

---

**From:** jeffrey E. <jeevacation@gmail.com>  
**Sent:** Wednesday, October 25, 2017 1:50 PM  
**To:** Larry  
**Subject:** Re: G550 SN 5173

Send to josh

On Wed, Oct 25, 2017 at 9:46 AM Larry <████████<mailto:████████>> wrote:

████████" <████████<mailto:████████>>>>  
Cc: "Savoy, De=yck" <████████>>  
Subject: G550 SN 5173=/b>

=arry, great to see you too yesterday. I've discussed with We=tfield management and below is their positon. I spoke with Deryck Sa=oy, Sr. Operations Manager. He can be reached at ██████████ for further discussion if you would like and is cc'd on this email=

=u>

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

=u>

\* The aircraft was flown from BAF on 5/4/17, a Saturday morning pr=sumably to keep costs down. The buying customer only requested an av=onics tech to be on board to go through the cabin/galley systems, he was not up in the jump se=t nor is he qualified to diagnose/identify mechanical system anomalies. A =echnical systems tech was available but not requested for the flight.<=u>

=u>

\* Had GAC test pilot's been in command I can virtually gua=antee they would have pointed out those temps on the rise.</=pan>

=u>

\* The buyer did not share the photos he took with any BAF personne= requesting opinions on what was depicted.

=u>

\* Gulfstream's quotes/hold harmless paperwork specifically=spells out our liability, although not popular we are not culpable or fina=cially responsible for this event.

=u>

\* Customer has proof he purchased the aircraft in that condition v=a photos, the seller's pilots were in command during the test flight, perhaps Chevron has some responsibility?

=u>

=er 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.

=u>

=e appreciate your business Larry, and trust you understand our position stated above. Give me a call if you have any questions.<=p>

=u>

=u>

=u>

Rusty Cramer

Regional Sales Manager

South Florida

[REDACTED]

==

conversation-id 26093 date-last-viewed 0 date-received 1508939427 flags 8590195729 gmail-label-ids 7 remote-id 762260