

From: Larry Visoski <[REDACTED]>
To: Je vacation <jeevacation@gmail.com>
Subject: G550 Display
Date: Wed, 19 Sep 2018 21:11:49 +0000

Jeffrey

Dobson Aviation will not allow Loaner of their DU Tube, only outright sale for \$80K.

Pete informs, the first 2 DU Tubes sold immediately when they were put on the market 2 years ago, the 3rd sold three months ago, this is the last of the 4 Tubes that were installed on the Falcon.

No firm valuation date from Honeywell, only that they are currently working on our Tube,
AOG= "Aircraft On Ground"

Is the term used for urgency of repair.

We have no guarantee our unit -901 is repairable, since it's being replaced by the upgraded -911 tubes,
Honeywell states limited parts are available for -901 repair, until they determine what is our issue is , we have to Stand By.

Do you prefer to wait?

Thx,
Larry



AOG Inquiry Confirmation

Hello ,

We're glad to hear from you!

Thanks for contacting Honeywell Aerospace Customer Support.

We've already started working on your AOG issue and will soon get you flying again. Our team will stay in contact with you and provide updates until your AOG is resolved.

Questions

We'll connect all of your AOG details through the subject line of this email. So please leave the subject line

unchanged, should you reply, to make sure your response is routed immediately to this team. Or you can call us at [REDACTED] (US/ Canada). Choose option 4 when prompted.

Thanks again, we appreciate your business!

Honeywell AOG Team

Customer & Product Support

Web: [REDACTED]

[REDACTED] or internationally at [REDACTED]
option 4

ORIGINAL CORRESPONDENCE:

[External] Fwd: CASE-17332694

Please make this an AOG request- Hawthorne had submitted, and made payment of \$1,000 to ensure AOG coverage-

DU-1310

P/N 7028140-901

S/N [07092715](#)

Gulfstream G550 s/n 5173 (#1 Display)

Unit original, 5525.0 TSN, 1266 CSN, same as aircraft

Owner Plan D, LLC

[REDACTED]
[West Palm Beach, FL 33406](#)

Aircraft at Hawthorne, Islip, NY (KISP)

Next flight [9/24](#)

No MEL available

Unit was shipped to Wichita Facility and received this AM
Unit is hard failed, went dark while powered up and will not come back on even with power cycled.
Swapped with other unit and still no display.

Aircraft has HAPP coverage, # [440082081](#)

Sent from my iPhone

NEED EVALUATION ASAP

Pete Rawson

Director of Maintenance

Begin forwarded message:

> From: "Davis, Robert"
> <[REDACTED]>
> Date: September 19, 2018 at 1:07:26 PM EDT
> To: "[REDACTED]" <[REDACTED]>
> Subject: CASE-17332694
>
>
>
> Hello,
>
> Here is a copy of your case number for your repair that
> was sent in and received today CASE-17332694.
>
> Thanks,
>
> Robert Davis
> Sr.Customer Support Rep AOG
> Honeywell | Aerospace
> Office: [REDACTED]
> [REDACTED]
> [REDACTED]
>
> Need immediate support?
> Contact Us