

NEWS YOU CAN USE

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Date: December 21, 2015

To: Textron Aviation Authorized Service Facilities & Customers

Subject: Core Returns – Core Claims

This NEWS YOU CAN USE is being issued as a reminder. On the new Textron Aviation website, a Core Claim must be filed for any core return.

As a reminder, a Core Claim is only for parts that are being returned for core credit. A W2 or W1 type claim must be filed if the part is related to a warranty issue. Warranty parts **should not** be returned as “core only”; they must be returned as a warranty part with the proper authorization.

For Cessna customers this is not a new task. Before, on CPDxpress, a core claim had to be filed in order to return a core. However, for Beechcraft.com users, this is a new task. Please reference the Core Claim section of the Warranty Tutorial or the video on “How to Create a Core Return Claim” on the Warranty Overview section of the TXTAV site.

<https://ww2.txtav.com/CustomerSupport/Warranty/Overview>

Warranty Overview

- Overview
- Warranty Claim Form
- Flat Rate Change Request
- Warranty Tutorial**
- How to Enter a Claim

News You Can Use

Date	Content
01-May-2015	2015 Textron Aviation Spares Warranty
10-Nov-2014	2014 Pro Advantage Update
12-Oct-2015	Part Return Address Labels

Showing 1 to 3 of 3 entries


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1.316.517.4658

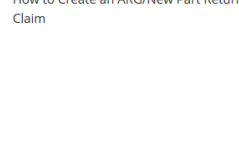
Warranty@txtav.com

Helpful Videos


How to Create a Warranty Claim



How to Create an ARG/New Part Return Claim



How to Create a Core Return Claim



If you have questions, please contact your claims administrator or email warranty@txtav.com or call 316.517.2458 for assistance.