



A Textron Company

INFORMATION LETTER

412-21-92

15 November 2021

TO: All owners and operators of Model 412/412EP/412EPI helicopters

SUBJECT: PASSENGER DOOR WINDOWS INSTALLATION.

Bell recently received a report of an in-flight loss of a passenger door window. This Information Letter is being released to emphasize the importance of performing the passenger door windows installation as instructed by the 412 Maintenance Manual (BHT-412-MM). A Temporary Revision 412-MM-5-TR01, has been released to include a new WARNING, two CAUTIONS and two Notes that highlight the criticality of the emergency push out windows installation.

The 412 MM instructions have also been clarified to indicate that the push out window installation instructions and inspection criteria apply to both the Bell Textron and the Aeronautical Accessories windows. In addition, as part of the installation instructions, a window push test has been included to validate that the window has been installed correctly.

For any questions regarding this letter, please contact:

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