

From: Larry Visoski <[REDACTED]>
To: Jeffrey Epstein <jeevacation@gmail.com>
Subject: Re: GIV radio RTU repair
Date: Wed, 07 Aug 2013 15:59:44 +0000

I spoke to Rusty Crammer our sale rep who has been spear heading this for me. He informed that his superiors are not willing to give us concessions at this time. His reasoning was, no other operators have complained and the system is working normal, it was a marketing / photo shop issue and Gulfstream has removed the advertisement showing the GAvis camera photo.

Rusty offered a discount on our next upgrade project only.. (just FYI, my next mile stone for Avionic upgrade will be end of 2014 when CPDLC (Control Pilot Data Link Control) which will require upgrade of the FMS software from my current 5.2 to 6.1, which will allow me WAAS/LPV approaches using GPS sensors. I have no firm numbers since Gulfstream/Honeywell Avionics are still engineering the box for CPDLC install. the FMS upgrade is available at this time, makes sense to wait for CPDLC box and accomplish both at same time.

I am having dinner with Gulfstream Product Support Vice President this evening while attending the Gulfstream appreciation dinner tonight,. I will discuss my displeasure with Rusty and Gulfstreams lax approach to offering us a credit of some type. I told Rusty, if he didn't get a sizable discount or credit, I may elect to remove the Camera installation at Gulfstreams expense and give us a refund of \$128k.

GIV class is going very well,.

thx
Larry

Sent from my iPad

On Aug 7, 2013, at 11:11 AM, Jeffrey Epstein <jeevacation@gmail.com> wrote:

what is happening with the small screen camera issue

On Wed, Aug 7, 2013 at 9:08 AM, <[REDACTED]> wrote:

Jeffrey

The GIV radio RTU has been repaired and is being fedex to Islip for install and functional check. Should arrive tomorrow.

Repair cost was over \$12,000

Gulfstream will present this invoice to Dennis for payment.

I have not received exact cost, I was told over 12k.

Thx
Larry

Sent via BlackBerry by AT&T

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