



A Textron Company

INFORMATION LETTER

GEN-10-120
22 December 2010

TO: All owners and operators of Bell helicopters

SUBJECT: NEW BULLETIN FORMAT

As of January 2011, Bell Helicopter will be providing its Service Directives (also known as Bulletins) with a new look. At first glance, customers will notice that the first page will have the red or black frames removed on the new Service Directives. This allows more usable space for the first page information sections and simplifies the look of the bulletin.

One of the most notable changes will be in the "Compliance" section. When applicable, the Compliance date will be based on the date of release and not the receipt date of the bulletin, as in the past. Regulatory Authorities have requested that Bell Helicopter implement a hard compliance requirement and this change accomplishes that request.

Another important change is that there will no longer be a Revision Notice page for revised Service Directives. The latest revision will be noted below the Bulletin Number on the upper right hand corner and in the footer of each attached page. Revision descriptions will be noted in the actual "Description" section of the Service Directive. Previous revisions will be carried over and continued on the front page, if a new revision is required. Revision bars will remain but will no longer carry the revision letter as they note changes to the latest revision of the document.

In addition, there are now three types of compliances that might be noted on Technical Bulletins. In the past, Bell Helicopter only used "Optional" (or "At Customer's Option") and "Recommended" compliance statements. Bell has added "Required" to emphasize there are times, due to part discontinuation or improvements, that there may be requirements for customers to comply with the Service Directive for continued operation of the aircraft, new part installations, etc.

A Contact Information section has been added to facilitate contacting the appropriate support organization for any further information or concerns that may arise. Also, there are new standardized Notes section headers. Borders have been placed around the words Note, Caution and Warning to better highlight this information.

We would also, like to take this opportunity to ensure you have signed up for e-mail notification of Service Directives when they are released and published to www.bellcustomer.com . To sign up, go to bellcustomer.com, click on the “Download Bulletins” icon and then click on the “Subscribe and E-mail Notifications” icon. Follow the instructions as prompted. Assuring that the latest and greatest Service Directive information are available will facilitate product improvement identification, aircraft airworthiness and maintainability requirements, and continued Safe Operation of the aircraft.

We hope you will appreciate these improvements and changes. They are meant to standardize and simplify the issuance of Service Directives, to provide better service to our customers.

For any question regarding this document, please contact the applicable Product Support Engineering group.