

SAFETY NOTICE

S.N. N° SN-GEN-25-001
DATE: April 23, 2025
REV. /

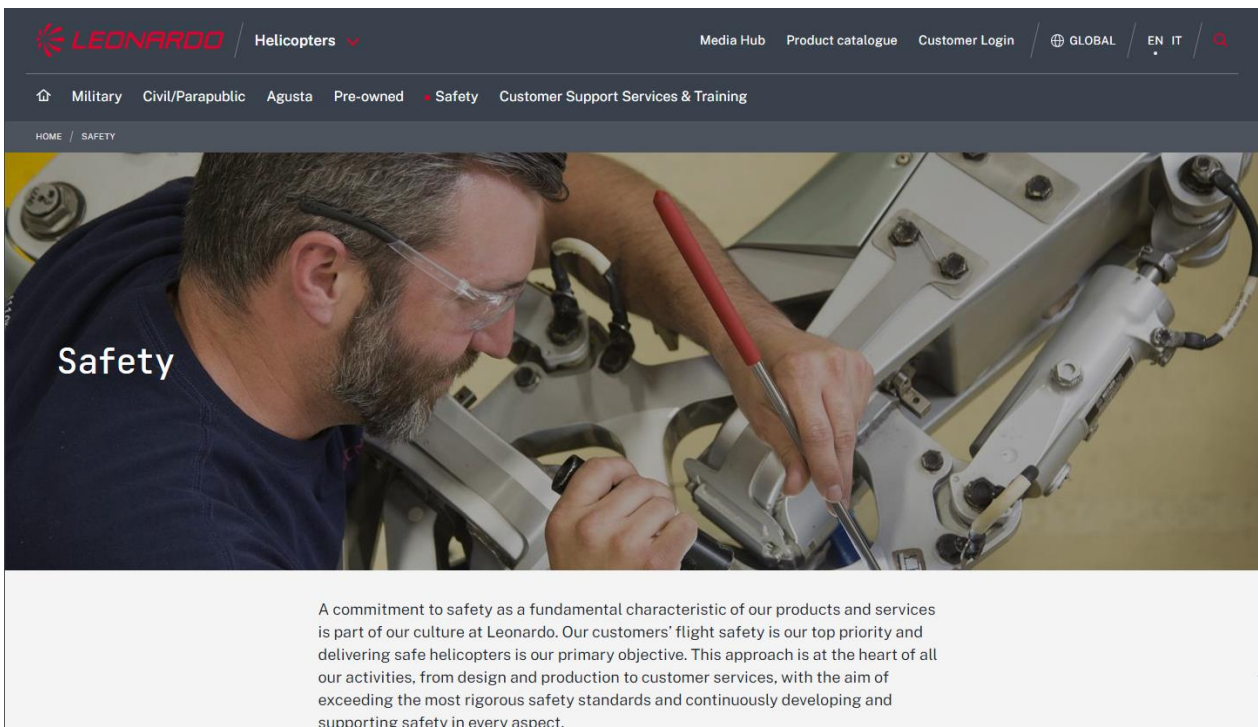
To: Leonardo Helicopters products
Owners / Operators / Service Centres

SUBJECT: Update of Leonardo Helicopters website and HELIconnect app

Helicopters Affected: AW109/AW119, AW139, AW169, AW149/AW189 and AB Models

Dear Customer,

Leonardo Helicopters (LH) is pleased to inform you about the recent updated of website aimed at introducing a new section named "**Safety by Lesson Learned**" under the Safety area available at the link: <https://helicopters.leonardo.com/en/safety>.



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Safety

A commitment to safety as a fundamental characteristic of our products and services is part of our culture at Leonardo. Our customers' flight safety is our top priority and delivering safe helicopters is our primary objective. This approach is at the heart of all our activities, from design and production to customer services, with the aim of exceeding the most rigorous safety standards and continuously developing and supporting safety in every aspect.

With this initiative LH intends to provide information about the Aircraft Accident and Incident Investigation process established by the International Civil Aviation Organization (ICAO) under Annex 13 to the Convention on International Civil Aviation.

In this context, LH acts as Technical Advisor (TA) of the Accredited Representative (AccRep) during the investigation. The new website section describes how LH supports the investigation in terms of visit to the crash site, wreckage survey, Flight Data Recorder (FDR) and Cockpit Voice Recorder (CVR) analysis, 3D flight simulation of the event, component failure analysis and identification of containment and corrective actions on in-service fleet (when necessary).

In addition, in this new section dedicated lessons learned by the investigation of accidents and incidents will be also published to prevent similar events from occurring in the future. Those lessons learned will be provided through dedicated Safety Notices including the following paragraphs:

- 1) A brief description of the safety topic.
- 2) A summary of the investigations' results, including root causes and contributing factors.
- 3) The lessons learned from the investigation and the recommendations to avoid similar events in the future.

In case of accidents or serious incidents, for the purpose of properly manage the relevant reporting of such events, section "*Event reporting*" has been also updated to remind that:

- In case of accidents or serious incidents involving Leonardo products, please proceed as follows:
 - Contact LH Accident Investigation office at safety.LHD@leonardo.com
 - Contact LH Customer Support at 24.7fleetoperationscentre.aw@leonardo.com
- In case of accidents or serious incidents occurred in Italy involving Leonardo's civil products, please inform:
 - Italian National Investigation Authority (ANSV) at safety.info@ansv.it copying LH Accident Investigation office (safety.LHD@leonardo.com) for future coordination.

HELIconnect App

In parallel, the **HELIconnect** app, available to the entire helicopter's community and not limited to LH customers, has been updated to introduce the section "**News**" under the Safety page. Scope of this section is to provide in real time information about the issuance of Safety Notices and other safety initiatives promoted by LH.

Each new publication will be notified by a dedicated pop up notification.

