



SL369H-147
SL369E-078
SL500N-027
SL900-080

SL369D-126
SL369F-071
SL600N-023

SERVICE LETTER

DATE: 9 AUGUST 2013
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PROCEDURES FOR SERVICE AND OPERATIONS REPORTS

The MD Helicopters, Inc. (MDHI) Service and Operations Report (SOR) procedures will be improved and simplified. Please complete the on-line SOR form and send it (ref. MDHI Form CF-7.57 SOR, latest revision) to the MDHI SOR email at SOR@mdhelicopters.com. Follow the service and operations instructions (ref. CF-7.57SOR FI (latest revision) Instructions) to improve the time for an accurate and quick response. This process improvement will:

- Improve report status
- Reduce confusion
- Improve document flow and visibility
- Improve final actions
- Improve turnaround time to satisfy customer need

A complete form will immediately start the SOR procedure, while an incomplete form will slow and delay acceptance of forms and parts sent to MDHI for replacement, overhaul, or repair. The correct procedures for SOR submittal are:

(1). **SOR Procedure for Components Sent to MDHI:**

- (a). Complete the SOR form (CF-7.57 SOR, latest revision).

NOTE: Make sure all information is put in, as an incomplete form will only delay the procedure.

- (b). Send the completed SOR form to:

SOR@mdhelicopters.com (Preferred)

or

MD Helicopters, Inc.
Warranty and Repair
5456 E. McDowell Rd.
Mesa, AZ 85215
FAX: 480-324-1956

- (c). After the SOR form is returned with Block 32 reviewed and completed, attach a copy to the component to be sent to MDHI.

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(2). **SOR Procedures for All Other Situations With No Components Sent to MDHI:**

(a). Complete the SOR form (CF-7.57 SOR, latest revision).

NOTE: Make sure all information is put in, as an incomplete form will only delay the procedure.

(b). Send the completed SOR form to:

SOR@mdhelicopters.com (Preferred)

or

MD Helicopters, Inc.
Warranty and Repair
5456 E. McDowell Rd.
Mesa, AZ 85215
FAX: 480-324-1956

The SOR form and instructions can be found at:

<http://www.mdhelicopters.com/v2/warranty.php>

For further assistance, contact the Field Service Department at MDHI, Mesa, Arizona.
Telephone 1-800-388-3378 or (480) 346-6387. DATAFAX: (480) 346-6813.