
From: Larry [REDACTED]
Sent: Friday, December 15, 2017 2:07 PM
To: jeffrey E.
Cc: Richard Kahn
Subject: Re: SAV Customer Update [REDACTED]

Absolutely, I think its a strong possibility this happened during engine cowl change,,or during the paint stripping process,,I ask Charles, if they took a video during their inbound checks, appears there was no Video taken, I have seen mechanics during inbound inspection, take video of the interior, for scratches etc,,, I'd only assume they would do the same on exterior,, appears strange they didn't take a video of our exterior , prior to paint?? Or maybe they are not sharing this video with us?

Charles called me yesterday and informed Gulfstream is working a repair plan, I told Charles i need to know if this cost of the repair will be covered by gulfstream?

<=r>
Sent from my iPad

On Dec 15, 2017, at 8:43 AM, jeffrey E. <jeevacation@gmail.com <mailto:jeevacation@gmail.com> > wrote:

<=iv>
did this happen when they changed cowls

<=iv class="gmail_quote">----- Forwarded message -----
From: <= class="gmail_sendername">Richard Kahn <[REDACTED]>
Date: Thu, Dec 14, 2017 at 5:33 PM
Subject: Fwd: SAV Customer Update [REDACTED]
To: "jeffrey E." <jeevacation@gmail.com <mailto:jeevacation@gmail.com> >

update larry receives from gulfstream

Richard Kahn
HBRK Associates Inc.
575 Lexington

<<https://maps.google.com/?q=575+Lexington%C2%A0Avenue+4th+Floor+New+York,+NY%C2%A010022&ent=y&mail&source=g>> Avenue 4th Floor

<<https://maps.google.com/?q=575+Lexington%C2%A0Avenue+4th+Floor+New+York,+NY%C2%A010022&am=;entry=gmail&source=g>>

New York, NY

<<https://maps.google.com/?q=575+Lexington%C2%A0Avenue+4th+Floor+New+York,+NY%C2%A010022&ent=y&mail&source=g>> 10022

[REDACTED]

Begin forwarded message:

From: Larry Visoski <[REDACTED]>

Subject: Fwd: SAV Customer Update [REDACTED]

Date: December 13, 2017 at 1:38:28 PM EST

To: Rich Kahn <[REDACTED]> <mailto:[REDACTED]>

First update I'm working on. This is their problem not ours I am working this issue

Sent from my iPhone

Begin forwarded message:

[REDACTED]

Cc: "Brown, Julian" <mailto:[REDACTED]>, "Redman, Cory" <[REDACTED]>, "Simmons, Beth" <[REDACTED]>, "Barrett, Eliezer" <[REDACTED]>

Subject: RE: SAV Customer Update [REDACTED]

Good afternoon, just to follow up on the update that I sent this morning. I have attached three pictures of the dent that our paint shop discovered. This dent was not noted at any point during our inspection and think that it was previously filled in at some point and we uncovered it during the strip/prep process. We had NDT check last night with no cracks noted and have a preliminary engineering disposition to drill a hole and cold work the dent. We will try to coordinate and work this in conjunction with our paint team but it may have to be addressed completely

once it returns to the service center from our paint facility. I will keep you updated as we progress. Let me know if you have any issues or concerns.

Respectfully,

Charles Thomas
Service Team Manager<=>
Gulfstream Aerospace Corp
Desk: From: /b> <tel: [REDACTED]

<mailto: [REDACTED]

<http://sam.gulfstream.com/_email/gulfstreamlogo/ima=es/gulf_dbblue.jpg>

<=d style="padding:0in">
Gulfstream Savannah
Customer Update #27

Tue 12 Dec 2017 9:00 AM EST<=>
AIRCRAFT

[REDACTED]
WORK ORDER

[REDACTED]
AIRCRAFT ACTIVITY<=>

Good morning gentlemen, your aircraft is in our paint prep facility and is scheduled to return back to the service center on 12/23. During the stripping/prep process our paint shop uncovered a dent on the aft right side of the fuselage that we think was already there. We have had NDT inspect it with no cracks noted and have submitted it to engineering for review. I will keep you updated on the status of this dent. I will also send you pictures of the dent. Our backshop is in work with the stripping the woodwork veneer. We sent the additional Work Change Requests this morning to Larry for approval. We need to have these approved or declined by Thursday to not affect the veneer that is currently in work. We are working to get prices for the additional items that Larry requested from Heather yesterday and hope to have them to you today for approval. I have tentatively moved the departure date to 2/28/18 as a placeholder until we have a defined and approved workscope on all open items. /> CONSTRAINTS Options for cabin addition & rework items Once these additions and constraints have been defined we can determine a firm outdate. =span> ILESTONES None CUSTOMER POC Peter Rawson Chief Inspector<=u> [REDACTED]
Phone:

<=iv style="margin:0in 0in 0.0001pt;font-size:11pt;font-family:Calibri,sans-serif;line-height:13.5pt">FROM
Charles Thomas<=u>
Svc Team Mgr</=>
Gulfstream Aerospace Corporation

[REDACTED]
Mobile / Phone: [REDACTED]

CUSTOMER ACKNOWLEDGMENT=

Would the customer please formally acknowledge receipt of this status update?> DEPARTURE DATE
28 Feb 2018

[REDACTED]
This email was sent to customers:
[REDACTED]

This email was sent to Gulfstream employees:

<mailto:[REDACTED]>

Do not reply to this email. Please login to MyCMP to view and respond to this message thread.
For any questions regarding this information, please contact your STM.

GULFSTREAM is a trademark of Gulfstream Aerospace Corporation, registered in the U.S. and other countries.

<IMG_0041.JPG>

<IMG_0048.JPG>

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<=iv dir="ltr"> please note

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