



## Cargo Hook Certified for R66

The FAA approved Robinson's R66 cargo hook installation. The optional cargo hook carries external loads up to 1200 lb and, for external load operations, the R66's maximum gross weight increases from 2700 lb to 2900 lb.

*see page 2*

## #1 in Customer Support



*Robinson's Edgar Colio expedites AOG order.*

**R**obinson ranked #1 in Vertical's 2018 Helicopter Manufacturers Survey. The popular magazine received almost 1000 responses to its annual survey that asked participants to rate manufacturers on a variety of service related issues. This year Robinson dominated the rankings with improved scores in 12 out of 13 categories.

The categories included commitment to product improvement, cost and availability of parts, pilot and maintenance training, speed of service, warranty fulfillment, technical publications, and satisfaction with service centers. Participants ranked manufacturers on a scale of 1 to 5 where 5 was the highest and 1 was the lowest. Robinson came in first overall, with an average ranking of 4.09. Second place with an average ranking of 3.88 went to a formidable competitor that shall remain unnamed.

The most improved categories for Robinson were cost of parts, warranty fulfillment, speed of service, and service center satisfaction (Robinson has over 480 service centers worldwide). Participants also offered commentary and called out Peter Hallqvist

and Daniel Huesca for their outstanding technical support. Many comments provided useful information as to what the aviation community thinks is important such as improved autopilot technology and more safety training.

"Ultimately customer satisfaction is the result of good design and engineering. Frank Robinson envisioned and developed the R22 around those key concepts and today they still govern everything we do," said Robinson President Kurt Robinson.



*Tech reps Peter Hallqvist and Daniel Huesca*

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## Cargo Hook Certified for R66



*The cargo hook installation allows for solo flight from either seat.*

The cargo hook installation includes an Onboard Systems hook, right and left-seat controls (allowing for solo flight from either seat), a left-seat hydraulic switch, and a left-seat start button. A load weight gage and a second set of engine power gages (torque and gas temperature) are located in the left door sill allowing the pilot to monitor engine operations while keeping an eye on the external load. Provisions for remote control of external equipment (e.g., long line hook or a water dropping bucket) are also included.

Robinson is now accepting orders for cargo hook installations on new R66 aircraft. MSRP \$28,000. For additional information go to [www.robinsonheli.com](http://www.robinsonheli.com)

### Submit Your Photos for the 2019 RHC Calendar

Submit photos of your Robinson helicopter at work, rest, or play. JPG and TIF file formats required. No BMP files please. Send your high-resolution photos to [pr@robinsonheli.com](mailto:pr@robinsonheli.com).

## Robinson Supports Chinese Safety Program

As China's general aviation regulations loosen-up and more and more helicopters take to the skies, concerns over safety increase.

For its part, Robinson Helicopter Company enlisted the help of Chin Tu, owner of Civic Helicopters in Carlsbad, California, a Robinson dealer since 1990 with an accident-free record. Chin, who is fluent in Mandarin and has over 26,000 CFI/CFII helicopter hours (half of those are in Robinsons), will head-up a Chinese Safety Program.

According to Chin, the vast majority of accidents are caused by pilot-error, either from improper training or poor aeronautical decision making (ADM). Chin firmly believes many low-time Chinese pilots lack a fundamental understanding of helicopter nomenclatures and flight techniques.

To get the program started, Robinson's Chief Safety Instructor Tim Tucker and Chin traveled to China earlier this year. They held four safety seminars, each sponsored by a Robinson dealer. PTE Systems sponsored a course outside Beijing, Heliflite China held one in Xi'an, General Aviation Services of Hunan conducted one in Changsha, and AVIC International sponsored one at their flight school in Xuzhou.

The courses consisted of ground and flight training and focused on the major causes of fatal accidents. During each course memory sticks containing all of Robinson's Safety Notices (translated into Chinese) were handed out. Over 100 pilots attended the ground training. Tim and Chin flew with 45 pilots during the flight portion which was limited by weather and airspace restrictions.

Chin along with his daughter, Candise, who is also fluent in Mandarin and a CFI with over 3,500 hours, have been traveling to China promoting flight safety since 2011. With the help of local Chinese instructors, the pair plan to conduct future safety seminars in China. For more information, email Chin at [ctu@civichelicopters.com](mailto:ctu@civichelicopters.com).



*Chin Tu (left) and Tim Tucker (right)*

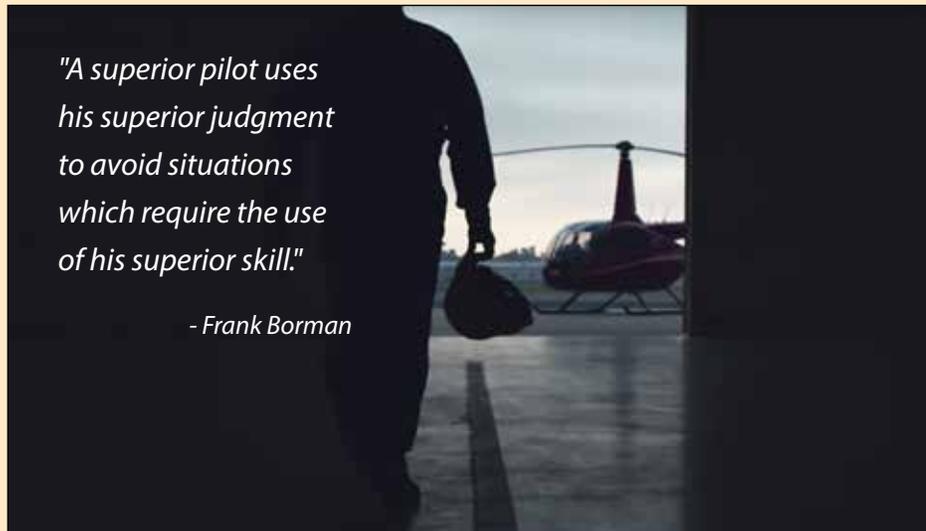


*Students at the safety course held in Xi'an, China*

## USHST Issues Safety Letter

*"A superior pilot uses his superior judgment to avoid situations which require the use of his superior skill."*

- Frank Borman



Summer brings warm weather and clear skies, which means more aircraft are flying. Unfortunately, this summer, it has also meant a troubling increase in the number of helicopter accidents. From June 29th to July 8th (10 days), four fatal accidents occurred in the U.S. and Puerto Rico. Why so many accidents? The specific cause of each accident will take time to determine but the alarming number of recent accidents prompted the USHST (U.S. Helicopter Safety Team) to issue a safety letter to the helicopter community. The letter lists five reminders that Robinson thinks bear repeating.

1. Review your basic procedures. Simple practices are often what keep us safe.
2. Think through what action you would take in an emergency.
3. Consider how summer temps affect the performance/limitations of your aircraft.
4. Are you tired? Are you pushing yourself too hard?
5. Ask yourself, "What could go wrong with what I'm doing right now?"

RHC's Chief Test Pilot Doug Tompkins (ATP/CFI, 20,000+ PIC) offers similar advice.

1. Never underestimate the effect of weather. Once you lose your horizon and outside visual reference, you will lose control of the aircraft.
2. Be aware of your surroundings, wire strikes are a major cause of helicopter accidents. Fly high and stay alive.
3. Watch your RPM, always stay in the green. Know what causes low RPM and know how to recover.
4. Skills are perishable. Try to fly with a CFI every 90 days.
5. In turbulent conditions, slow down or just land. The risk of a low G situation is much greater in windy conditions and/or at high speeds.
6. Don't push it. No deadline, appointment, or outing is worth your life.

Most aviation accidents can be avoided. Over confidence and bad decisions are the greatest threats to safety. In the words of HAI President Matt Zuccaro, when in doubt "land the damn helicopter!"

## Wayne Walden, RHC's VP of Manufacturing, Retires



Wayne Walden

June 28th marked the end of an era when Robinson Helicopter Company's VP of Manufacturing, Wayne Walden, retired.

Thirty-seven years ago, at age 41, Wayne answered an ad for a manufacturing supervisor at Robinson Helicopter. His background included machine shop courses at Compton Junior College and 20 years of manufacturing/machining experience from various companies. During his interview with Frank Robinson, he was asked, "What do you know about helicopters?" Wayne responded "Nothing, you have engineers for that but I know a lot about manufacturing." Wayne was hired the next day.

It was 1981, the company was located in a small building off the Torrance airport, there were less than 100 employees and production was 2.9 R22s per week. In the years that followed, Frank relied heavily on Wayne as the company's manufacturing space tripled, aircraft production hit record highs, and employment grew to 1200 plus. There were ups and downs and a lot of very long days but Wayne's commitment never wavered.

On his last day of work, Wayne looked back on his 37 years and said "It was never boring, I enjoyed every minute."

Suffice it to say Robinson Helicopter got lucky when Wayne Walden answered that ad in 1981. Thanks Wayne, it has been a pleasure. RHC wishes you all the best.

# U.S. Helicopter Accidents 2011 - 2015

Model*	Engine Type	Total	Pilot Error	Mechanical	Engine	Maintenance	Loss of Power for Unknown Reasons	Undetermined
Robinson R22	Piston	86	77 (90%)	1 (1%)	0	2 (2%)	3 (3%)	3 (3%)
Robinson R44	Piston	105	91 (87%)	1 (1%)	0	3 (3%)	4 (4%)	5 (5%)
Hughes/Schweizer 269/300	Piston	50	34 (68%)	4 (8%)	2 (4%)	7 (14%)	1 (2%)	2 (4%)
Bell 47	Piston	43	35 (81%)	2 (5%)	2 (5%)	3 (7%)	0	1 (2%)
Aerospatiale/Airbus/Eurocopter 350/125	Turbine	59	46 (78%)	2 (3%)	0	6 (10%)	1 (2%)	3 (5%)
Hughes/MD 369/500	Turbine	52	35 (67%)	1 (2%)	2 (4%)	7 (13%)	4 (8%)	3 (6%)
Bell 206	Turbine	93	68 (73%)	1 (2%)	6 (6%)	8 (8%)	8 (8%)	1 (2%)
Robinson R66**	Turbine	4	4 (100%)	0	0	0	0	0

**Notes:**

\*Includes series and all derivative models

\*\*R66 entered production late 2010

Source: May 2018 National Transportation Safety Board probable cause reports for Jan 2011 - Dec 2015

