

R22 SERVICE LETTER SL-97

R44 SERVICE LETTER SL-87

R66 SERVICE LETTER SL-44

DATE: 23 June 2023

TO: R22-series, R44-series, & R66 Owners, Operators, and Maintenance Personnel

SUBJECT: Cockpit Camera Firmware (Software) Update

ROTORCRAFT AFFECTED:

- R22-series, R44-series, and R66 helicopters equipped with F039-1/-2/-3 Cockpit Camera delivered before 1 June 2022
- R22-series, R44-series, and R66 helicopters equipped with F039-1/-2/-3 Cockpit Camera installed as KI-271/-275 retrofit kit prior to 1 October 2022

BACKGROUND: RHC has received reports of cockpit cameras malfunctioning due to a camera firmware error. A camera that has already malfunctioned will no longer record video and can only be repaired by returning it to RHC. A user-installable update to cockpit camera firmware is available which reduces likelihood of such malfunction.

COMPLIANCE PROCEDURE:

1. Determine firmware version currently installed on cockpit camera:
 - a. Insert a compatible flash drive into cockpit camera (see *Cockpit Camera User Guide*, Section 7 [available at <https://robinsonheli.com/> > Publications > User Guides > Cockpit Camera] for information on compatible flash drives; flash drive supplied with camera is compatible).
 - b. Turn helicopter battery switch ON for approximately 1 minute, then turn battery switch OFF.
 - c. Remove flash drive, insert drive into PC or Mac computer, and open HELICAM_LOG.log file located in HELICAM_LOG folder. The log file can be opened with any standard text editor (i.e. Notepad in Windows or TextEdit on Mac).
 - d. Scroll to bottom of log file, and look for last entry that looks similar to below. Firmware version is listed in “[]” brackets; in below example, firmware version is 1.1.1.4.

firmware version [1.1.1.4]

<2022-03-28><12:55:41> UTC:20220328 20:55:41

(OVER)

2. Cameras with firmware version 1.1.2.3 or subsequent already include the update and require no further action.
3. For cameras with firmware version 1.1.2.2 or prior, update firmware to latest version per instructions in *Cockpit Camera User Guide*, Section 4.
4. Make appropriate maintenance record entries.

APPROXIMATE COST:

Parts: No charge.

Labor: Approximately 0.5 labor-hour.