



SERVICE LETTER

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COMPLIANCE WITH FAA AIRWORTHINESS DIRECTIVES AND HUGHES MANDATORY (RED BORDER) SERVICE INFORMATION NOTICES

MODELS AFFECTED:

All 500C Model 369H Series Helicopters maintained by Hughes Service Center or Distributor

REFERENCE:

Hughes Helicopters / Hughes Service Center and Distributor Policy Agreement

Applicable Model 369H Series Helicopter Log Book Compliance Record

A new policy covering compliance with FAA Airworthiness Directives and mandatory (red border) Hughes Service Information Notices is now in effect for all Model 369H Series Helicopters maintained by authorized Hughes Service Centers and Distributors.

In the future, the above 369H helicopters must have a record of compliance with all applicable Hughes Service Information Notices (red border), and all applicable FAA (or equivalent government agency) AD notes, before releasing the helicopters for flight.

If non-compliance is noted in the helicopter Log Book Compliance Record, the Hughes Service Center or Distributor must notify the owner/operator in writing. If the owner/operator declines to comply, the Service Center or Distributor must receive such a declaration in writing, and the written declination kept on file by the Service Center or Distributor.

It is to be noted that Hughes Commercial Service Publications Department distributes Model 369H Notices and Letters to all Hughes Service Centers and Distributors. However, it is the responsibility of the Service Center and Distributor to obtain and maintain an active FAA file (or equivalent foreign government documents) including AD's applicable to the 369H Series helicopter.



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The above policy changes will be included in a forthcoming amendment to the Hughes Helicopters Hughes Service Center and Distributor policy agreement.

A handwritten signature in black ink that reads "Edward Koch". The signature is written in a cursive style with a prominent initial "E" and "K".

Edward Koch, Manager,
Customer Service Department
Hughes Helicopters, Inc.
Product Support Department