



A Textron Company

## **INFORMATION LETTER**

**GEN-22-154**

15 February 2022

**TO: All owners, operators and maintainers of Bell helicopters.**

**SUBJECT: PROCEDURE FOR REQUESTING BELL-APPROVED STRUCTURAL REPAIRS.**

This document **SUPERSEDES** General Information Letter GEN-18-141.

In consideration of Bell's new structural repair policy as defined in General Information Letter GEN-22-153, Product Support Engineering (PSE) has reviewed its process to limit delays and satisfy customer/operator needs. As a result of this new process, Bell requires customers to complete a new structural repair request form requiring additional information from those defined in previous forms. Therefore, the request forms found under information letters GEN-01-76, GEN-04-96, GEN-18-141 or in the current Structural Repair Manual (SRM,) BHT-ALL-SRM (Section 2), will no longer be accepted. Customers contacting PSE after March 1st, 2022 must complete the new form found in attachment.

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 timely manner and is continuously working to improve its process.

In cases where the damage on the aircraft is not covered by the SRM, or that the limits of the SRM are exceeded, customers 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.

Please note that Bell does not offer an aftermarket service of customized modifications to the aircraft. Bell will not approve repairs previously accomplished on the aircraft and will not approve repairs to parts not procured through sources approved by Bell. 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. Customers are encouraged to make copies of this form (two-sided) and distribute them to all individuals potentially involved with requesting structural repairs.

Send your request for evaluation of the structural damage to Product Support Engineering (for all commercial models) by electronic mail to [productsupport@bellflight.com](mailto:productsupport@bellflight.com).

Requests for repairs are taken on a first come, first served basis. Response times may vary depending on the number of requests being processed, the quality of the information provided and the level of difficulty to design a structural repair.

We also recommend that a copy of this Information Letter 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**

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

**This letter supersedes information letters IL GEN-01-76 and GEN-04-96 and GEN-18-141.**



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## Structural Repair Request Form

<b>Date:</b>	
<b>Sender:</b>	<b>Tel:</b>
<b>Email Address:</b>	
<b>Operator:</b>	
<b>Repair Facility:</b>	
<input type="checkbox"/>	I have read and accept the structural repairs charging policy (Ref. IL GEN-22-153 as well as the terms and conditions (Ref. IL GEN-22-154)
<b>Aircraft Information</b>	
<b>Model:</b>	<b>Serial Number:</b>
<b>Flight Time:</b>	<b>Registration:</b>
<b>Tailboom Part Number (if applicable):</b>	
<b>Tailboom SN (if applicable):</b>	<b>Tailboom Total Time:</b>
<b>Status:</b>	<input type="checkbox"/> Routine <input type="checkbox"/> Work Stoppage <input type="checkbox"/> AOG
Dear PSE, please provide us with an approved repair for the damage described below. Thanks, <b>Your Reference Number:</b>	
<b>Damage Description</b>	
<b>Part Number of affected part:</b>	
<b>Description: provide sketches/photographs with size (width x length x depth) and location (distance, from edge of part of fastener row, in the 2 directions).</b>	

Send this form, sketches with dimensions (size and location) and photographs to:  
[productsupport@bellflight.com](mailto:productsupport@bellflight.com).

## COMPLETING THE STRUCTURAL REPAIR REQUEST FORM

### **Header**

This block serves to identify the point of contact should we require additional information related to the damage description. Provide the requested information including your name, the company you are representing and a phone number where we can contact you. Enter both the operator and repair facility names as they are required for the Statement of Compliance (SOC) form. Confirm that you have read the charging policy (Reference Information Letter GEN-22-153) and that you accept the terms and conditions (Reference Information Letter GEN-22-154) by ticking the checkbox.

### **Aircraft Information**

Provide the aircraft model and production serial number, as well as the complete registration number and the current airframe total time of the helicopter. If the repair is located on the tailboom you will need to provide the tailboom part number and tailboom total time. For a serialized component such as a horizontal stabilizer, elevator, auxiliary fin, truss, etc. the serial number and total time is also required (a picture of the data plate is preferred).

### **Damage Description**

Provide the most accurate description you can, including the full extent of the damage with dimensions from known reference points such as the edge of a part, rivet lines, inserts, etc. Please provide the cause of the damage if known (for example: incident/accident, wear, corrosion, mechanical damage, etc.). State the origin of the component that needs repair (for example: Bell original factory installation, Bell spare unit, Parts Manufacturer Approval (PMA) part, repaired unit by non-Bell approved repair facility, etc.) Specify if repairs were done previously in the immediate area or on the component for which you are asking a structural repair. If a previous repair exists, describe it or provide the repair number if known. Specify if any kit or customized installation is installed on the aircraft that will be affected or affect the repair.

Remove as much of the damage as needed to investigate the full extent of the damage. For damage to bonded panel assemblies, define the type, depth, and size of damage by visual inspection and tap testing. Remove the affected material to investigate further (for example: skin, core, internal doublers, etc.) until you reach sound structure. Inspect for presence of water or oil in the core. On a separate sheet, draw a sketch indicating as much information as possible. More than one sketch or exploded views could be necessary to clearly show all the damage. Identify references to known points on the fuselage structure such as a line of rivets, panel inserts, the face of a bulkhead or the edge of a panel. The key to minimize delays is to provide precise dimensions. Precision helps us understand the description and saves time. Provide all dimensions (size, depth, or orientation) in inches and two decimals of inches. State if dimensions are from the edge or center of the damage.

Photographs are the preferred media to illustrate the damage but will not replace a sketch. Sketching damage outlines on the parts or on pictures is an acceptable replacement for a sketch. One of the photographs should show a view of the area surrounding the reported damage to help locate the damage on the aircraft. Refer to chapter 2 of BHT-ALL-SRM for more details on damage evaluation and assessment.