



Official Letter

To
All customers

From
Maurice Chretien
Head of Quality Airbus Customer Service
T +33582051806
F +33567190009
E maurice.m.chretien@airbus.com
1 rond-point Maurice Bellonte
31707 Blagnac
France

Blagnac, 22 September 2015

Subject: Beware of sourcing Airbus proprietary tools from unapproved sources

Dear Madam, dear Sir,

Airbus re-organized its Proprietary Tools and GSE operations on January 1, 2012 which means that Airbus is the sole source for sales to your company of Airbus Proprietary Tools and GSE. Airbus Proprietary Tools are manufactured by Airbus-approved sources in accordance with Airbus requirements and as described in OIT AI/SE 999.0089 and SIL 00-031-011 Revision 11 dated from 11 March, 2012. These requirements ensure the right configuration, the latest modification standard and ensure safety during usage.

Since this change, Airbus has become aware that some companies are promoting unapproved Airbus Proprietary Tools as genuine Airbus products. These products could mislead your company to believe that the tools offered for sale conform to the most current Airbus technical, quality and safety requirements. These unapproved tools can be categorised into three main groups: copies of Airbus Proprietary Tools, 'Alternate' tool designs and second hand market tools. Airbus has been made aware that in multiple instances these tools have been made from incomplete and/or out-of-date drawings, incorrect material and/or wrong protection process and have seriously impacted operations. Airbus has no way to validate the conformity of any Proprietary Tool not procured by Airbus.

As a consequence, Airbus feels obliged to inform your company that any Airbus Proprietary Tools offered by sources other than Airbus, are not of the appropriate quality and may not perform their intended function in a safe and satisfactory manner. Any use of the unapproved specific tools for maintenance could lead to:

- aircraft or component damage
- personnel injury and non-compliance in regard to occupational safety in your company
- loss of any Airbus warranty
- compliance issues with the airworthiness authorities
- inability of Airbus to support tools from unapproved sources

To ensure the proper supply of Airbus Proprietary Tools please make sure that all orders are placed via the Airbus Customer Order Desk (COD). The COD is the authorised sole source for placing your Proprietary Tools orders. In order to eliminate doubt, Airbus proprietary tools can be identified as de-

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scribed in the attached documents. All genuine Airbus tools are equipped with the Airbus | Tools data plate as from September 2014.

Our Account Directors will follow up on this important topic with your operations teams and Airbus kindly asks you to cascade this important information to the appropriate departments in your organization. Airbus kindly asks for your co-operation to report unapproved tooling sources and remains at your disposal for any additional questions.

Best Regards,

A handwritten signature in black ink, appearing to read "M. Chretien".

Maurice Chretien
Head of Quality Airbus Customer Service

A handwritten signature in black ink, appearing to read "G. Mould".

Gregory Mould
Head of Airbus Health & Safety