

Bell Helicopter **TEXTRON**

A Subsidiary of Textron, Inc.

March 19, 2004

INFORMATION LETTER 407-04-80

TO: All Owners/Operators of Bell 407 series Helicopters

SUBJECT: TAIL SKID ASSEMBLY P/N 206-020-110-103 RECALL

This letter is issued to advise owners and operators of a tail skid assembly recall. Bell Helicopter has been informed that the subject tail skid does not meet the required hardness.

The affected tail skid was installed on the following helicopters:

Model 407 S/N 53546, 53547, 53552, 53553, 53554, 53555

We are requesting your collaboration in this matter and are asking that the tail skid assembly detailed above be returned to:

BELL HELICOPTER TEXTRON
Attention: Dave Clark
Logistics Center
Norwood Drive and Trinity Boulevard
Fort Worth, Texas 76101
United States of America

The replacement part order must be placed with your Bell Helicopter Textron supply center. The part to order is 206-020-110-103A. For warranty coverage of the replacement tail skid assembly, please complete a DMR which covers 2 hours labor and reasonable shipping charges (no duties, taxes or customer fees) through the Bell Helicopter Warranty department before September 2004. Fax a copy of the DMR report immediately with the shipping invoice number to Warranty/Customer Property Return to the attention of Warranty / CPR Administration, fax number: (817) 280-8898.

Bell Helicopter appreciates your cooperation and apologizes for any inconvenience this situation may have caused. Please provide Product Support Engineering with shipping information to:

Bell Helicopter Textron
Product Support Engineering
Light Helicopters
Phone: 1-800-243-6407 (for USA and Canada)
(450) 971-6407
Fax: (450) 433-0272
pselight@bellhelicopter.textron.com

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