

From: [REDACTED]
To: "jeevacation@gmail.com" <jeevacation@gmail.com>
Subject: S76 update
Date: Tue, 13 Jul 2010 15:59:30 +0000

this is Marc Poland's response to my email,

Hello Larry. I'm far from a radar expert, but clearly the record of failures in this system has been problematic. Knowing Rich, I suspect he has already fed the issues up through his chain and over to Honeywell, but I will join the chorus and ensure that the problem is visible and being tended to at the highest levels appropriate. I've added (on cc above) the S-76 Chief Engineer (Fran) and Program Manager (Tim) so that they can anticipate a need to hit their respective contacts at Honeywell in addition to those that Rich may have used. As for bringing the a/c to our WPB plant, if that is deemed by those working the troubleshooting to be helpful, I have no problem endorsing it.

Regarding the flight on the 21st, it sounds as though you have already scheduled the AAG coverage. In response to the prior message traffic (a day or two ago), I've communicated to AAG the advance authorization to bridge the delay in flowing to them the coverage agreed under the 750 contract amendment.

Marc

From: [REDACTED] [mailto:[REDACTED]]
Sent: Tuesday, July 13, 2010 1:09 PM
To: Poland, Marc B SIK; Germon, Howard H SIK; [REDACTED]
Cc: [REDACTED]; Shurkus, Christopher R SIK
Subject: need dir

July 13, 2010

Hello Marc,

I hope this email finds you well.

Mr. Epstein wanted me to inform you of a on going problem we are experiencing with 750. The MFRD unit has failed four times. I have a new unit installed at this time, but was informed by Rich Wellman (field tech support), that he recommends waiting for direction from Honeywell. I have been out of service for 7 days now, with no real direction or remedy in sight. I am willing to bring the Helicopter to your West Palm Beach facility to properly trouble shoot the system and wiring with your technicians, if you are able to set this up for me. We have already trouble shot the wiring for the MFRD with your field Tech support on sight last month, and all was in accordance with factory specs.

I was planning to fly the 750 to NY next week to accommodate a flight for Mr. Epstein on July 21st, I have scheduled an AAG machine to cover this flight if I can not get 750 airworthy. If a solution for the MFRD is not accomplished before the July 21st date, can you provide Mr. Epstein an AAG S76 for our trip July 21st?

Just to let you know, the third unit smoked in the cockpit, luckily I was on the ground doing an FMS update when this accured, other wise this would have been a serious in flight emergency, requiring me to land at the nearest suitable landing area. I hope Honeywell and your engineering dept do not take this lightly and consider this an AOG problem.

Let me know if you can provide more assistance on this issue.

Sincerely.,

Larry Visoski

EFTA00742656

Chief Pilot, Shmitka Air, Inc.
3800 Southern Blvd. Suite #204
West Palm Beach, Fl 33404

this is from Rich Wellman, field Tech support;

This problem is very difficult to provide a quick solution too and will require customer service engineering, Keystone engineering and Honeywell to get together and provide a response to the problem. I have no authority to allow the aircraft to be brought to UTX. If you send a letter to Marc Poland please let him know that SAS CSE, SGH Engineering and Honeywell have been informed and guidance has been requested.

I copied all my "go to" people in your company to help expedite this matter, in the past they all have been most helpful in addressing our needs.

thanks again Marc,

Larry

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