



The following information will help you fill out the Warranty Application Claim Form

1. Purchase Order/Sales Order Number used to when ordering installed part
2. Claim type:
 - W1 - Rejected parts (no flight time on part, part has a snag/squawk)
 - W2 - Part and labor claim
 - W3 - Service Bulletin - Labor claim
 - W4 - Service Bulletin - Part and labor claim
 - W5 - Labor claim
3. Customer - Account name and customer number on file with Textron Aviation Parts and Distribution (TAPD)
4. Customer Reference Number - Assign a claim number that has meaning to your Company (perhaps your works order number or TAPD invoice number)
5. Shop Number - The shop number is your customer number or the customer number of the shop completing the repair
6. Date Completed - Date work completed
7. Date Occurred - Date squawk/snag first logged
8. ATA code
9. Aircraft owner name
10. Aircraft Model
11. Aircraft Serial Number
12. Aircraft Registration Number (Tail Number)
13. Aircraft Hours - The aircraft hours requested are the total accumulated flight hours at time of occurrence
14. Part Cycles – Required data on Landing Gear and Engine parts claims
15. Part Landings - Required data on Landing Gear and Engine parts claims
16. Part Removed - TAPD part number of part removed from aircraft and being returned to TAPD.
17. Serial Number of part removed from aircraft and being returned to TAPD
18. Part hours - Keep in mind that the part hours requested apply to the part being returned for warranty. If this part is not original equipment, part hours and aircraft will be different
19. Removed Quantity
20. Spare Install Date - If removed part is not original equipment on the aircraft please provide date the removed part was installed on the aircraft.
21. Part number of installed part. This number should match the part number on your HBP&D invoice. (Include Overhaul, Repair, etc.)
22. Serial Number of part installed

23. Installed Quantity.
24. MISC. – The Miscellaneous field is for costs that are not labor or part related. Example: outside invoices or misc. charges. This should be itemized in the squawk field.
25. Labor hours requested. (if applicable)
26. Hourly Labor Rate – if approved
27. Freight charges – if approved
28. Service Bulletin number - if applicable
29. RH Engine Hours
30. RH Engine Cycles
31. RH Engine Serial Number
32. LH Engine Hours
33. LH Engine Cycles
34. LH Engine Serial Number
35. APU Hours
36. APU Cycles
37. APU Serial Number
38. Person Reporting - who identified or noted the squawk. This should be the pilot or technician, etc.
39. Technical Rep – If a Textron Aviation Technical Engineer (field or in house) was involved, please provide that name
40. Phone - Contact telephone number
41. Fax - Contact fax number
42. Squawk – Descriptive narrative on what the part was doing or not doing and why it was removed. This space should also be used to detail all misc. charges.
43. Fix – Descriptive narrative on what was done to complete fix. Please also advise is the operational check has been completed and that the aircraft is working properly and has returned to service (**Ops check good**)

Please email completed claim to Warranty@txtav.com or Fax to (316) 676.3340

Your warranty claim will be entered into our system which will generate a **RETURN AUTHORIZATION FORM** on any claim that requires the part be returned to Textron Aviation. This form will be e-mailed or faxed back to you. **Please put this form with the part to be returned. The RETURN AUTHORIZATION FORM will include a return address.**

If you have any questions please call 316.517.4658 or by fax at 316.676.3340.

Regards,

Warranty/Exchange Programs

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