



A Textron Company

INFORMATION LETTER

GEN-21-149

21 April 2021

TO: All owners and operators of Bell helicopters

SUBJECT: Customer Property Return Process

This document supersedes General Information Letter GEN-04-98.

Bell 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.

Since the introduction of the MyBell portal, our Customer Property Return (CPR) process has evolved. Bell customers are now invited to submit all returns via www.mybell.com.

For detailed instructions, click on www.mybell.com and go to the help section. Access the MyBell user guide that is listed in the articles available. The user guides contain all the necessary information to assist with submitting claims, how to return parts, etc.

It is also possible to contact Bell CPR directly at:

Email: BHPF-CPRSales@bellflight.com

Phone: 1-423-538-5111.

Please note that all engineering evaluation returns must be coordinated through Bell Product Support Engineering (PSE).

For any questions regarding this letter, please contact:

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