



A Textron Company

## **INFORMATION LETTER**

**412-20-83**

2 March 2020

Revision A, 9 November 2020

**TO: All owners and operators of Model 412EPI helicopters**

**SUBJECT: BELL 3-YEAR ROGERSON KRATOS (RK) DISPLAY UNIT SUPPORT PLAN OFFER.**

Effective 30 days from the initial release of this Information Letter, Bell is terminating the model 412 Display Unit (DU) “warranty assessment program” which has been in effect for the past several years and used when the basic (aircraft) warranty had expired.

Bell model 412 operated under the New Ship Warranty/Customer Advantage Plan (CAP) program will continue to be covered.

For all other model 412EPI owner/operators and until 1st March 2021, Bell is offering a three (3) - year RK Display Unit Support Plan (for part numbers 412-374-007-105 and 412- 374-009-105) for a one-time fee.

To purchase this support plan, owner/operators can order kit CT-412-20-83 through their local CSF (Customer Service Facility), their Regional Sales Manager and or directly through their Spares Administrator. To place a direct order with Bell go to <https://mybell.com/bell/en/USD/>. Use this User Guide link for instructions [http://help.bellflight.com/en/articles/3820452?utm\\_medium=Email&utm\\_source=MC\\_&utm\\_campaign=](http://help.bellflight.com/en/articles/3820452?utm_medium=Email&utm_source=MC_&utm_campaign=)

Owner/operators that do not have an account can contact Bell through this link, <https://bh.my.salesforce.com/sfc/p/#300000000EQR/a/1T000000QmeZ/dn7Qr6zG7QlizVHPoO4aMpGMayCDmHtZBBk3qYwh934>

Owner/operators will be required to enter into a Purchase Agreement (RK Unit Support Agreement) which will ask for the helicopter and DU serial numbers. For pricing details contact your Spares Administrator.

Bell also offers the option of purchasing a new or reconditioned Rogerson Kratos (RK) Display Unit while supplies last. Although current inventory level is estimated to be adequate to satisfy future demand, RK Display Unit asset numbers may decrease over the next few years depending on the attrition rate. For pricing details and/or to place an order, please use the Bell part-ordering portal or contact Bell spares administration.

For any questions regarding this letter, please contact:

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