
From: jeffrey E. <jeevacation@gmail.com>
Sent: Sunday, August 9, 2015 3:37 PM
To: Larry
Subject: Re: Question

kathleen , I greatly appreciate your attention and help. I want to be clear that the vibration was experienced by everyone on the test flight . including yourself. and that after changing the cannisters there is nothing left to change. hence. pointing only to the engines. My understanding is the reason for any owner to be on corporate care. is a combination of pay over time or one time, and in addition to have rolls royce stand behind the unexpected problems. talk to you on monday, again thanks for you help

On Sun, Aug 9, 2015 at 9:28 AM, Larry [REDACTED] wrote:

Jeffrey
Kathleen's response,. She admitted to a vibration,.
I'm finalizing pricing with BizJet Tulsa,,Gulfstream PBI, plus Dallas Airmotive,=

Sent from my iPad
<=r>Begin forwarded message:

From: "Goncalves, Kathleen" [REDACTED]

Date: August 9, 2015 at 10:03:56 AM EDT

To: Larry Visoski [REDACTED]

Subject: RE: Question

Hi Larry, certainly if anything is found technically wrong with the engine we will cover the repair under Corporate Care. While I believe your go forward plan will be worthwhile to address additional key variables, it cannot say if this does not correct the problem that would confirm a technical problem with the engine, so please make your decision accordingly. I do think the go forward plan we discussed Friday night will allow us to confirm the engine's contribution to the vibration your are feeling in the cabin. Let's talk more Monday.

Best Regards,

Kathleen Goncalves
Regional Customer Manager

Rolls Royce North America, Inc
[REDACTED]



From: Larry Visoski
Sent: 09 August 2015 08:25:44
To: Goncalves, Kathleen
Subject: Question

Morning Kathleen,

We have accomplished fan balancing three times. First in Teterboro with Rolls Royce, Islip NY with Dallas Airmotive, most recent, Rolls Royce in West Palm Beach, as well as applied DFL Dry Film Lubricant Rolls Royce Montreal. Per Gulfstream Tech support in Brunswick we re-rigged the spoilers, and checked flight control rigging and cable tensions. Savannah Gulfstream rigged flaps, replaced vortex generators on upper fuselage, changed both HP regulator valves, replaced left air cycle machine, replaced gear door seals, changed entrance and rear baggage door seals.

Jacksonville Paint repainted wings. Islip, NY Hawthorne Global Replaced "Isolation mounts" on both engines.

We are now willing to replace left and right "trunion mount canisters", we are only doing this with the understanding that Rolls Royce will give up to its obligations under corporate care if this does not fix the problem that was obvious to everyone on our test flight and approve early shop visit.

Best Regards,

Larry Visoski
Director of Operations



Sent from my iPhone

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