5V converter
- Reinforce the instrument panel through lamination
- Install USB ports
- Install the carrier for the iPad holder
- Install the glare shield for the iPad holder
- Paint the glare shield on the windshield



Example of an upgrade offer on EC135 & H135

In addition to the hazard of physical blockage of aircraft systems by the hardware, distraction by using applications on electronic devices that are not related to the conduct of the flight (e.g. phone calls, text messages, other entertainment apps) cause a significant safety risk as they distract the pilot from his piloting tasks. As a consequence, personal devices like mobile phones should not be used and must be stowed in a secure area during the entire flight.

Safety brief / risk assessment versus SPecialized Operations (SPO)

Airbus Helicopters would like to highlight that specialized operations (photography, construction, agriculture, etc.) may create additional / specific risks that must be evaluated and considered accordingly by operators and pilots. A specific risk assessment is required depending on the equipment added and the nature of the operations.

Airbus Helicopters would like to draw your attention to SIN No. 3170-S-00 on Helicopter External Sling Load Operations (HESLO).

Safety Promotion Notice (SPN)

Airbus Helicopters would like to draw your attention to the following SPN:

- No. 3703-P-00 about "Foreign Object Damage prevention".