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Alert Service Letter

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Subject: Verification of proper hook locked indication before performing external load operations with cargo hook P/N 528-029-00 or -01

Dear Valued Customer:

Onboard Systems has received reports from the field of improper verification of the cargo hook locked indicator status before performing external load operations. Our records indicate that your company may have purchased this affected equipment under one of the following part or kit numbers:

Affect Part Numbers	Description
528-029-00	Cargo Hook 24VDC
528-029-01	Cargo Hook 12VDC
200-261-01	Eurocopter AS350B2 and Previous Replacement Cargo Hook Kit
200-264-01	MD500 Cargo Hook Kit
200-264-02	MD600 Cargo Hook Kit
200-326-00	Robinson R44 Cargo Hook Kit
200-327-00	Robinson R44 Raven II Cargo Hook Kit
200-329-00	Bell 407 Fixed Beam Suspension System
200-330-00	Bell 407 Fixed Beam Suspension System

Please review this information and determine if the equipment is still in your possession. If this equipment is no longer in your possession, please forward this notice to the current owner or your customer, as applicable.

Onboard Systems would like to stress the importance of following the proper guidelines for verifying that the cargo hook P/N 528-029-00 or -01 is locked before performing any external load work. This is accomplished by verifying that the hook lock indicator on the side of the hook returns to the fully locked position every time the hook is latched. In the fully locked position, the top and bottom corners of the diamond shape on the hook locked indicator should align with the lines on the manual release cover (see Figure 1).

CARGO HOOK

Suspension, Hook, and Load Weigh Systems

CROPHAWK

Flow Monitoring Systems

ENGINEERING

Customer Directed Development

FIGURE 1

Picture of a cargo hook that is in the fully locked position. Note that the top and bottom corners of diamond shape showing through the opening of the lock indicator window (circled in yellow) are lined up with the white lines on the hook.

If the hook does not re-latch properly (see Figure 2 and 3), it is critical that you do not use the hook until the problem is resolved, as an inadvertent load loss could result. Some possible causes for not re-latching properly include incorrect rigging and routing of the manual release cable, a cable that that is worn, binds or sticks and prevents the hook mechanism from locking, incorrect cable part number or release fitting installed or lack of proper maintenance. In addition, the load beam may close and feel secure, but the mechanism is not in a stable locked position unless the lock indicator returns to the fully locked position.

FIGURE 2

Picture of a cargo hook that is in the open position. Note that the locked indicator window (circled in yellow) is empty. This hook is not fully locked.

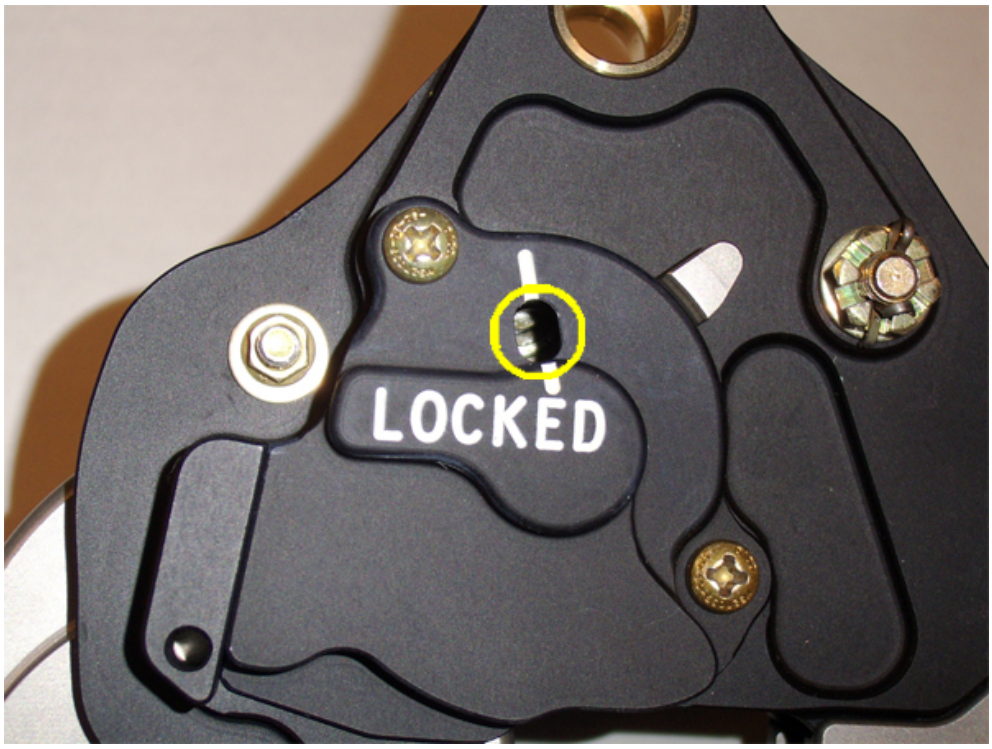

FIGURE 3

Picture of a cargo hook that is not fully re-latched. Note that while the edge of the metal indicator is lined up with the white lines on the hook, the top and bottom corners of diamond shape showing through the opening of the lock indicator window (circled in yellow) are not. This hook is not fully locked.

The original instructions for this check can be found in the technical documentation that was supplied with the equipment, either in the Owner's Manual, Rotorcraft Flight Manual Supplement or Instructions for Continued Airworthiness. Current revisions for these manuals can be downloaded from our company website at the following link:

http://www.onboardsystems.com/Support/Manuals_and_Documents.php

Onboard Systems is dedicated to supporting helicopter external load operators. We welcome any feedback and comments you may have. If you have any questions or require additional information, please feel free to contact us.

Best regards,

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