ROBINSON HELICOPTER COMPANY

2901 Airport Drive, Torrance, California 90505

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Tail Rotor Blade Replacement Policy for R22 SB-120 / R44 SB-112 / R66 SB-41 (latest revision)

Orders for replacement tail rotor blades are limited to 5 matched sets (10 blades). Different part numbers are permitted, such as two A029-2 & six C029-3 & two F029-1.

For affected blades only, two ordering options are available:

Option 1 - Return blade Data Plates before submitting order:

• Send <u>Customer Support</u> well-focused, digital photos of each associated legible data plate & tail rotor blade; indicate S/N on blade as shown in example photo at bottom.

Remove legible data plates, attach plates to a completed <u>Component Return</u>
<u>Authorization</u> form, and return plates & form to RHC.

• Returned data plates will be inspected and submitted photos reviewed.

• After inspection and verification of eligibility per relevant SB, Customer Support will advise final cost.

-OR-

Option 2 - Order prepaid replacement blades from Customer Support:

• When submitting order, include well-focused, digital photos of each associated legible data plate & tail rotor blade; indicate S/N on blade as shown in example photo at bottom.

• For each blade ordered, customer will be charged applicable Service Bulletin price plus a \$500 data plate core charge.

• After new blades are installed, remove legible data plates, attach plates to a completed <u>Component Return Authorization</u> form, and return plates & form to RHC.

· Returned data plates will be inspected and submitted photos reviewed.

• After inspection and verification of eligibility per relevant SB, core charge will be refunded along with any applicable warranty credit.

Example photos:

