



Bell Helicopter Textron, Inc.
A Subsidiary of Textron Inc.

Post Office Box 482
Fort Worth, Texas 76101

February 15, 2012

Dear Bell Helicopter Maintainer and/or Operator,

Bell Helicopter will be hosting an M&O Conference in Burbank, California for all Bell Light, Intermediate and Medium series helicopter operators and maintainers. This conference will provide an opportunity to all Bell owners, operators, maintenance personnel, pilots, etc. to interact with specialists from Bell Product Support Engineering and Engine Manufacturers to get the latest technical information on Bell aircraft. In addition, representatives from Lord, Goodrich Engine Control Systems, Aviall, Conklin and deDecker, etc. will be available to answer questions and provide information on their services.

The conference will be held on Monday, April 23rd and Tuesday, April 24th at

Marriott Los Angeles – Burbank Airport
2500 North Hollywood Way
Burbank, CA 91505
818.843.6000
www.marriott.com/burap

The conference is free of charge to attend for Bell maintainers and operators. The only expenses for attendees will be per diem, travel and lodging expenses, parking and lunches. The Marriott is offering a discounted room rate of \$129.00 per night (plus local taxes and fees) for a standard room, based on availability for this conference. Please contact the hotel directly at 800.736.9712 **prior to March 22nd** to make your reservations. (You will need to mention that you want the “Bell Helicopter M&O Conference” rate.) After this cut-off date, or when the room block has filled, the hotel will accept reservations at this rate on an on-availability basis. All reservations must be accompanied by a first night’s room deposit, guaranteed with a major credit card.

For out of town attendees, this hotel is 1/10th mile from the Burbank Airport (BUR). The hotel offers complimentary shuttle service between the Burbank Airport and hotel. Los Angeles International Airport (LAX) is approximately 29 miles from the hotel (approximate \$80.00 cab fare).

The hotel is offering a reduced parking fee of \$10.00/day for local guests, inclusive of tax with no in/out privileges. Local attendees should park in the Self Park/Convention Center Parking Lot.

Attendance at this conference will qualify for the Inspection Authorization (IA) Renewal – a letter of certification will be provided to attendees who are present for the required eight (8) hours of technical training.

Preliminary Conference Agenda Academy 1

DAY ONE – Monday, April 23rd

8:00am – 8:30am	Registration
8:30am – 8:45am	Welcome/Introductions/Announcements
8:45am – 9:15am	CSS Service Offerings
9:15am – 10:15am	Intermediate Aircraft (222/230/427/429/430)
10:15am -10:30am	BREAK
10:30am – 11:30am	Medium Aircraft (204/205/212/412) OR Scott's Bell 47 Break-Out Session – Academy 2 (10:30am – 12:15pm)
11:30am – 12:15pm	Pratt & Whitney Engines
12:15pm – 1:30pm	LUNCH <i>(A list of area restaurant options will be provided)</i>
1:30pm – 2:30pm	Light Aircraft (206 Series/407) OR UH-1/Huey II Break-Out Session – Academy 2 (1:30pm -2:30pm) <i>(Due to ITAR Restrictions, attendance at this presentation is limited to U.S. Citizens or customers who have Technical Assistance Agreements (TAAs) with Bell Helicopter.) *</i>
2:30pm – 3:30pm	Rolls-Royce Engines/Aviall
3:30pm – 4:00pm	BREAK
4:00pm – 4:45pm	Honeywell Engines OR OH-58 Break-Out Session – Academy 2 (4:00pm – 4:45pm) <i>(Due to ITAR Restrictions, attendance at this presentation is limited to U.S. Citizens or customers who have Technical Assistance Agreements (TAAs) with Bell Helicopter.) *</i>
4:45pm – 5:00pm	Bell Training Academy
5:00pm – 7:00pm	Reception

**Proof of U.S. Citizenship must be provided in order to attend these sessions. Acceptable documentation includes the following items: (1) Birth Certificate; (2) Certificate of Citizenship; (3) U.S. Passport; or (4) Record of Military Processing – Armed Forces (DD Form 1966).*

DAY TWO – Tuesday, April 24th

8:00am – 8:30am	Registration
8:30am – 8:35am	Announcements
8:35am – 9:20am	Understanding Direct Operating Costs (DOCs)
9:20am – 10:00am	Cargo Hooks
10:00am – 10:15am	BREAK
10:15am – 11:30am	Airframe Repair (including Composites) OR Pilot Human Factors Break-Out Session – Academy 2 (10:15am-11:30am)
11:30am – 12:15pm	Blade Repair
12:15pm – 1:30pm	LUNCH <i>(A list of area restaurant options will be provided)</i>
1:30pm – 2:30pm	Lord Elastomeric Bearings
2:30pm – 3:15pm	Helicopter Batteries
3:15pm – 3:30pm	BREAK
3:30pm – 4:30pm	Human Factors OR FADEC Troubleshooting Break-Out Session – Academy 2 (3:30pm – 4:15pm)

4:30pm – 5:30pm

Track & Balance/RADS

5:30pm – 5:45pm

Q&A/Wrap-Up/Closing Remarks

Due to limited seating at the conference, please RSVP no later than Friday, April 13, 2012 to Leslie Ferry at e-mail laferry@bh.com with the following information:

- **Day(s) that you will be attending the conference**
- **Name of each attendee**
- **Occupation/Title of each attendee**
- **Name of Company**
- **Type of Helicopter(s) that you own/operate/maintain**

We look forward to seeing you at the conference!

Regards,

Dave Parkinson

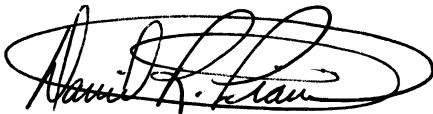
Dave Parkinson
Area Manager -
Customer Service Engineers



Chris Brown
Customer Service Engineer

David C Burch

Dave Burch
Customer Service Engineer



Dan Prairie
Customer Service Engineer

Bob Pearson

Bob Pearson
Customer Service Engineer

Conference Sponsored By:



HILLSBORO AVIATION



NOTE: In compliance with current United States and international government regulations, you may reimburse Bell Helicopter for any food/beverage you may have during this event. In accepting this invitation, you will also be confirming that your attendance at this event is in compliance with your agency/company's policies, including reporting or approval requirements.