

**From:** Larry <[REDACTED]>  
**To:** Je vacation <jeevacation@gmail.com>  
**Subject:** Fwd: Return visit N212JE  
**Date:** Mon, 02 Apr 2018 13:38:31 +0000  
**Attachments:** 5173\_items\_to\_be\_worked.docx

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Email from Charles

Sent from my iPad

Begin forwarded message:

**From:** "Thomas, Charles" <[REDACTED]>  
**Date:** April 2, 2018 at 3:32:13 PM GMT+2  
**To:** "[REDACTED]" <[REDACTED]>  
**Cc:** "Brown, Julian" <[REDACTED]>, "Swanson, Sean" <[REDACTED]>, "Myers, Bo" <[REDACTED]>, "Cramer, Rusty" <[REDACTED]>  
**Subject:** RE: Return visit N212JE

Good morning Larry, I hope that you had a great weekend and a happy Easter. This email is to follow up our conference call that we had this past Friday and to make sure that we address all of Mr. Epstein's concerns. I have attached a list of the items below and what we discussed on the call for your review. Let us know if this is correct or if any changes need to be made so we can plan properly. As discussed during our call we can support during the last week of April to first week of May time frame. Please let us know if this will work for Mr. Epstein's schedule and if so please coordinate with your Regional Sales Manager so that a Request For Service can be generated and the upcoming visit goes through our scheduling department. This is the formal process for all future work that will be required for your aircraft. Lastly, we will need to know who will be able to sign off on these items once they are reworked to make sure that they meet Mr. Epstein's expectations. I'm not sure if that will be you or Mr. Epstein but we want to make sure that we get every concern resolved on the next visit so that Mr. Epstein has full use of his asset without having to worry about any further adjustments and that he is completely satisfied with the aircraft. Thanks and we look forward to hearing back from you.

Respectfully,

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

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**From:** Larry [[mailto:\[REDACTED\]](mailto:[REDACTED])]  
**Sent:** Thursday, March 29, 2018 9:45 PM  
**To:** Brown, Julian <[REDACTED]>; Cramer, Rusty <[REDACTED]>; Thomas, Charles <[REDACTED]>; Lemieux, Heather <[REDACTED]>; Swanson, Sean <[REDACTED]>  
**Cc:** [REDACTED]  
**Subject:** Re: Return visit N212JE

Julian, Charles Swanson, Sean, Heather, and Rusty,

To be very clear, if I have not already, The job done by your competent people in Palm Beach DID NOT fix the problems, they said they needed further help and assistance. The tables were not done nor finished, the table closures did not close and still are not right, the tables have a large Gap down the center, there were many items that were not put together properly in Savannah, the cabin door separate from the veneer, was banging on landing and many punch items besides the latches were pointed out, the openings to the switches did not stay up, the sink drain handle was loose as were storage doors.

The veneer work is the smallest and easiest piece of the pie, James and his team from SAV informed Mr Epstein it would take 5 days apart from the veneer work to bring to where it should have been, I look forward to your response.

Thank you,  
Larry Visoski  
Manager,  
Plan D, LLC

Sent from my iPad

On Mar 27, 2018, at 7:55 AM, Brown, Julian <[REDACTED]> wrote:

Good morning Larry,

We want to apologize for the items requiring work in Florida and am hopeful the items were corrected to your satisfaction. It is our intention to make Mr. Epstein and you happy with your decision to allow Gulfstream the opportunity. It was especially rewarding to me and others personally who worked with Dave on the GII effort so many years ago.

I have reached out to our certification group to understand if removing the occupied latches is allowable. Early indication is it should be ok but am awaiting final confirmation and will advise. We are also confirming veneer availability for the doors.

Do you have a time frame in mind you'd like to return for the veneer work? I have copied Rusty as well so he is advised. Please feel free to contact me should you need anything further.

Respectfully,  
Julian Brown  
Assistant Program Manager  
Gulfstream Aerospace, Savannah  
Office: [REDACTED]  
Mobile: [REDACTED]  
Fax: [REDACTED]