

## Grant Robinson

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**From:** McConnell, DAVE P <dave.p.mcconnell@lmco.com>  
**Sent:** Thursday, March 22, 2018 2:21 PM  
**To:** Grant Robinson  
**Cc:** Nakhon Avionics; Mrazik, Philip; Atiporn Chiwcharoen  
**Subject:** iPad holder logical spare P/N

Grant

Per the request of Dave, following is the CSE response to my FTR requesting a P/N for a logical spare iPad holder.

Case Number: C0090138  
Customer: Thai Aviation Services Limited  
Aircraft S/N: 920279  
Aircraft Model: S-92A  
Aircraft TT: 2,077  
ATA: 25  
Part Number: 209-5231-011  
Case Subject: iPad Heli-Mount-Request For P/N Of Logical Spare

### Problem Description:

Crew of 920279 have reported that the copilot's iPad Heli-Mount has low friction, causing the iPad to become loose in the cradle in flight.

Troubleshooters note that there is no data in IC04073 to permit adjustment of the friction of the Heli-Mount clamping mechanism, and that the friction of the mechanism does not appear to be field adjustable.

920279's iPad installation was accomplished at SGH per Option Code S92A-920864, under Top Kit 33792-54073-012, with 14092-16R001-01 and -02 installations.

When TAS requested a quote from SCI for a P/N 209-5231-011 Heli-Mount per IC04073 CH 25-19-01 Pg. 405, Figure 401, Item 2, SCI informed them that the P/N 209-5231-011 cannot be supplied, and recommended P/N 14092-16R010-01 iPad Holder Assembly per ICA Figure 401, Item 1.

Reference to Dwg 14092-16R010 - iPad Holder Assembly - indicates that this part is only the hinged holder for the Heli-Mount. The Heli-Mount itself is not part of the assembly.

ICA Figure 401 Item 1 also calls out a P/N 14092-16R011-01, confusingly also nomenclatured iPad Holder Assembly.

Dwg 14092-16R011 indicates that the 14092-16R011-01 is comprised of the 14092-16R010 Holder Assembly plus a P/N 209-5235-511 Heli-Mount Plus L/H Kit. The IPC lists EFF code CE for P/N 14092-16R011-01, but the meaning of the code is unknown because the IPC lacks a key to explain the EFF codes.

TAS requests the following clarifications:

- 1) Can the P/N 209-5235-511 Heli-Mount Plus L/H Kit be used with iPad Mounting Installation 14092-16R001-01?
- 2) Can a P/N 14092-16R011-01 iPad Holder Assembly be used with iPad Mounting Installation 14092-16R001-01?
- 3) If neither P/N is acceptable for use with iPad Mounting Installation 14092-16R001-01, please advise the P/N of the logical spare to be used to replace a P/N 209-5231-011 Heli-Mount.

**Problem Resolution:**

1Q) Can the P/N 209-5235-511 Heli-Mount Plus L/H Kit be used with iPad Mounting Installation 14092-16R001-01?

**1A) No. See question two's answer below. Currently it is not effective for this aircraft.**

2Q) Can a P/N 14092-16R011-01 iPad Holder Assembly be used with iPad Mounting Installation 14092-16R001-01?

**2A) The customer would need to upgrade to a 14092-16R001-03 installation for the co-pilot side (ref: -04 for the Pilot side). It will install the same to the instrument panel with approach plates.**

3Q) If neither P/N is acceptable for use with iPad Mounting Installation 14092-16R001-01, please advise the P/N of the logical spare to be used to replace a P/N 209-5231-011 Heli-Mount.

**3A) No there is not, other than buying the -03 and -04 installations.**

If further assistance is required, please contact Service Engineering.

This email notification is provided as the case has been reviewed and does not contain technical data in the resolution.

**David P. McConnell**

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