



Dear Customer:

MD Helicopters, Inc. (MDHI) is the successor in interest to the commercial helicopter lines formerly produced by Boeing-Mesa, McDonnell Douglas Helicopter Company, and Hughes Helicopters, Inc. MDHI is the FAA Type Certificate holder for the following helicopters models; all 369, 520N, 600N and 900, and as such, is to be considered the manufacturer in the event of an accident or incident involving one of our products.

The purpose of this letter is to introduce you to MD Helicopters and to provide contact information for accidents notification and investigation support.

MDHI, either directly or through The Boeing Company, will provide on-site accident investigator support, metallurgical examination and fracture analysis, component malfunction examination and analysis, as well as engineering technical support to the investigation effort to aid in identifying accident cause factors. This offer of assistance is provided at no charge to the cognizant investigating agency and Investigator-In-Charge (IIC).

We stand ready to travel to the accident location or aircraft recovery site to provide manufacturer accident investigation and technical assistance to aid in identifying accident cause factors. Additionally, we will cooperate with the representative from the engine manufacturer as the investigations warrant.

MDHI accident investigators will work directly with the IIC to answer investigation requests. At the completion of the investigation, MDHI will prepare a detailed written report of the examinations and analyses performed and provide to the IIC.

I am sure you recognize the importance of conducting accident investigations as soon as possible after the occurrence. For this reason, early notification of the accident and surrounding circumstances is requested from your organization. During normal business hours please call (480) 346-6387 or fax to (480) 346-6813, or we can be contacted by cell phone any time at (602) 284-7471 or (602) 284-7474.

Although an accident is not a desirable occurrence, I look forward to the opportunity to support the efforts of your organization in accident investigation and aviation safety improvement. If you should have any question or comments please feel free to contact me.

Sincerely,

John Hobby
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Customer Support Department
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