
From: jeffrey E. <jeevacation@gmail.com>
Sent: Friday, October 13, 2017 11:00 PM
To: Larry Visoski; Richard Kahn
Subject: Re: N415LM/G550 5173 warrenty claim

I dont know how much it cost us, ? we ne=d to reprogram the airshow. as well. . ask how much it would b= to replace the window line. and remove the monitors

On Sat, Oct 14, 2017 at 12:=2 AM, Larry Visoski <[REDACTED]> <mailto:[REDACTED]> > wrote:

Jeffrey

This is the email I sent to Rus=y, several hours ago.
I would imagine we will hear something Bac= COB Monday,

This is what Rich and I came up with=as remedy:

What Plan D, LLC proposes as rectification:

- 1-Master cabin Shade up/down installed at VI= seat
- 2-paint fwd airstairs and recover the step=
- 3-wood veneer installed on Galley counter top t=im/edge
- 4-\$25k parts / labor credit to be used a= any Gulfstream Mx facility

Thx
Larry

Sent from my iPhone

Begin forwarded message:<=r>

From: Larry Visoski <[REDACTED]>
Date: October 13, 2017 at 11:02:08 PM GMT+2
To: Rusty Cra=er <[REDACTED]> <mailto:[REDACTED]> >
Cc: Larry <[REDACTED]>
Subject: =b>N415LM/G550 5173 warrenty claim

Rusty,
Down load photos in High Def mode;

Ref:

N41=LM / Plan D, LLC serial 5173 / G550

Rusty, as we discussed on the phone=last week , below are the events that occurred during PreBuy at Gulfstream=Westfield.

We accomplished Prebuy Test flig=t on March 4th, 2017 at Gulfstream Westfield, with Sellers Chief Pilot Sha=n Mulligan at Chevron, Since Seller would not allow us to utilize Gulfstre=m Test Pilots, I requested the Gulfstream Westfield provide a Mx and Avion=cs person to accompany me on the test flight to note any system abnormalit=es during the flight test.

On Sept 2nd I departed NY to Paris, with=only operating 44 hours since prebuy inspection, I had uncontrollable HOT =abin air temperature, I called Gulfstream Tech support upon landing in Par=s, and was given their guidance to remove and inspect both Pack valve gask=ts,, Immediately Tech support informed its common for the Pack Valves to b=ow their rubber seal and bypass warm air into the cabin,. Photo below show= both of my pack valves had blown gaskets, each valve costs \$45,000, this =hould could have easily been identified by Westfield Maintenance personal =uring my PreBuy TestFlight, would have been rectified by Seller.

=br>Gulfstream FAST team was contacted through Luton and supplied a FAST t=am tech from Zurich to assist in replacing BOTH Pack valves. I still await=their final invoice for their service,

Plan D, LLC is requesting an=investigation into this matter with hopes of warrenty claim + compensation=for this event.

What Plan D, LLC proposes as rectification:

- 1-Master cabin Shade up/=own installed at VIP seat
- 2-paint fwd airstairs and recover the steps
- 3-wood veneer =nstalled on Galley counter top trim/edge
- 4-\$25k parts / labor credit to be used=at any Gulfstream Mx facility.

As you are aware, we just signed N41=LM for \$1.5M+ improvements with Gulfstream Savannah which included New Pain=, Wood Veneer, KABand Wifi and XM weather along with other Mx Due cards fo= serial 5173.

Best Regards,

Larry Visoski
Manager,

N415LM / serial 5173

[REDACTED] <tel:[REDACTED]> / [REDACTED]

This ph=to was taken March 4th during the Prebuy Test flight showing Pack Valves r=nnng more than twice their normal operation temps, L/H 74 degrees and R/H=at 80 degrees,,,, Normal ops temp is 35degrees during all phase of flight.=br>

=img src="cid:1C4799D6-EE7E-4FB4-9D87-245D68BD76E9" id="m_8322824842283=03289EB1F02C4-B230-4639-AB2B-42A5354CAAC4" style="padding:0px 1px 1px 0px=">
<=r>

Photo below is flight from Paris to NY after installation of both Pack valves, steady at FL430 reading both at 35 degrees.

Below photo is taken on R/H Old Pack valve removed in Paris by Gulfstream FAST team, shows Blown gasket with flashlight indicating blow by of warm air.

Sent from my iPad

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CC please note

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