

**From:** Lvjet <[REDACTED]>

**To:** jeevacation@gmail.com

**Cc:** [REDACTED]

**Subject:** Fwd: Bell430 final Invoice

**Date:** Tue, 28 Aug 2012 02:46:56 +0000

**Attachments:** image001.emz; oledata.mso; Copy\_of\_Co4272FL\_rev\_a.xls

**Inline-Images:** image002.png

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Jeffrey,

Rich Kahn contacted David Burch at Edwards this afternoon to discuss the additional labor charge on dual window installation, Mr. Burch was very defensive and Kurt with Rich when confronted with this labor charge, which proves to me and does not justify being rude to Rich, that Edwards has spent this time to install these windows,

Just to recap cost impact:

I was provided an "estimate" from Edwards for dual window change of \$11,130.00 LABOR only, as you see in email below from David Burch, Edwards has in Excess of \$28,231.30 labor involved in this effort. Mr. Burch has reduced the labor to \$22,491.30

Since I have a good re pore with David, he allowed me to depart with the Helicopter before paying the final invoice so I could accomplish the Miami trip , this was a violation of Bell/Textron code with their accounting dept and is grounds for disciplinary action against David,.

I feel Rich and myself have exhausted this issue to an extent that Edwards would not support me in the future if we continued to fight this labor charge. I personally feel the technicians where hesitant to rush, since the result of poor installation would have been a cracked window and additional month down time. I may elect to complete future annuals in Bristol Tenn as other option. however, I don't want to burn my support at Edwards in Fort Lauderdale, they certainly did spend this time installing the windshields. I also give David Burch and his chief inspector credit in assisting me in this decision to proceed with the 430 purchase when I first viewed the machine in London.

may I have your approval to pay this invoice?

total final invoice **\$43,883.43** which includes the (\$20,000 EFIS tube exchange, 50 hour inspection, and engine oil line)

-----Original Message-----

**From:** Burch, David (Edwards) (Edwards) <[REDACTED]>

**To:** Lvjet <[REDACTED]>

**Cc:** Ali, Shariefa <[REDACTED]>

**Sent:** Mon, Aug 27, 2012 7:43 pm

**Subject:** Invoice C04272FL

Good Evening Larry,

Per our telecom of this evening and based on the previous email. This is a synopsis of our position.

The reason for having to reseal the captains door was the wood was installed protruding out and catching the seal upon closing and opening the door several times. This was found during the visit to Aero Toy Store to review. As good faith we absorbed the labor charge for this for a net savings of \$848.

With respect to the windshields we did not charge for any of Steve Schlecht for this installation as he was acting as supervisor during Andy's absence. I am very confident that Steve had in excess of 40 man hours for a net savings of \$4240, (Steve has over 10 years of heavy Bell 430 maintenance when he worked at University of Tennessee "Med Flight" on their 2 Bell 430's and has several windshield changes over the years). There was no overtime charges on any of the work that was performed and all those costs were absorbed by ERSI somewhere in the neighborhood of \$1500.

The additional labor was incurred because there was additional labor in shimming to try and match the difference in window thickness between heated and non-heated bird resistant window. There was a fair amount of additional labor required because of the previous 2 - 3 window installations having oversized holes and excessive gap shimming on those windows. This aircraft had and has excessive shimming required in excess of 1/4" to make the fit. There was a fair amount of additional labor involved when shimming the aircraft to the windows and having to re-shim after the one side was down versus the other side; this was in critical stress areas around the upper and lower corner / radius. This is mostly due to the PPG product but as well some was due to the difference in window thickness.

You have been and are a good loyal customer, therefore; in choosing to do the right thing and as well wishing to continue this relationship I am offering to deduct another \$2200 from the invoice we sent you this morning, \$2000 in labor and \$200 in freight. I have revised that invoice and attached a copy.

EFTA01180840

If you have any further questions please feel free to contact me personally.

Kind Regards,  
*David Burch*  
General Manager

