
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]> <mailto:[REDACTED]> " <[REDACTED]>
<mailto:[REDACTED]> >
Cc: "Savoy, Deryck" <

L=rry, great to see you too yesterday. I've discussed with West=ield management and below is their positon. 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 ma= or may not have known the temps were on the rise, certainly if they did kn=w 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 5/4/1=, a Saturday morning presumably to keep costs down. The buying custom=r only requested an avionics tech to be on board to go through the cabin/galley systems, he was not up in the jump sea= nor is he qualified to diagnose/identify mechanical system anomalies. A me=hanical systems tech was available but not requested for the flight.</=:p>

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· Had GAC test pilot's been in com=and I can virtually guarantee they would have pointed out those temps on th= rise.

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

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· Gulfstream's quotes/hold harmless 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 aircraft in that condition via photos, the seller's pilots were in command 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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