

Bell Helicopter **TEXTRON**

A Subsidiary of Textron, Inc.

December 14, 2003

INFORMATION LETTER 407-03-73

TO: All Owners/Operators of Bell 407 series Helicopters

SUBJECT: Information on Model 407

There have been 2 incidents in the Texas gulf coast area involving the Model 407 since November of this year. The preliminary investigation suggests that they may be engine related. The investigation by the NTSB is on going at this time.

Both Bell and Rolls-Royce have formed a joint action team to ensure that the combined assets of both companies are focused on the most rapid resolution of the situation. The engine components have been returned to Rolls Royce under the authority of the NTSB investigation. Important information resulting from the investigation will be distributed rapidly to all the Model 407 operators and maintainers as it becomes available.

Currently there are over 560 Model 407 Rolls-Royce powered helicopters in over 80 different countries around the world. This fleet has accumulated over 1,400,000 flight hours since the introduction in 1996.

Bell Helicopter and Rolls-Royce are committed to the rapid resolution of these events and our desire to keep you well informed.

Any media inquiries regarding these incidents may be directed to Carl Harris in the Bell Helicopter Textron office (phone: 817-280-2783, email: charris@bellhelicopter.textron.com).

Customer inquires may be directed to Jack Denham, Director Product Support (phone: 817 280-3344, email: jdenham@bellhelicopter.textron.com).

In case of questions about the involvement of the engine:

Please direct any media inquiries regarding this incident to Maria Weber in the Corporate Communications office (phone: 317-230-6662, email: maria.y.weber@Rolls-Royce.com).

Please direct any customer inquiries regarding this incident to Gary Souza in the Model 250 support team (phone: 317-230-3987, email: gary.d.souza@Rolls-Royce.com).