



A Textron Company

INFORMATION LETTER

GEN-19-145

15 October 2019

TO: All owners and operators of Bell helicopters

SUBJECT: PRODUCT SUPPORT ENGINEERING REVISED CONTACT INFORMATION

Further to Information Letter GEN-18-140, which introduced a single email address, the Product Support Engineering (PSE) contact information is being further simplified. Instead of multiple phone numbers, going forward there will be only two phone numbers used to contact PSE for technical support of commercial helicopter models. PSE will continue to provide 24/7 technical support at 1-450-437-2862 or toll free within North America at 1-800-363-8023.

In addition to the PSE team in North America we also have product support engineers based in Singapore available to assist. The global PSE team can be reached at the above phone numbers and has access to all customer case files.

The contact information for military model technical support remains the same:
Light Military (OH-58 Series, TH-67, TH-57, Armed 407) mts-light@bellflight.com
Medium Military (210, Surplus UH-1/AH-1 Series) mts-medium@bellflight.com
Phone: 1-817-280-3548

For any questions regarding this letter, please contact:

Bell Product Support Engineering

Tel: 1-450-437-2862 / 1-800-363-8023 / productsupport@bellflight.com