



NEWS YOU CAN USE

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To: All Customers

Subject: Claim filing requirements

This NEWS YOU CAN USE is to advise the current filing requirements for Warranty, Spares, Service Bulletins, Cores, Aftermarket and ARG claims.

30 Day Filing Time and Return Parts:

Claims (excluding Pro Advantage) must be submitted to Textron Aviation within thirty (30) days after the date the work is completed. If the claim includes the return of parts to Textron Aviation, all of the parts must be received at Textron Aviation, unless otherwise directed by Textron Aviation, no later than 30 days from the date the claim is filed for domestic customers. International customers must return parts that are part of a claim within 45 days from the date the claim is filed.

Special requests for late-filed claims:

With proper documentation, a special request for late file may be considered up to 60 days from the date of accomplishment, provided it is accompanied by the required claim documentation. If this claim is found to be within the guidelines of coverage for the program that is affected, Textron Aviation may allow up to 50 percent of the requested amount for parts and flat rate labor.

Information requests:

If Textron Aviation Warranty request additional information on the unsettled claim, the response must be provided within 7 calendar days.

ProAdvantage/Support Plus

ProAdvantage and Support Plus claims must be submitted to Textron Aviation within fourteen (14) calendar days after date of work accomplishment in order to qualify for coverage. If the claim includes parts to return, the subject part must be received at Textron Aviation, unless otherwise directed by Textron Aviation, no later than fourteen (14) calendar days from date the work is accomplished for both international and domestic.

Core Return Requirements:

Cores must be returned to Textron Aviation, unless otherwise directed by Textron Aviation, within 30 days for US domestic orders or 45 days for international orders, calculated from the date of shipment.

ARG/New Part Returns, requests to return components must be made within 30 days from date of shipment. Parts must be returned within 30 days of approval.

Claims to the freight carrier for carton damage should be submitted upon receipt for carton damage within ten (10) days from invoice date.

Short Shipments: Reports of shortage in shipment must be made within 10 days from invoice date.

For full details on Core and ARG/New Part Returns, please reference the Spares Warranty Statement.

Just a reminder: Please be certain that the proper paperwork is attached to each part returned to Textron Aviation. It is critically important to our receiving process that proper paperwork is with each part.

If you have any questions, please contact your Textron Aviation Claims Administrator. If you are uncertain who to contact, please e-mail warranty@txtav.com or call 1.316.517.4658.