



A Textron Company

## **INFORMATION LETTER**

**GEN-22-152**  
6 January 2022

**TO: All owners and operators of Bell helicopters**

**SUBJECT: CONTACTING PRODUCT SUPPORT ENGINEERING**

Product Support Engineering (PSE) receives thousands of email requests every month from customers. When corresponding with PSE there are some general requirements, we ask you to follow which will assist us in providing you with a timely and thorough response to your request.

To help us classify your request the email subject line should include a very brief description of the problem and the helicopter model and serial number if applicable. If the helicopter is grounded (non-flyable) including **AOG** (Aircraft-On-Ground) in the subject line will allow us to prioritize your request appropriately.

**To properly triage your request, it is important to include the following:**

1. Helicopter model and serial number (if applicable).
2. Your full name and contact information.
3. The company you represent.
4. Urgency of your request to allow us to prioritize your request.
5. A detailed description of the problem and what you need from PSE including applicable part numbers and serial numbers. Include photos if applicable.

Providing PSE with the current airframe time allows us to update our database to track fleet usage, which is used, among other things, to help predict spares requirements.

An email with a case number and reference ID will be automatically sent to you when we receive an email request at [productsupport@bellflight.com](mailto:productsupport@bellflight.com). As a reminder, the case reference ID (see IL GEN-18-140) must be included in any follow-up correspondence to ensure your email is attached to the correct existing case and does not create a new case.

If your request is related to a structural repair, ensure you provide all the required information in accordance with Information Letter GEN-18-141.

**For AOG requests we require the following additional information:**

1. Aircraft registration and serial number:
2. Current location (City, State, Country).
3. Are you hard grounded (helicopter cannot fly)?
4. When is your next scheduled flight?
5. Do you require anything else (parts or information) for Return to Service (RTS)?
6. Occurrence Date & Time.

If you wish, you can follow up on your AOG request, after allowing sufficient time for the request to be triaged and analyzed, by contacting PSE by phone to ensure the correct priority has been placed on your request. Please have your case number available when you call.

For any questions regarding this letter, please contact:

Bell Product Support Engineering  
Tel: 1-450-437-2862 / 1-800-363-8023 / [productsupport@bellflight.com](mailto:productsupport@bellflight.com)