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**From:** Larry <[REDACTED]>  
**Sent:** Wednesday, October 25, 2017 1:46 PM  
**To:** Je vacation  
**Subject:** Fwd: G550 SN 5173

From Rusty

Sent from my iPad

Begin forwarded message:<=r>

From: "Cramer, Rusty" <[REDACTED]> <=a>>  
Date: October 25, 2017 at 9:26:03 AM EDT  
To: " <mailto:[REDACTED]> [REDACTED] <mailto:[REDACTED]> " <mailto:[REDACTED]>>  
<mailto:[REDACTED]>>  
Cc: "Savoy, Deryck" <

Lerry, great to see you too yesterday. I've discussed with Westfield management and below is their position. I spoke with Deryck Savoy= Sr. Operations Manager. He can be reached at [REDACTED] for further discussion if you would like and is cc'd on this email.=o:p>

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· Seller pilots flew the aircraft, they may or may not have known the temps were on the rise, certainly if they did know they likely would be reluctant to point it out as they were seller pilots.

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· The aircraft was flown from BAF on 5/4/17, a Saturday morning presumably to keep costs down. The buying customer only requested an avionics tech to be on board to go through the cabin/galley systems, he was not up in the jump seat nor is he qualified to diagnose/identify mechanical system anomalies. A mechanical systems tech was available but not requested for the flight.</=:p>

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· Had GAC test pilot's been in command I can virtually guarantee they would have pointed out those temps on the rise.

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· The buyer did not share the photos he took with any BAF personnel requesting opinions on what was depicted.

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· Gulfstream's quotes/hold harms= paperwork specifically spells out our liability, although not popular we are not culpable or financially responsible for this event.

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· Customer has proof he purchased the airc=aft in that condition via photos, the seller's pilots were in comma=d during the test flight, perhaps Chevron has some responsibility?

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Per our discussion yesterday, I am still awaiting management response on the Window Shade mod you referenced in your prior emails and will contact you tomorrow to present options.

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We appreciate your business Larry, and trust you understand our position stated above. Give me a call if you have any questions.

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Rusty Cramer

Regional Sales Manager

South Florida

[REDACTED]

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