



March 28, 2006  
Reissue, Jan. 11, 2010  
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## **INFORMATION LETTER GEN-06-106, Reissue**

**TO: All Owners/Operators of Bell Helicopters**

**SUBJECT: AVAILABILITY OF ELECTRONIC PUBLICATIONS**

### **NOTE**

This Reissue replaces all previous versions of GEN-06-106 in their entirety.

Bell Helicopter provides a state of the art, online Technical Publications service and DVDs for its customers. The Electronic Publications provide up-to-date technical manuals via the World Wide Web and DVD and currently include the 204B, 205A1, 205B, 206A/B Series, 206L Series, 212, 214, 222, 230, 407, 412, 427, 429, and 430 models.

### **Customer benefits associated with this service include:**

- Worldwide availability of electronic documentation via the Internet.
- A Bell-approved source for up-to-date documentation, meeting regulatory requirements for documentation accessibility and revision status.
- Instantaneous Web updates concurrent with revision release.
- Remote location availability of electronic documentation via DVD.

### **Release of documentation:**

- With the goal of providing our customers with the latest released documentation as quickly as possible, the Web site will always be the first location to be updated with applicable model information. This will be followed by distribution of the paper copy revisions and periodic releases of DVDs.
- Based on this, the Web site at [www.bellhelicopter.net](http://www.bellhelicopter.net) will always be the most up-to-date source of information for our customers and the [Revision Status Listing](#) will always be updated to be in sync with the Web site.

- As worldwide customer receipt of the paper copy revisions from Bell will follow the Web site releases, customers have the ability to download and print the latest revisions if desired. This may be accomplished by accessing [www.bellhelicopter.net](http://www.bellhelicopter.net) and opening the “Latest Revisions” folder, which is located at the top of the “Table of Contents” selection for each model.

### **General Information:**

All applicable documentation associated with each model is provided and includes:

- Flight Manual and Supplements
- Manufacturer’s Data
- Maintenance Manual and Supplements
- Illustrated Parts Breakdown Manual and Supplements
- Component Repair and Overhaul Manual or Component Maintenance Manual
- Component Repair and Overhaul Vendor Manual or Component Maintenance Manual – Vendor
- Installation or Service Instructions
- Standard Practices Manuals
- Structural Repair Manuals
- Special Tools Illustrated Parts Manual
- Alert Service Bulletins
- Technical Bulletins
- Operational Safety Notices
- Information Letters
- Links to FAA and Transport Canada AD sites

Consistent viewing presentation and user functionality/features for both the Web and DVD include:

- Fully linked documentation sets to ease navigation and save time to research and find information.
- Links to paragraphs, tables, and figures, as well as to consumable items and other related documentation.
- Ability to read text and view graphics at same time.
- Electronic IPBs with a built-in shopping cart feature.
- Ability to build, save, and store multiple shopping carts to their desired computer location.
- Shopping carts can be built to meet specific inspection, maintenance, or overhaul tasks to capitalize on organization of the ordering process and to ensure reuse of data.
- Shopping cart data can be automatically transferred into VISTA for online E-Commerce parts ordering.

- Use of PDF viewing for all documents to ensure users can identify identical page layout as hard copy.
- Ability to download revisions and documents, and print pages as required.
- Full search capability.
- Related links to other sites.

### **How to Obtain Your Web Subscription**

Register online by accessing [www.bellhelicopter.net](http://www.bellhelicopter.net). A “New User” link is provided on the lower right-hand side of the “Welcome” page to access the registration screen.

- Registration currently includes a free Web subscription service to bona-fide owners, operators, and maintainers as well as to Regulatory Agencies and Customer Support Facilities.
- Access will be provided to the models which are owned, operated, or maintained.
- As multiple users are allowed access to the site at the same time, companies/agencies can register once and then share the User ID and Password information with their employees.
- Registration will ensure that we have all the required information to supply your User ID and Password for Web access to the publications.
- This information will also allow Bell to notify subscribers of updates to the Web site via e-mail.

### **How to Obtain Your DVD Subscription**

All existing customers who receive Bell’s free paper copy documentation will also be provided with free DVDs and updates for the helicopter models that they operate. Distribution of DVDs will happen automatically without any action on your part and they will be shipped to the same address that is currently used for your paper copy distribution. In the event you are not receiving your DVDs, please let us know.

Unless otherwise specified, we will provide one DVD for every set of paper copy documentation that you currently receive. In accordance with the Terms of Use statement associated with the DVD, the content may be viewed directly from the DVD, or downloaded for viewing on multiple computers within your company.

DVD updates are currently distributed twice a year on average and we will be improving this existing service by migrating to a quarterly distribution cycle on most models during 2010.

For those customers who do not receive free paper copy documentation and wish to purchase DVDs, please contact the Commercial Publications Distribution Center at 817-280-2584 or by e-mail at [publications@bellhelicopter.textron.com](mailto:publications@bellhelicopter.textron.com) .

Bell is committed to its Web service and DVD products and would like all of its customers to take advantage of and utilize the services and products to the maximum extent possible. Our sincere belief is that the Web service and DVD products will prove themselves to be viable tools for all of our customers.

### **Additional Information**

To learn more about Bell's Web service and DVD products or make inquiries, please contact Commercial Technical Publications at:

[publications@bellhelicopter.textron.com](mailto:publications@bellhelicopter.textron.com)

Phone: 450-971-6500 x3895 or x3681

Fax: 450-433-0272