



A Textron Company

INFORMATION LETTER

GEN-18-141
9 January 2019

TO: All owners and operators of Bell helicopters.

SUBJECT: PROCEDURE FOR REQUESTING BELL-APPROVED STRUCTURAL REPAIRS.

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.



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Bell Helicopter Textron Canada Limited
12 800 rue de l'Avenir, Mirabel, Canada, J7J 1R4

Structural Repair Request Form

Date:	Number of pages (including this one)
Send to Bell fax: (450) 433-0272 (for all commercial models)	
Sender:	Tel:
	Fax:
Company:	<input type="checkbox"/> Owner and/or Operator
Email Address:	<input type="checkbox"/> Repair Facility

Dear PSE, please provide us with an approved repair for the damage described below.
Thanks.

Your reference number:

Aircraft Information	
Model:	Serial Number:
Flight Time:	Registration:
Status: <input type="checkbox"/> Routine <input type="checkbox"/> Work Stoppage <input type="checkbox"/> AOG	
Damage Description	
Part Number of affected part:	
Tailboom Part Number (if applicable):	
Tailboom S/N (if applicable):	Tailboom total time:
Description: (attach sketch)	

This form may also be scanned and emailed with the sketch and/or other attachments to the productsupport@bellflight.com.

Ref: IL GEN-18-141

If you received this transmission in error, please advise the sender by immediate reply and destroy the original transmission and its attachments.

PROCEDURE FOR FILING THE STRUCTURAL REPAIR REQUEST FORM

Header

This block serves as the fax header and also 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. Check the appropriate box indicating if the company you are representing is the owner and/or operator of the aircraft, or a repair facility requesting a repair in the name of the owner/operator.

Aircraft Information

Give the aircraft model and BHT production serial number, as well as the complete registration number and the current airframe total time of the helicopter.

Damage Description

Give the complete part number and serial number of the damaged part or assembly and that of the tailboom should the damage be located on the tailboom. Provide the most accurate description you can, including the full extent of the damage with dimensions, fuselage stations, etc. Give 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: BHT original factory installation, BHT spare unit, PMA part, repaired unit by non-BHT approved repair facility, etc.) Specify if repairs were done previously in the immediate area or on the component for which you are asking a repair. If a previous repair exists, describe it or give 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.

If needed, remove as much of the damage as needed to investigate. For damage to bonded panel assemblies, define the type, depth and size of damage by visual inspection and/or 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. Make reference to known point on the fuselage structure such as, fuselage stations (FS), water line (WL), buttock lines (BL). Additionally, you can express the distance from the edge of the damage to a line of rivets, panel inserts, the face of a bulkhead or the edge of a panel. It is important to be precise. Precision helps us understand the description and saves time. Give all dimensions (size, depth or orientation) in inches and decimal of inches. State if dimensions are to the edge or center of the damage.

Photographs are useful as additional supporting data but will not replace a sketch. One of the photographs should show a view of the area surrounding the reported damage in order to locate the damage on the aircraft.