



A Textron Company

INFORMATION LETTER

GEN-04-98

9 August 2004

Revision F, 21 April 2021

TO: All owners and operators of Bell helicopters

SUBJECT: CHANGES TO BHT CUSTOMER PROPERTY RETURN (CPR) PROCESS

This Information Letter is **"SUPERSEDED"** by the Information Letter GEN-21-149.

Bell Helicopter receives thousands of parts each year, returned by customers for reasons such as warranty core returns, warranty repairs, customer property repair requests, new and reconditioned part returns, tool rentals, engineering evaluations, accident investigations or exchange program cores. We have dedicated resources and people to maintain the accuracy and expediency of this process for the benefit of our customers.

This General Information Letter is distributed to advise our customers that all parts returned to Bell require a "Return Material Authorization" (RMA) number prior to being shipped to Bell. This is a standard best practice across many industries and ensures that once your part arrives it will be processed in a timely and accurate manner.

This Information Letter is being revised to update contact information.

RMA's will be easy to obtain using our VISTA Internet website: <http://portal.bhti.com>. RMA requests submitted on a normal business day will be approved and available the next day. It is necessary to include one copy of the RMA document in the container with the part and one copy of the RMA document on the outside of the container.

For Domestic shipments, please utilize the following website as needed for guidance: http://www.bellhelicopter.com/en/support/pdf/Bell_Dom_Shipping.pdf.

All Accident Investigation returns must be coordinated through flightsafety@bh.com.

RMA Contact: Gretchen M. Hathaway
Commercial Warranty Specialist
Ph: 1-817-280-1703
ghathaway@bh.com

For All Warranty Claims:

It is not necessary for the customer to request an RMA for a warranty return. All warranty claims, warranty replacement parts and warranty repair requests should be processed by utilizing the Bell VISTA Warranty website: <http://portal.bhti.com>, or by contacting the Bell Warranty Department at 817 280-3406. The warranty claim will generate an RMA as necessary for warranty core returns, or possible warranty repairs.

-NOTE-

The approved RMA document will have the correct "Ship To" address in the upper right hand corner. This address will vary based on the type of return, etc., so it is imperative to check this on each RMA document.

-NOTE-

It is imperative that parts not be shipped to any Bell Facility without an RMA document.

-NOTE-

For customers without Internet access, RMA's may be obtained by phone or fax, utilizing the attached Return Material Authorization Request form.

For any questions regarding this letter, please contact:

Bell Helicopter CPR Group
1-855-856-1643
cprsales@bh.com



Return Material Authorization Request

Not to be used for Warranty Claims

Company Name		
Address		
Address		
City	State	Zip

Customer ID Acct #	Customer Ref/PO#
Point of Contact	
Phone	Fax
Email	

Returns & Exchanges <input type="checkbox"/> New Part Return <input type="checkbox"/> Reconditioned Part Return <input type="checkbox"/> CSF Buy Back <input type="checkbox"/> Exchange Core Return <input type="checkbox"/> Rental Tool Return	Repair & Overhaul & Engineering Evaluation/Accident Investigation <input type="checkbox"/> Repair <input type="checkbox"/> Overhaul <input type="checkbox"/> Accident Investigation Authorized by: <input type="text"/> <input type="checkbox"/> Engineering Evaluation Authorized by: <input type="text"/> <input type="checkbox"/> Other <input type="text"/>
For Accident Inv./Engineering Eval., please provide authorization info above.	

Part Number <input type="text"/>	Serial Number <input type="text"/>
Service Requested (Functional test, type overhaul, 8130 required, etc.)	
<input type="text"/>	
<input type="text"/>	

-----Below this line for Bell Helicopter Use Only-----

Return To: For Bell Helicopter use only

RMA #	<input type="text"/>
Processed by	<input type="text"/>

Instructions to Customer:

- 1) You will receive the RMA Document back by email or fax.
- 2) Include one copy of the RMA Document in the shipment and one on the outside of the box/container. Any part not received within 30 days of having the RMA issued may have the RMA rescinded.
- 3) If applicable, ensure the component historical record is included when shipped.