

SERVICE BULLETIN

DATE: 20 JULY 2011

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REPLACEMENT OF MOBIL SHC 626 WITH MOBIL AGL

1. PLANNING INFORMATION

A. Aircraft Affected:

All 369H, 369HE, 369HM, and 369HS helicopter models.

All 369D helicopters.

369E helicopters, serial numbers 0001 thru 0607.

369FF helicopters, serial numbers 0001 thru 0184, 0600 thru 0602, and 0700 thru 0710.

500N helicopters, serial numbers LN001 thru LN109.

600N helicopters, serial numbers RN003 thru RN080.

B. Assembly/Components Affected By This Notice:

369D23011-31 Mast Support Pan

369D25300 Tail Rotor (Four-Bladed) Transmission Assembly

369D25300-501 Tail Rotor (Four-Bladed) Transmission Assembly

369D25400 Tail Rotor Transmission Assembly

369D26615 Markings - Model 369D, 369E, 369F Helicopters

369F5175-1 Main Rotor Transmission Oil Usage Decal

500N6615 Model 500N-530N Helicopter Markings

600N6615 Model 600N Markings

C. Reason:

ExxonMobil will make Mobil SHC 626 lubrication oil with a new formula. There will be a "NOT FOR AVIATION USE" label on Mobil SHC 626 made with the new formula. Mobil SHC 626 lubrication oil with the label "NOT FOR AVIATION USE" is not approved for use in MDHI rotorcraft. ExxonMobil will make Mobil AGL lubrication oil which is approved for use in all MDHI products that had used the approved Mobil SHC 626. Mobil AGL is the same formula as the approved Mobil SHC 626. Mobil AGL can be mixed with the approved Mobil SHC 626. Current inventories of the approved Mobil SHC 626 can be used until that inventory is gone.

Failure to comply with this bulletin can result in the incorrect use of a lubrication oil (Mobil SHC 626 with the label "NOT FOR AVIATION USE") in the transmission assembly which can cause damage to the transmission assembly.

D. Description:

Procedures in this Bulletin give owners and operators information on the introduction and use of Mobil AGL and to remove and replace the old Mobil SHC 626 decals with the new Mobil AGL decals.

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E. Time of Compliance:

The requirements of this bulletin must be completed before the first use of Mobil AGL lubrication oil.

F. FAA Approval:

The technical design aspects of this Bulletin are FAA Approved.

G. Manpower:

Compliance with this bulletin will be approximately:

- 0.75 man-hours for single-engine models
- 0.50 man-hours for single-engine NOTAR models

H. Interchangeability:

None.

I. Points of Contact:

For further assistance, contact the Field Service Department at MDHI, Mesa, Arizona. Telephone 1-800-388-3378 or 480-346-6387. DATAFAX: 480-346-6813.

J. Material/Part Availability:

REPLACEMENT PARTS/SUPPLIES			
Nomenclature	Part No.	Qty.	Source
Lubrication Oil	Mobil AGL	AR	ExxonMobil Corp. Aviation Lubricants (CAGE Code 53C29) — Commercially Available (ref. NOTE below)
Main Rotor Transmission Oil Usage Decal	369F5175-3	1 or 2	MDHI

NOTE: MDHI recommends owners and operators contact their current supplier of Mobil SHC 626 and tell them of their need to purchase Mobil AGL. Additional information for the purchase of Mobil AGL can be found at:

<http://www.exxonmobil.com/lubes/exxonmobil/emal/pages/wheretobuy/wheretobuy.html>

K. Warranty Policy:

N/A

L. Disposition of Parts Removed:

Discard removed Mobil SHC 626 decals and all Mobil SHC 626 decals in spares inventory.

M. Tooling:

N/A

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N. Weight and Balance:

N/A

O. Electrical Load Data:

N/A

P. Other Publications Affected:

CSP-D-1 Rotorcraft Flight Manual

CSP-E-1 Rotorcraft Flight Manual

CSP-FF-1 Rotorcraft Flight Manual

CSP-HE/HS-1 Rotorcraft Flight Manual

CSP-520N-1 Rotorcraft Flight Manual

CSP-600N-1 Rotorcraft Flight Manual

CSP-H-2 Basic Handbook of Maintenance Instructions (Basic HMI)

CSP-H-7 Illustrated Parts Catalog

CSP-HMI-2 Basic Handbook of Maintenance Instructions - Servicing and Maintenance

CSP-IPC-4 Illustrated Parts Catalog

CSP-COM-5 Component Overhaul Manual

CSP-102 Upgraded Transmission Conversion

Q. Reference Publications:

Refer to the latest revision of these publications for procedures and additional information:

CSP-H-2 Basic Handbook of Maintenance Instructions (Basic HMI)

CSP-H-7 Illustrated Parts Catalog

CSP-HMI-2 Basic Handbook of Maintenance Instructions - Servicing and Maintenance

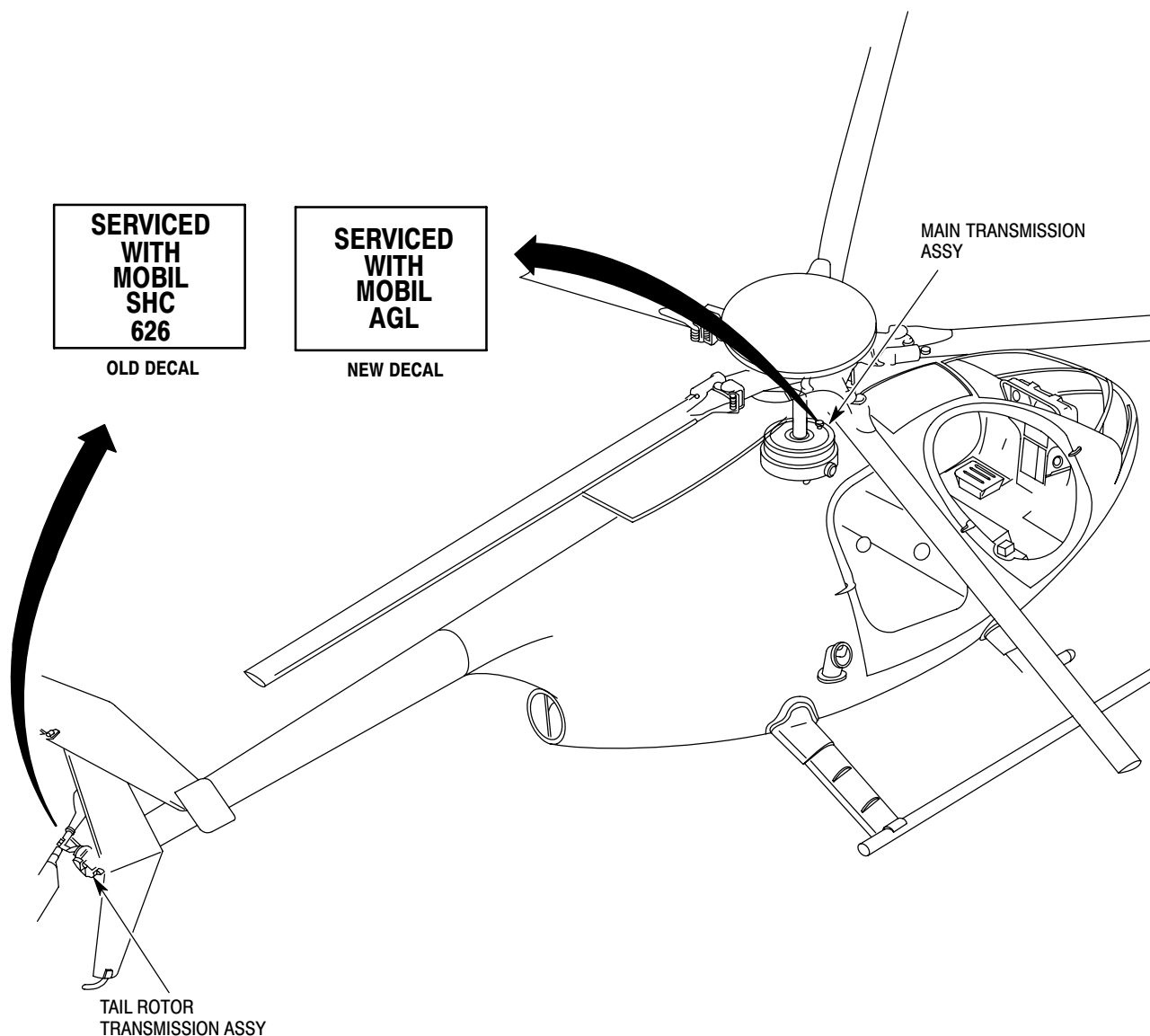
CSP-IPC-4 Illustrated Parts Catalog

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88-821

Figure 1. Removal and Replacement of Mobil SHC 626 References

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2. ACCOMPLISHMENT INSTRUCTIONS

A. Remove and Replace the Oil Usage Decal at the Main Transmission Assembly

(Ref. Figure 1)

NOTE: Not applicable for 369H, 369HE, 369HM, and 369HS rotorcraft.

- (1). Remove the fan hub and transmission cover fairing (ref. CSP-HMI-2, Section 53-30-30; not applicable for 369H, 369HE, 369HM, and 369HS models).
- (2). Remove the old decal from the mast support pan.
- (3). Clean the old adhesive from the mast support pan (ref. CSP-HMI-2, Section 20-20-00).
- (4). Install the new decal on the mast support pan.

B. Remove and Replace the Oil Usage Decal on the Tail Rotor Transmission Assembly

NOTE: Not applicable for 369H, 369HE, 369HM, 369HS, 500N, and 600N rotorcraft.

- (1). Remove the old decal from the tail rotor transmission assembly.
- (2). Clean the old adhesive from the tail rotor transmission assembly (ref. CSP-HMI-2, Section 20-20-00).
- (3). Install the new decal on the tail rotor transmission assembly (ref. CSP-HMI-2, Section 11-00-00).

C. Job Close

- (1). If necessary, service the transmission assemblies with Mobil AGL (ref. CSP-H-2, Section 2; or CSP-HMI-2, Section 12-00-00).
- (2). Install the cover fairing or access panel (ref. CSP-HMI-2, Section 53-30-30; not applicable for 369H, 369HE, 369HM, and 369HS models).

D. Compliance Record

- (1). Record compliance to this Service Bulletin in the Compliance Record section of the Rotorcraft Log Book.
- (2). Complete Bulletin Completed Record form (attached) and FAX or e-mail to MDHI Field Service Department.

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SB369H-251
SB369E-104
SB500N-045

SB369D-209
SB369F-090
SB600N-053



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Bulletin Completion Record

Replacement of Mobil SHC 626 with Mobil AGL

MD Helicopters, Inc.
Field Service Department
4555 E. McDowell Road
Mesa, AZ 85215-9734

800-388-3378 Phone (U.S. and Canada)
480-346-6387 Phone (International)
480-346-6813 Fax

FAX this form to MDHI (480) 346-6813 or E-mail to ServiceEngineering@mdhelicopters.com

Owner /Operator: _____	Helicopter Serial No: _____
Address: _____ _____ _____	Helicopter Total Time: _____ Date: _____
Phone: _____	Location: _____
E-mail: _____	

This bulletin is complete: _____
(Signature)

(Print Name)

(Title)

Comments: _____

FAX this form to MDHI (480) 346-6813 or
Email to ServiceEngineering@mdhelicopters.com

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**ExxonMobil Lubricants &
Petroleum Specialties Company**

3225 Gallows Road
Fairfax, VA 22037

June 2, 2011

Re: Use of Mobil SHC 600 Series lubricants is not recommended in Aviation applications

Dear Valued Customer:

This letter reiterates our product introduction communications recommending that customers use Mobil AGL Synthetic Aviation Gear Lubricant (Mobil AGL) in the appropriate Aviation applications, and **discontinue** use of Mobil SHC 626 and other Mobil SHC 600 Series oils in Aviation applications. ExxonMobil Aviation Lubricants is offering Mobil AGL as a superior aviation gear oil providing outstanding performance in helicopter transmissions and gearboxes.

Mobil AGL has been developed from Mobil SHC 626 technology used by MD Helicopters, Boeing, and Erickson-Air Crane for many years, with additional quality assurance and product traceability features appropriate for an aviation lubricant.

Due to planned Mobil SHC 600 Series formulation changes, the existing original equipment manufacturers (OEM) qualifications received for current Mobil SHC 626 and other current Mobil SHC 600 Series oils will not apply to the future formulation of Mobil SHC 600 Series oils. As such, in order to meet OEM specifications, we recommend Mobil AGL.

Helicopter maintenance professionals should consult OEM service bulletins and manuals for specific lubrication recommendations.

Please note; pails, kegs, and drums of Mobil SHC 600 series gear oils manufactured to the new formulations have been labeled as "NOT FOR AVIATION USE." We have included examples of this labeling in the attachment to this letter. The new formulation Mobil SHC can also be identified by the inclusion of the latest Mobil SHC logo.

We appreciate your adherence to this aviation product recommendation. If you have any technical questions regarding the use of this product, please contact your ExxonMobil Aviation Lubricants Territory Manager, or the ExxonMobil Technical Support Center listed in the attached.

Sincerely,

Joanne Eu
Global Aviation Marketing Manager

Attachments

Attachment

Mobil SHC

MOBIL SHC 626
SYNTHETIC BEARING and GEAR OIL
ISO VG 68
NOT FOR AVIATION USE

energy efficiency

INGREDIENT DESCRIPTION: PETROLEUM OIL (Hydrotreated lubricant)

CAS NUMBER: 682-338-01

BATCH NUMBER: 10011E04A

MOBIL SHC 626

WARNING!
"Empty" containers retain residue (liquid and/or vapor) and can be dangerous. Do not pressure, cut, weld, braze, solder, drill, grind, or expose this container to heat, flame, sparks, static electricity, or other sources of ignition; it may explode and cause injury or death. Do not reuse container. "Empty" drums should be completely drained, properly banded and promptly returned to a drum reconditioner. Dispose of other "empty" containers in accordance with government regulations. Refer to the Material Safety Data Sheet for additional information.

SPILL CONTROL
Eliminate all ignition sources. Ventilate confined spaces. Recover free product. Add sand, earth, or other suitable absorbent material to spill area, and keep spilled product out of sewers and water courses. Advise authorities if product cannot be contained. Conform with applicable governmental regulations.

D.O.T. Hazard Identification
Name: NOT APPLICABLE
Class: NOT APPLICABLE
I.D. No.: NOT APPLICABLE

ExxonMobil Oil Corporation
3225 Gallows Road
Fairfax, VA 22037-0001

Refer to product Material Safety Data Sheet (MSDS) for further safety and health information.
For product information call 1-800-662-4525
For emergencies call 1-800-737-4411

PACKAGED BY 10011E04A	PRODUCT CODE 98LA35 602938	BATCH NUMBER BATCHN080123456	NET WEIGHT / VOLUME 55 GAL/208.1 L 1001
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visit us at www.mobilindustrial.com

The above image of the new Mobil SHC 600 Series drum label shows that the product should not be used for Aviation applications

Mobil

MOBIL AGL
SYNTHETIC AVIATION GEAR LUBRICANT

INGREDIENT DESCRIPTION: Petroleum Oil (Lubricant)

CAS NUMBER: 622076-0900

BATCH NUMBER: 10011B25A

MOBIL AGL

WARNING!
"Empty" containers retain residue (liquid and/or vapor) and can be dangerous. Do not pressure, cut, weld, braze, solder, drill, grind, or expose this container to heat, flame, sparks, static electricity, or other sources of ignition; it may explode and cause injury or death. Do not reuse container. "Empty" drums should be completely drained, properly banded and promptly returned to a drum reconditioner. Dispose of other "empty" containers in accordance with government regulations. Refer to the Material Safety Data Sheet for additional information.

SPILL CONTROL
Eliminate all ignition sources. Ventilate confined spaces. Recover free product. Add sand, earth, or other suitable absorbent material to spill area, and keep spilled product out of sewers and water courses. Advise authorities if product cannot be contained. Conform with applicable governmental regulations.

D.O.T. Hazard Identification
Name: NOT APPLICABLE
Class: NOT APPLICABLE
I.D. No.: NOT APPLICABLE

Exxon Mobil Corporation
3225 Gallows Road
Fairfax, VA 22037-0001

Refer to product Material Safety Data Sheet (MSDS) for further safety and health information.
For product information call 1-800-662-4525
For emergencies call 1-800-737-4411

PACKAGED BY 10011B25A	PRODUCT CODE 98LA92 622076	BATCH NUMBER BATCHN080123456	NET WEIGHT / VOLUME 55 GAL/208.1 L 1000
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The above image of a Mobil AGL drum label for product that can be used in approved Aviation applications

Attachment

Technical Support Center

Monday - Friday, 8:00 am to 5:00 pm, in the local Help Desk time zones.

Americas

+1 718 354 1392 (GMT -5 hours)

Toll-Free: +1 866 328 8036*

(*Only valid in U.S.)

Asia Pacific

+65 6562 6376 (GMT +8 hours)

Europe, Africa, Middle East

+420 22145 6618 (GMT +1 hour)

