



A Textron Company

OPERATION SAFETY NOTICE

205-12-45
205B-12-17
212-12-49
412-12-40
412CF-12-12

18 May 2012

TO: All owners and operators of Model 205A-1, 205B, 212, 412/EP, and 412CF helicopters

SUBJECT: EMERGENCY (PUSH OUT) PASSENGER DOOR WINDOWS

Bell Helicopter has recently investigated an incident that resulted in the in-flight loss of an emergency "push out" window on a composite passenger door. A few factors contributing to the in-flight loss of the windows are explained below:

1. The groove in the window retainer (seals) were not adequately scuffed with 80-grit sandpaper; thus, creating a reduction of the bond quality between the retainer and the door.
2. This reduction in bond quality went unnoticed during the scheduled inspections. The bond gradually voided over time and eventually failed during a VNE flight.

The purpose of this OSN is to remind customers of the importance to inspect the windows and doors in accordance with the applicable Maintenance Manuals, Chapters 5 and 52. Use of slight thumb and finger pressure to verify that the window retainers are still correctly bonded to the passenger door is necessary to verify bond security.

Minor disbond of the retainers can be corrected by lifting the retainer with the use of a tongue depressor or equivalent and injecting silicone adhesive (C-307) between retainer and door. Any major disbond (such as a complete section of the interior or exterior of the retainer) is sufficient cause to replace the retainer and reinstall the window in accordance with published instruction contained in maintenance manual, Chapter 52.

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Failure to properly inspect or install the windows per published instructions could result in the loss of the push out windows.

For any questions regarding this letter, please contact:

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