



SERVICE LETTER

DATE: 19 JANUARY 1996

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SUBJECT: INTEGRATED INSTRUMENTATION DISPLAY SYSTEM (IIDS) -
CMA2055

MODELS AFFECTED: All McDonnell Douglas Helicopter Systems (MDHS) MD900 Series helicopters equipped with IIDS, P/N 900A3720002-105.

MDHS has discovered that existing software for the BMS system may permit the BMS board to freeze occasionally. This cover letter is to inform all owners/operators of a software problem and the means by which an interim corrective measure can be implemented.

The Balance Monitoring System (BMS) database can become corrupted, whereby the existing software permits the BMS board to freeze occasionally. One symptom is the inability to enter the BMS menus using the IIDS keypad. Another is BMS malfunction when providing track and balance monitoring or display. BMS malfunctions only affect maintenance functions of the MD900 helicopter. None of the operational functions of the helicopter are affected.

Canadian Marconi Company Service Information Letter (S.I.L. No. 95-05, dated December 8, 1995 or later) provides operators with an interim solution to the problem. The S.I.L. is attached to this cover letter.

John Reagan, Dept. Manager,
Commercial Customer Support
McDonnell Douglas
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POINTS OF CONTACT: For further assistance, contact your local MDHS Field Service Representative (refer to the latest revision of the Business Development and Customer Support handbook for address and telephone numbers) or contact the Field Service Department at MDHS, Mesa Arizona. Telephone: 1-800-388-3378 or (602) 891-6342. DATAFAX: (602) 891-6782.