

Rolls-Royce M250/RR300 Evaluation of New Part Warranty
Return Request

This form is issued to aid customers in determining whether a new part is acceptable for return to Boeing. The intent is to cut down on operator disruption created by returning a part that may be deemed acceptable. Rolls-Royce Customer Support can help review suspect part anomalies and assist with the disposition of the component in question. In most cases you, as the customer, would not be aware of these exceptions.

Please reference Rolls-Royce CSP24045 Universal M250 and RR300 Spare Part/Module Limited Warranty. Boeing processes only new out of box parts purchased from Boeing. Parts from new aircraft or installed parts with time are only processed through the Rolls-Royce FIRST network. Reference <https://www.rollsroycefirstnetwork.com/> for facility near you.

Please fill out the questions below and include pictures, Boeing Invoice or other data and send to Rolls-Royce Customer Support at FAST@Rolls-Royce.com for warranty authorization. Contact Helicoptercustsupp@rolls-royce.com for technical questions.

Customer: _____

Boeing Invoice# _____

Part No. _____ S/N (if applicable) _____

Engine Model: _____

Cosmetic Dimensional Other

Description of problem: _____

Please include pictures of discrepancy and original packaging. Please note: Keep pictures to minimum size due to email size restrictions. Split into more emails if initial email fails to deliver.

Instructions for Accepted Warranty Returns:

- For customers who **DO NOT have access to FAST** (Fleet Administrative Service Tool: <https://FAST.aeromanager-online.com>) a Warranty Authorization claim is still required in the FAST system in order to receive credit and shall be created by Rolls-Royce Field Service Representative, Regional Manager or Customer Support representative. Reference above links for contact.
- For customers who **DO have FAST access** (<https://FAST.aeromanager-online.com>), please fill out mandatory FSR fields thru FAST in order to receive Warranty Authorization for the component return.
- Boeing will not issue RMA without a complete copy of approved Rolls-Royce Warranty Claim. This form and copy of RMA must accompany part return to Boeing.