



A Textron Company

INFORMATION LETTER

GEN-18-140

29 October 2018

Revision A, 27 November 2018

TO: All owners and operators of Bell helicopters

SUBJECT: Simplified Product Support Engineering Email

At Bell, we are continuing to seek out new ways to thrill our customers and simplify your support experience. We recognize that keeping track of multiple support email addresses for your aircraft can be time consuming. We also know it can be difficult keeping track of multiple technical issues at the same. We're now going above and beyond in providing an improved experience.

Beginning on **November 5, 2018**, you will now only need to remember one email address to reach Bell Product Support Engineering (PSE) productsupport@bellflight.com

For military technical support continue to use:

- Light military (OH-58 Series, TH-67, TH-57) mts-light@bellflight.com
- Medium military (210, Surplus UH-1/AH-1 Series) mts-medium@bellflight.com

In addition to a simplified email experience, customers will now receive an automated email response:

This email is to confirm receipt of your request. The above subject referenced ID "ref:_00D30EQR._5001T1BJrut:ref" must be included in all future email communication concerning case 00013327.

It is important that you do not change or delete the subject line otherwise it will result in another case being created which can result in delayed responses.

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 GEN-06-107 and GEN-18-137 which provided previous Bell Product Support Engineering emails.

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Approved for public release.