

From: Larry <[REDACTED]>
To: Je vacation <jeevacation@gmail.com>
Cc: Rich Kahn <[REDACTED]>
Subject: Fwd: AC5173 / Upcoming visit to Savannah
Date: Tue, 17 Apr 2018 19:17:14 +0000

Jeffrey

Gulfstream can work the aircraft this coming Monday 7am April 23rd if I bring the plane to SAV Sunday evening, estimate 7 days down time,

Message from Charles in SAV. Notice his comments he mentions, "will be evaluated on input",,, appears Gulfstream will say, the Fwd tray tables were modified from original design, the aft tray table across from Divan is original.

Hi Larry,

sorry for the delayed response but I wanted to make sure we had accurate information for you. We should be able to work you in if you arrive [Sunday evening](#) 4/22 so that we can begin work [on Monday 4/23](#). I would plan on 7 calendar days downtime. Warranty coverage will be determined if it was an item that was previously worked by Gulfstream and the resolution of the discrepancy. See below in response to your questions:

1 -- rework the 3 tray table lids to operate correctly:

Tray table lids will be evaluated at input. If this is due to the work we performed then it should be covered. If this is rework from another 3rd party vendor then it will not be covered.

2 -- copilot O2 mask Mic intermittently operates

This will be evaluated at input. I don't recall or see in the previous workorder where we performed any maintenance on the copilot O2 mask, we only replaced the oxygen control panel.

3 -- 110vac plug for Crew coffee maker in fwd L/H inop

This will be evaluated at input. If this is rework from another 3rd party vendor then it will not be covered. We will also need the drawings if this system has been modified by someone other than Gulfstream.

4 -- Pocket door needs adjustments

This will be evaluated at input but should be covered by warranty.

5 -- fwd Crew LAV door angle wing stickers and Rubs when extended

This will be evaluated at input but should be covered by warranty.

6 -- remove scratches from Veneer, small

This will be evaluated at input. Should be covered by warranty unless it is customer damage.

7 - - tighten the Aft Lav Drain valve

This will be evaluated at input but should be covered by warranty.

We also discussed earlier that we need to know who will be able sign off on these items once they are reworked to make sure they meet Mr. Epstein's expectations. Will this be you or Mr. Epstein? We may need to have someone fly with you into Savannah with whomever will have final approval on these items to make sure we are all seeing and hearing the same thing so we can have a final resolution on them.

Let me know if you have any questions or concerns.

Respectfully,

Charles Thomas
Service Team Manager
Gulfstream Aerospace Corp
Desk: [REDACTED]
Cell: [REDACTED]
[REDACTED]

Sent from my iPad

Begin forwarded message:

From: "Thomas, Charles" <[REDACTED]>
Date: April 16, 2018 at 7:34:12 PM EDT
To: "[REDACTED]" <[REDACTED]>, Pete Rawson <[REDACTED]>
Cc: "Brown, Julian" <[REDACTED]>, "Cramer, Rusty" <[REDACTED]>, "Simmons, Beth" <[REDACTED]>, "Myers, Bo" <[REDACTED]>, "Bashlor, James" <[REDACTED]>, "Caddick, Scott" <[REDACTED]>, "Bolanos, Jorge" <[REDACTED]>
Subject: RE: AC5173 / Upcoming visit to Savannah

Hi Larry, sorry for the delayed response but I wanted to make sure we had accurate information for you. We should be able to work you in if you arrive Sunday evening 4/22 so that we can begin work on Monday 4/23. I would plan on 7 calendar days downtime. Warranty coverage will be determined if it was an item that was previously worked by Gulfstream and the resolution of the discrepancy. See below in response to your questions:

- 1 – Tray table lids will be evaluated at input. If this is due to the work we performed then it should be covered. If this is rework from another 3rd party vendor then it will not be covered.
- 2 – This will be evaluated at input. I don't recall or see in the previous workorder where we performed any maintenance on the copilot O2 mask, we only replaced the oxygen control panel.
- 3 – This will be evaluated at input. If this is rework from another 3rd party vendor then it will not be covered. We will also need the drawings if this system has been modified by someone other than Gulfstream.
- 4 – This will be evaluated at input but should be covered by warranty.
- 5 – This will be evaluated at input but should be covered by warranty.
- 6 – This will be evaluated at input. Should be covered by warranty unless it is customer damage.
- 7 - This will be evaluated at input but should be covered by warranty.

We also discussed earlier that we need to know who will be able sign off on these items once they are reworked to make sure they meet Mr. Epstein's expectations. Will this be you or Mr. Epstein? We may need to have someone fly

with you into Savannah with whomever will have final approval on these items to make sure we are all seeing and hearing the same thing so we can have a final resolution on them.

Let me know if you have any questions or concerns.

Respectfully,

Charles Thomas

Service Team Manager

Gulfstream Aerospace Corp

Desk: [REDACTED]

Cell: 9 [REDACTED]
[REDACTED]

Hello Elizabeth, Charles, Julian, Pete and Rusty,

I've got final work scope for 5173,,, let me know when's the earliest I can bring to SAV for this work,, I need downtime estimate, much smaller works scope,,,, I believe all this is warrenty claim?

- 1- rework the 3 tray table lids to operate correctly,
- 2-copilot O2 mask Mic intermittently operates
- 3-110vac plug for Crew coffee maker in fwd L/H inop.
- 4-Pocket door needs adjustments
- 5-fwd Crew LAV door angle wing stickers and Rubs when extended.
- 6-remove scratches from Veneer, small
- 7- tighten the Aft Lav Drain valve,,

Pls advise down time and earliest input date?

Thank you
Larry Visoski
Plan D, LLC
5173 / N212JE