



A Textron Company

INFORMATION LETTER

GEN-18-141

9 January 2019

Revision A 15 February 2022

TO: All owners and operators of Bell helicopters.

SUBJECT: PROCEDURE FOR REQUESTING BELL-APPROVED STRUCTURAL REPAIRS.

This information Letter is **SUPERSEDED** by the Information Letter GEN-22-154

This Information Letter is issued to further improve and simplify the process of issuing approved structural repairs. The time required to issue a repair varies depending on many factors, including the quality of the data supplied and the number of repairs being processed at the same time. Bell always strives to issue structural repairs in a competitive response time and continues to improve its process.

In cases where the damage to the aircraft is not covered by the SRM, or that the limits of the SRM are exceeded, operators are invited to submit a request for structural repair through Bell – Product Support Engineering (PSE) for evaluation. An approved repair procedure will be issued only for damages affecting original Bell parts that are deemed repairable. To ensure prompt service, a minimum amount of information is needed to initiate the repair approval process. It is of utmost importance that the data supplied is accurate and sufficient. A request form has been prepared and attached with this Information Letter. Operators are encouraged to make copies of this form (two-sided) and distribute them to all individuals potentially involved with requesting structural repair. Send your request for evaluation of the structural damage to Product Support Engineering by fax to (450) 433-0272 (for all commercial models) or by electronic mail at the following address : productsupport@bellflight.com

Request for repair are taken on a first-come-first-served basis. While response time will vary depending on the workload, allow three (3) to seven (7) working days – from the time BHT is in receipt of all the necessary information – for the preparation of an approved repair procedure. Please note that Bell does not offer a service of customized modifications to the aircraft. Please also note that Bell will not approve repairs previously

accomplished on the aircraft and will not approve repairs to parts not procured through sources approved by Bell.

We also recommend that a copy of this I.L. be inserted in the front of your Structural Repair Manual.

Attached: Structural Repair Request form (two-sided).

For any questions regarding this letter, please contact:

Bell Product Support Engineering

Light - Tel: 450-437-2862 / 1-800-363-8023
Intermediate - Tel: 450-437-2077 / 1-800-463-3036
Medium - Tel: 450-437-6201 / 1-800-363-8028
productsupport@bellflight.com

This letter supersedes information letters IL GEN-01-76 and GEN-04-96.

SUPERSEDED