

MEMORANDUM

TO: Mr. Howard Germon  
Regional Sales Manager  
Sikorsky Aircraft Corporation  
[REDACTED]

From: Jeffrey Epstein

Re: S-76C++  
76TD6167A

Date: October 13, 2009

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I appreciate your sending Chris Shurkus to see me in Palm Beach. He is very professional and has always represented Sikorsky in a favorable light.

With that said, however, during our meeting, Chris alerted me to a number of issues, which require your immediate attention. First, I was quite dismayed to learn that the interior of my new S-76C++ is far from complete, even though Sikorsky guaranteed me a completion date of December 7, 2009. You will recall that the December 7, 2009 deadline is, itself, an extended deadline, to which I reluctantly agreed only after your people assured me that it would be met. I expect Sikorsky to honor its obligation and meet this extended deadline.

I was also shocked to hear Chris describe the armrest in my new aircraft as "hokey", especially when that armrest was a major failure in connection with your completion of my original S-76. Your own people admitted that the armrest in my original S-76 was poorly designed and of substandard finish, and assured me that those problems would not be repeated in the completion of the new S-76C++. Larry Visoski and I spent many hours detailing the problems with your original design and explaining what we require for the new aircraft. We showed you examples of simple yet elegant armrest solutions that are included in automobiles of standard manufacture. Even though Sikorsky's charges for the armrest well-exceed the entire purchase price of those very automobiles, the armrest is still not right. Now, two months before delivery, I am told that in order for you to get it right, you will have to change the armrest yet again and would impose additional costs on me for fixing your own failures. This is absolutely unacceptable. I did not agree to completion with a "hokey" armrest and expect Sikorsky to correct the problem without any additional charges.

In speaking by telephone with Tom Schmidtlange during our meeting, I was also advised for the first time that there is no room for an led indicator to inform users of the passenger cabin's audio system regarding what position the audio switch is in and to what audio source the system is connected at any given time. Instead, Sikorsky proposes to

provide only an information card that would inform users only that they must cycle through a 4-position audio switch to access the system's audio options. Unfortunately, even with the card, the user would not know what particular position the switch is in or to what source the system is connected at any given time. Moreover, if the user has not read the card, then figuring out the cabin audio system options would be complete guesswork. This blind switch is wholly inappropriate for this highly sophisticated aircraft and its high level of executive finish. On top of this, the pilots are now told that they cannot have XM/Sirius radio in the cockpit, even though a \$200,000 Cessna provides this amenity effortlessly.

Howard, I would appreciate your assistance in resolving these issues promptly and ensuring that the aircraft is ready for delivery by the December 7, 2009 deadline. Please contact Larry with an update after you have reviewed this matter.