

To: jeevacation@gmail.com[jeevacation@gmail.com]
From: [REDACTED]
Sent: Tue 7/31/2012 3:55:40 AM
Subject: Bell 430 claim

Jeffrey,

I need your guidance! I can't tell you how upset I am with Bell Helicopter warranty department.

I received response from Bell warranty during our departure from Waco Tx regarding the EFIS tube that has the loose face plate. This unit is vacuum sealed and needs to be repair by HoneyWell. The EFIS tube is warranted by Bell 100% mainly since Bell 430 owners have complained it was a costly item and high failure rate. New unit is \$140,000 and overhaul exchange is \$71,000 This warranty program has been in effect for a couple of years due to its high failure rate.

Just to recap what took place: While I was installing the new data plate with our new N number, I decided to install this above the EFIS tube, since this was the location of the old N number. My hand "touched" the face plate and I noticed it was loose,. I tried to remove the EFIS tube, but was afraid of damaging the unit further, so I called Edwards "David Burch" manager to assist, he sent his chief mechanic and removed the unit safely. Mr. Burch thought warranty would be in effect but noted, he never seen a face plate became dislodged from the box. At this time, Bell is accusing me of tampering with the unit and will not honor warranty. I personally spoke to Bell warranty the day the EFIS tube was removed, person named Guy, and he indicated that if Bell didn't approve of the free exchange, he would support me and bring this to the attention of his supervisor, Mr Dennis Wood. Our request was denied,. I explained to David Burch at Edwards that I've been a loyal Bell customer for over 11 years and given Bell tremendous amounts of money for repairs of our 407 and 430 helicopters. I feel that we should fight this matter to the fullest extent.

The overhaul exchange of this EFIS tube is \$71,000 The current deal Bell is offering me after I blew up on the phone with them today, they will give us a new EFIS tube with full warranty and we pay for the repair of our face plate at an estimated cost of \$20,000 to \$30,000 max cost according to Edwards. I told Bell this was unacceptable terms and would not agree to this deal.

Jeffrey, I did nothing wrong, The face plate was loose, I tried to explain Bell, "for what reason or benefit would I have to tamper with this EFIS tube? it worked just fine,. I feel very strongly that we should fight this warranty claim to the max,. If it was in my power, I would never go to Bell for any repair in the future, but would not be a wise decision. I just don't want to give up the potential offer that is on the table without your input on how to proceed. This is the email I received from Bell warranty support below:

Dave,

I have spoken to Stuart in regards to the damaged (face plate loose) from the pictures that were provide. It appears that the damaged was caused by the customer trying to remove the unit, therefore there will be no warranty credit available against this issue. The new owner does have the option of customer repair through Bell if he so chooses and once repaired by Bell the display will fall into Bells warranty policy.

Jeffrey below is the email I would like to send to Mr. Dennis Wood Manager warranty support at Bell, can you critique?

Dear Mr. Dennis Wood

I like to explain fully what transpired during the findings of the loose face plate on our newly acquired Bell 430 serial 49078 helicopter. While installing a data plate with our new N number which previously was installed above the EFIS tube on both captains and co-pilots side. My hand touched the face plate on the co-pilots EFIS tube and noticed it was loose. I have been a licence A & P mechanic since 1981, well qualified to remove and replace an indicator such as an EFIS tube. I tried to remove the Tube but was hesitant to damage since the face plate was very loose. I called Edwards in FXE to assist, their chief mechanic Andy removed the indicator so we may send for repair. I have requested warranty exchange of this unit. Hyperion Air / Freedom Air International has been a loyal Bell customer and operator for over 11 years. I feel that loyalty and customer support go a long way in this industry and would appreciate if you would reevaluate my claim in a favorable way. In the past 6 months our company has spent in excess of \$300,000 in improvements to our Bell 430 product, not to mention our expenditures while owning the Bell 407 since 2002.

I look forward to your response.

Sincerely,

Larry Visoski, Chief Pilot Hyperion Air, Inc

