



A Quarterly Publication Regarding the Maintenance and Operation of Westwind Aircraft

August 23, 2002 Volume 1, Issue 1

Director's Message

By Mike Rexroat, Director, Westwind Products

Welcome to the Premier Issue of Westwind News

It is my distinct privilege to join the Westwind fleet of aircraft as your General Dynamics Aviation Services (GDAS) representative. Please allow me to introduce you to the inaugural issue of our quarterly *Westwind News*. We want to make this your publication for communication and information concerning the Westwind customer base, suppliers, providers, maintainers, and any other items of interest you suggest or provide.

I trust you will find this first issue informative, and perhaps it may stimulate an idea or question you will share with us. Your participation will be a major factor in the success of this publication. Yes, we are accepting articles, suggestions, questions, and complaints. If you will accept recognition in the *Westwind News*, we want to give it to you. But, if you do not want your name mentioned — no problem, it will not be.

There have been a lot of questions, or maybe reservations, about our intention with the Westwind after we purchased the Galaxy company. Our initial concentration was, in fact, focused on the current production transition, processes, and product support. Clearly, our goal now is to elevate the product support role across the Westwind product line.

When I consider the many choices of available aircraft you have to select from, and in reviewing the current offering of pre-owned aircraft in the marketplace, it leaves little doubt in my mind that your selection of the Westwind is the correct one. The value of your choice is proven in the aircraft's reliability, performance, technology, and cost of operation. Our due-diligence to learn the product line, its capabilities, the needs, and, above all, our customers has proven very educational for my GDAS co-workers and me.

GDAS is proud to be your provider, and we are all very excited to launch our Product Support Alliance Team consisting of representatives from GDAS, Israel Aircraft Industries (IAI), FlightSafety International (FSI), ELCORTA, Inc., and Trimec. I believe we have formed a powerhouse team that has a proven track record of dedication, knowledge, and quality. But, above all, we have rekindled the spirit of world-class product support for Westwind owners, operators, and maintainers.

Your flight department requirements are understandably varied from operation to operation, based on ownership, size, budget, schedule demands, location, etc. But, there are very basic needs that are common and rightfully demanded equally by all of our operators to include the following:

- Publications – We are dedicated to providing current and accurate publications and the revisions necessary to improve your manuals, but we need your help. Who else knows the aircraft and product line better than you, the customer? Please provide your publication change request to us. If you have a file of old change requests that have not been addressed, forward them to us for action.
- Technical Support – When support is needed for technical questions, minor repair assistance, major damage assessment, or engineering drawings or dispositions – 24 x 7 x 365 – call our GDAS hot line at 1-866-271-GDAS (4327) or 1-912-965-4700 for dedicated Technical Operations and Service Engineering support personnel.
- Spare Parts Support – We are committed to servicing, to the best of our ability, your material requirements timely and fairly with quality products at the above hot line number. Part Manufacturing Approval for out-of-stock original components is a major focus in which we are investing significant resources to build the supply chain inventory support.
- Original Equipment Manufacturer Support – IAI has committed their support to GDAS and, to date, I must report we have received excellent response time and accurate/appropriate resolution to our requests.
- Maintenance and Pilot Training – FSI has a very capable staff of instructors equipped with excellent curriculums, reference material, simulators, courseware, and software to meet your requirements.
- Maintenance Support – Our recent appointment of ELCORTA, Inc. and Trimec as GDAS Authorized Westwind Product Support Facilities is in response to your requests for more choices for authorized factory

WESTWIND NEWS
AUGUST 23, 2002

support centers. These excellent providers are in addition to our GDAS Westwind Service Centers of Excellence at Minneapolis and West Palm Beach. Our network of maintenance facilities is supported directly by the Spare Parts and Technical Operations departments to ensure a first priority, quality, on time and cost-efficient visit. Please contact your Regional Sales Representative at 912-965-3479 for special requests and quotes.

I trust the detailed articles in this newsletter provide answers to your questions and information about what we want the program to be. We are dedicated to your support and business needs, and I thank you in advance for your business, the support of the aircraft, and your participation in this great program.

We look forward to seeing you at National Business Aviation Association (NBAA) convention next month. Attend the Westwind Maintenance and Operations session (September 11, 10 a.m.-1 p.m.) and visit our GDAS booth during the convention.

Current Events

1124 (ATA 27): Aircraft Rolls Right with Speed Brake Deployment

Recently, an 1124 pilot had to deploy the speed brakes at a much higher airspeed than he normally operates them. Due to Air Traffic Control (ATC) request, the crew had to maintain a higher altitude than usual as the aircraft approached the destination airport. When the pilot received clearance to descend, speed was approximately 300 KIAS and, upon speed brake deployment, the aircraft exhibited a pronounced rolling tendency to the right. The crew maintained control of the aircraft, continued the approach, and landed the aircraft without incident.

Troubleshooting revealed that the left-hand speed brake actuator was internally bypassing fluid, allowing the right-hand speed brake to deploy before the left. Technicians replaced the actuator and returned the aircraft to service.

The crew reported they noticed no adverse flight characteristics during speed brake deployment at 250 knots or less. The operator suggested that if a flight crew has the opportunity on a maintenance test flight or dead head leg, they might want to ops check the speed brakes at higher speeds to see if the aircraft experiences similar symptoms.

Service Bulletins

(ATA 27/35/55): Service Bulletins Under Development

Westwind service bulletins are being written in Savannah, with support from Israel Aircraft Industries (IAI) Engineering in Israel. The following service bulletins are under development:

Service Bulletin No. 1123-27-051

Title: Aileron Trim Actuator Replacement

Reason: The aileron trim actuator, P/N 793007-1, is no longer available and has been superseded by P/N 793500-1.

Service Bulletin No. 1123-35-048 and 1124-35-137

Title: Oxygen Shutoff Valve Replacement

Reason: To provide operators with a slow-opening oxygen system shutoff valve that will prevent overheating when the valve is opened too fast.

Service Bulletin No. 1123-55-056 and 1124-55-150

Rudder Extended X-ray Inspection

Reason: Cracks have been found on rudder skins and ribs outside of the area listed in the Structural Inspection Program.

Service Bulletin No. 1124-27-151

Title: Horizontal Stabilizer Trim Actuator Inspection of Tie Rod End Bearings and Scissor Bushings

Reason: Reports from the field indicate that some aircraft have experienced bearing migration problems on the horizontal stabilizer trim actuator rod ends.

WESTWIND NEWS
AUGUST 23, 2002

Service Bulletin No. 1123-27-xxx and 1124-27-xxx

Title: Perform NDT Inspection on Aileron Control Tube P/N 513506-503 RD/RE

Reason: Corrosion has been found on the inner surface of aileron control tube 513506-503 RD/RE.

Service Bulletin No. 1124-35-146

Title: Oxygen Pressure Reducer Regulator Inspection of High Pressure Inlet Boss

Reason: Cracks have been found in the high-pressure inlet boss of the oxygen pressure reducer regulator.

Technical Update

(ATA 34): Domestic RVSM to Begin December 1, 2004

Domestic Reduced Vertical Separation Minimum (DRVSM) airspace is tentatively scheduled to go into effect in U.S. airspace (FL290 to FL410) on December 1, 2004. U.S. airspace is defined as the 48 contiguous states plus Alaska and in the Gulf of Mexico airspace where the Federal Aviation Administration (FAA) provides air traffic services (Houston and Miami Oceanic Flight Information Regions and Jacksonville Offshore Airspace). The FAA has established the North American Approvals Registry and Monitoring Organization (NAARMO) to support implementation and continued safe use of the RVSM airspace. Full DRVSM will provide six additional usable altitudes above flight level (FL) 290 to those available today.

The operational differences in domestic airspace create challenges not experienced thus far in RVSM within the oceanic realm. The domestic U.S. airspace contains a wider variety of aircraft types, higher-density traffic, and an increased percentage of climbing and descending traffic. This, in conjunction with an intricate route structure with numerous major crossing points, ensures that it is a more demanding environment than previous RVSM implementations.

At present, it appears that Part 91 operators who already have a Letter of Authorization (LOA) allowing them to operate in RVSM airspace already meet the requirements of DRVSM. Part 135 operators need to ensure that their Operational Specifications (Ops Specs) show RVSM approval for the areas they expect to operate in.

To learn more about the U.S. DRVSM program, point your browser to <http://www.tc.faa.gov/act-500/niaab/drvtm/Default.asp>.

The following two sources of RVSM help are available for the Westwind series aircraft:

- **Alternative Avionics** — Contact them at 800-371-9292 (phone), 248-666-4456 (fax), or rvsm@alternativeavionics.com (e-mail). Their website is www.rvtm.com.
- **Duncan Aviation** — Contact Ron Hall at 800-228-4277, ext 1349. Their website is www.duncanav.com.

Maintenance Tip

1121/1123/1124 (ATA 32): Nose Landing Gear Maintenance Tip

While inspecting, servicing, or performing routine maintenance in the nose landing gear well on Model 1121/1123/1124 aircraft, it is necessary to disconnect the aft gear doors. If the technician is working alone, this could prove to be a difficult task without the use of this tip.

• With the aircraft on jacks and external hydraulic power connected, set the gear handle to the “up” position.

- Apply hydraulic power and fully retract the landing gear.
- Remove hydraulic power and set the gear handle to the “down” position, allowing free fall of the landing gear.

• Observe the gear down indicator lights. The main gear lamps will illuminate well before the nose gear. When the main gear is down-and-locked, move the gear handle back to the up position. The nose landing gear should stop in transit. If the nose gear does not stop in transit, this indicates a problem with either the gear selector valve or fluid bypassing within the nose gear actuator.

• Support the NLG using a jack stand or other type of support, making it safe to enter the gear well. The door linkage will be fully exposed and can be easily disconnected or reconnected at this point.

• When work on the linkage is complete, remove the NLG support and set the gear handle to the down position and the nose gear will continue its travel to the down-and-locked position.

Spare Parts Update

Spare Parts Sales is proud to be an integral part of the GDAS Westwind Product Support Alliance Team. We have consolidated the Westwind product line into our Appleton facility under the leadership of Mark Pidgeon, Supervisor-Westwind Program, and Cathy Diermeier, Supervisor-All Aircraft Models. Mark comes from our Minneapolis facility, with more than 20 years Westwind experience. The rest of our sales staff includes Julie Macpherson, Stacey Buchko, and Gary Lehman. Please call one of our seasoned professionals for all your Westwind parts requirements.

Our primary focus has been consolidating the inventory into Appleton and completing a 100% physical inventory to establish part quality and accuracy, quantity, and condition. We anticipate this massive undertaking of moving inventory from four separate facilities into one to be completed by September 31. Our new stock area will allow additional space for increased inventory levels. Appleton will stock in excess of \$11.5 million of Westwind inventory.

Another major focus we are investing significantly in is the Part Manufacturing Approval (PMA) process that we now have in full operation. This method will revive some out-of-stock and out-of-manufacture parts from the OEM that are in critical supply and condition.

For those of you with mixed fleets, GDAS Spare Parts is a major supplier of Hawker, Challenger, Falcon, and Gulfstream spare parts to include airframe, APU, engine, and avionics. One of our current specials through September is a Westwind Goodyear main tire, P/N 301-421-700, for \$487.00 USD, or a Westwind Goodyear nose tire, P/N 301-283-870, for \$189.00 USD.

For questions regarding our program, you can reach Jon Loth, National Sales Manager, at 920-735-7169, or Mark Pidgeon at 920-735-7166, or Cathy Diermeier at 920-735-7168. Please use our general Spares Support Hotline (1-866-271-4327 domestic or 1-912-965-4700 international) for all parts orders and requests for quotes.

GDAS Spare Parts support is available 24 x 7 x 365.

Technical Publications Update

General Overview

Since June 2001, Gulfstream Technical Publications has been conducting a systematic review of all services and products provided to our Westwind customers. The findings indicated we should focus our efforts in three areas: customer service, manual revision support, and CD-ROM technical support.

Customer Service/CD-ROM Technical Support

To accomplish two of the above items, Gulfstream shifted the customer service support responsibility from the Alliance facility in Ft. Worth, Texas, to Savannah, Georgia, during the 4th quarter of 2001 and established a dedicated Sales and Distribution Group focused on the Westwind product line. This group is available 24/7 for our customers' convenience and has a full inventory of Westwind products.

We also established a CD-ROM production and technical support capability in Savannah to better serve our customers who have chosen to utilize the Westwind CD-ROM products.

Manual Revision Support

The third item, revision support, called for Gulfstream to establish a dedicated group focused on the enhancement of the current revision service and improvement in the technical accuracy of the manuals. This effort started earlier this year when we were pleased to provide to all Westwind customers a revision to the Maintenance Manual (MM) and Illustrated Parts Catalog (IPC). This revision included the incorporation of all existing publication change requests (PCRs), interim revisions, and Service Bulletins (SBs). In addition, we were pleased to release a newly formatted CD-ROM, which is not only easier to use, but also includes all existing SBs and Service Information Letters (SILs).

With the Alliance facility closing earlier this year, Gulfstream shifted the Alliance Technical Publication Group to its Dallas Love Field facility to provide continuing support for authoring of the Westwind manual suite, SILs, and SBs. Currently, this group is working on the second revision for 2002, planned for release near the end of the 3rd quarter. This revision will primarily focus on adding the latest SILs and SBs into the AMM and IPC. Also, Gulfstream is looking to add the Wiring Diagram Manual to the CD-ROM as part of this revision.

WESTWIND NEWS
AUGUST 23, 2002

Publication Change Request Submittals

Requests for publication changes should be submitted to Gulfstream using any of the following methods:

1. Hotline 912-965-4178, option 4
2. Facsimile (Fax) 912-965-3520
3. E-mail les.taylor@gulfaero.com

Please include your name, contact number, and enough information to identify the manual, page, and the issue or change you would like to see made.

Points of Contact

- Colette Chamser 912-965-4178, Option 4
Direct line – 4684
- Cheri McKendrick 912-965-4178, Option 4
Direct line – 4901
- David Craig 912-965-4463
- Customer Service 912-657-5656 (24/7)
Hotline

Should you have questions about any of the new initiatives, please feel free to contact David Craig, Manager of Technical Publications, at 912-965-4463 or david.craig@gulfaero.com.

FlightSafety News and Quiz

FlightSafety's Westwind Maintenance Training Authorized by General Dynamics

FlightSafety International's Greater Philadelphia/Wilmington Learning Center has provided factory-authorized maintenance and flight training to the 1124/1124A Westwind community for over twenty-five years. That tradition continues today with the industry's most experienced staff of Westwind instructors. Tom Vail leads the maintenance training team of five who instruct on a wide variety of aircraft, including the Westwind Series. In the flight-training department, Jim Stone heads a staff of seven with combined experience of over eighty-five years both flying and instructing the Westwind Series aircraft.

Bill Schieber is the primary instructor in the Westwind maintenance program. Bill is well known for his extensive Westwind systems and troubleshooting knowledge. Applying his 20+ years of experience, Bill takes a personal interest in each client and their ability to maintain the aircraft. The goal of each FSI maintenance course is to lower operating costs and provide the greatest dispatch reliability possible for your operation.

Today's teaching tools include computerized and animated instructional programs. The Westwind Animated Classroom Presentation System (ACPS) provides the means to view and operate Westwind systems in the classroom in normal and abnormal modes. Westwind maintenance clients also receive training in the 1124/1124A Westwind flight simulator. Primary focus is on safety with emphasis on normal and abnormal conditions and corresponding cockpit indications during ground maintenance operations.

The 2002 Westwind Course schedule for the Greater Philadelphia/Wilmington Learning Center includes the following:

September 23
Westwind Maintenance Initial Course (10-Day)
Instructor: Bill Schieber

November 4
Westwind Maintenance Update Course
Instructor: Bill Schieber

Scheduled on Request
Westwind Engine Run & Taxi Course

For more information or enrollment in any Westwind Maintenance Course, please call either Terrise Paige or Tom Vail at 800-733-7548 or 302-221-5100.

Westwind Troubleshooting Quiz

An attempt to start the right engine has resulted in “no starter rotation.” With the start circuit engaged, you move the right throttle to idle and observe the right ignition light is on. Which of these electrical components may be eliminated as the cause?

- A. The auxiliary start relay (ASR)
- B. The start relay (SR)
- C. The generator control unit (GCU)
- D. The generator start contactor (GSC)

E-mail your answer to tom.vail@flightsafety.com. The technician who submits the correct answer first will receive a FlightSafety polo shirt and ball cap.

ELCORTA Update

ELCORTA Joins GDAS Alliance Team

“ELCORTA has been in the turbine aircraft maintenance business for 20 years. We serviced our first Westwind customer 15 years ago and are now honored by being asked to join General Dynamics Aviation Services (GDAS) and its alliance team. We strive for excellence in our personal customer service and especially in our technical knowledge of the aircraft. ELCORTA is located on the New Castle County Airport (ILG) in Wilmington, Delaware, where the FlightSafety Westwind training program is also located.

“We will be working closely with GDAS, informing their field representatives of any maintenance issues we are finding with the aircraft. The Westwind can continue to be a valuable asset with the combined support of this alliance team.”

Editor’s Note: ELCORTA will be contributing to this quarterly newsletter with Westwind maintenance information you may find useful.

Emergency Battery Maintenance

The Emergency Gyro and Emergency Lighting Batteries are an important part of your Westwind’s operating systems. Chapter 5-25-00 of the 1124/1124A Westwind Maintenance Manual requires the batteries to be checked every 200 hours or 3 months. Many people consider this requirement to be a nuisance. Quite often we find the batteries have been run down or their inspection interval was ignored.

Do not let this happen to you. Take the time to check your batteries. Try putting them in sync with your “A” Inspection, if possible. If you are tracking them by calendar time, be sure to give yourself enough turn time, as they require 16 hours to charge. Considering their importance in the event you should need them, you will be glad you took the time to ensure their airworthiness.

For more information on ELCORTA, Inc., you can contact them at 302-322-7757 or visit their website at www.elcorta.com.

Trimec Update

Trimec joins GDAS Westwind Alliance Team

“Trimec Aviation, established in 1986, is located at the Meacham International Airport in Fort Worth, Texas. Our reputation is built on over 100 years of combined Westwind experience, quality, and on time deliveries. We are extremely pleased to join the GDAS Westwind Alliance Team and plan to work closely with GDAS to support the Westwind fleet programs.

“Trimec will be contributing to the quarterly GDAS Westwind News with helpful tips and maintenance related items for your consideration.”

Cold Weather Operation

It will soon be that time of year when an improperly serviced nose strut will contract in the wheel well due to decreased temperatures and trigger a red light in the gear handle. Be sure to have the strut serviced in accordance with Chapter 12 of the Maintenance Manual.

WESTWIND NEWS
AUGUST 23, 2002

Airframe vs. Engine Log?

We are finding that many maintenance personnel are recording maintenance performed on thrust reversers, inlets and inlet anti-icing systems, hydraulic pumps, etc. in the engine logbooks. These are airframe items and maintenance performed on them must be recorded in the airframe logbook.

An easy way to determine what goes where is by looking at the respective maintenance or parts manuals. If the maintenance procedures and parts for an item are in the airframe manufacturer's publications, it is an airframe item. The same principle applies for items in the engine publications.

For more information on Trimec Aviation Inc., you can contact them at 888-303-1124 or 817-626-1376, or visit their website at www.1124.com.

1124/A Westwind Fleet Status

Following is the status of the 1124/A Westwind fleet as of June 30, 2002, based on our records.

- **In-service Operations** — 1,758,273 hours; 1,348,440 landings
- **Fleet Leader** — 26,700 hours; 20,568 landings; 54 aircraft are in the 7,000-hour range
- **In-service Aircraft** — 225 North America, 2 Central America, 3 South America, 4 Middle East, 5 Europe, 7 Australia, and 0 Asia = 246 total

General Information

- **NBAA M & O on September 11** — General Dynamics Aviation Services will host a Westwind maintenance and operations (M & O) session September 11, 10 a.m.-1 p.m., in Room 205C at the National Business Aviation Association (NBAA) meeting at the Orange County Convention Center in Orlando, FL. You are also invited to stop by the GDAS booth during the convention. (Special invitation attached to this issue.)

- **Master Information Record** — Attached to this issue you will find a copy of our Master Information Record (MIR) form. Your company contact information is a vital link for us to communicate program information, both technical and administrative. If we have not recently given you the opportunity to update your record, please take the time to do so. Also, please share this form with other Westwind operators in your area if you find they need to update their records as well.

- **Contact Numbers** — Having a technical problem? Need a part? Want to make a suggestion? Call us at 1-866-271-GDAS (4327) or 1-912-965-4700 and speak with one of our representatives.

- **www.gdavservices.com** — Westwind operators can find additional information about available products and services at the www.gdavservices.com website.

- **Westwind News Distribution** — Our initial distribution of the *Westwind News* has been via e-mail to Westwind operators with that capability and fax to those who do not have e-mail. If you prefer to receive this publication via e-mail, please notify Gary Arms at 912-965-4827 or gary.arms@gulfaero.com. E-mail is the preferred distribution method due to the clarity of graphics and the ability to retrieve the document from any location with web access.

MOLs

The following Maintenance and Operations Letters (MOLs) has been released to date this year:

- **Westwind-MOL-02-0001**, 02/18/02, Nacelles/Pylons (ATA 54) – Engine Inlet Cowl and Aft Nacelle Attach Bolts Airworthiness Directive
- **Westwind-MOL-02-0002**, 04/15/02, Gulfstream Field Service Representation (Update)
- **Westwind-MOL-02-0003**, 05/30/02, Gulfstream Support – The World Cup Soccer Tournament, the Belmont Stakes and the U.S. Open Golf Tournament
- **Westwind-MOL-02-0004**, 06/26/02, Communication (ATA 23) – Unexpected Degraded Satellite Communication Service

WESTWIND NEWS
AUGUST 23, 2002

Alert/Service Bulletins

The following Service Bulletins have been released to date this year:

- **Service Bulletins 1123-55-054 and 1124-55-148, 8/16/02**, Vertical Stabilizer Fairing Inspection and Repair of Loose or Missing Rivets; Reason: Loose and/or missing rivets have been found in the vertical stabilizer aerodynamic fairing at fuselage station 521.75, due to flight stresses on skins 5313105-45 and -46.



Senior Editor – Gary Arms

Contributors – David Craig, Mike Harvey, Larry Hastings, Jon Loth, Jennifer Miller, Mike Rexroat, Corinne Sernyak (Elcorta), Charles Spurlock, and Tom Vail (FSI).

The *Westwind News* is intended to provide quarterly updates on technical and product support, service, training, publications, events, and operational insights for the Westwind aircraft.

Contact Information – General Dynamics Aviation Services welcomes your questions, comments, or ideas about this publication. Send them by phone: 912-965-3261; fax: 912-965-3499; or e-mail: mike.rexroat@gulfaero.com. The mailing address is Westwind News, P.O. Box 2206, M/S E-14, Savannah, GA 31402-2206.

Disclaimer – This document is intended to provide Westwind operators an update on current safety/technical issues affecting their aircraft. **It is for information purposes only.** Any technical content in this publication, where so noted, will be submitted for inclusion in the next possible revision of a related technical publication, i.e., Maintenance Manual, Wiring Diagram Manual, Illustrated Parts Catalog, Computerized Maintenance Program Work Cards, Airplane Flight Manual, etc. (Technical Publications are recognized as the only official publications for maintenance and service of Westwind aircraft.)





A GENERAL DYNAMICS COMPANY

MASTER INFORMATION RECORD

MODEL# _____ SERIAL # _____ REGISTRATION # _____ AIRPORT IDENTIFIER _____

OWNER NAME _____ OPERATOR NAME _____

OWNER E-MAIL ADDRESS _____

OPERATOR E-MAIL ADDRESS _____

ADDRESS _____

MAILING ADDRESS _____
(A/C location) _____

TELEPHONE _____

MAIN PHONE _____

FACSIMILE _____

HANGAR PHONE _____

FACSIMILE NO _____

TELEX/TWX NO _____

BILLING ADDRESS _____

SHIPPING ADDRESS* _____

** NOTE: SHIPPING COMPANIES CANNOT SHIP TO A POST OFFICE BOX*

AVIATION MANAGER _____
E-MAIL ADDRESS _____

TELEPHONE _____

CHIEF PILOT _____
E-MAIL ADDRESS _____

TELEPHONE _____

CHIEF MAINTENANCE _____
E-MAIL ADDRESS _____

TELEPHONE _____

MAINT. PUBLICATIONS ATTN: _____

FLIGHT PUBLICATIONS ATTN: _____

AIRCRAFT HISTORY RECORD

ORIGINAL OUTFITTING AGENCY _____

DATE IN SERVICE (DATE ACCEPTED FROM OUTFITTING) _____

IF NEW OWNER / OPERATOR / LEASE (CIRCLE WHICH APPLIES)
INDICATE DATE OF POSSESSION _____

ADDITIONAL INFORMATION

PLEASE USE THE LINES BELOW FOR COMMENTS/SPECIAL INSTRUCTIONS

How do you prefer to receive Maintenance and Operations Letters (MOLs), Customer Bulletins (CBs), and Alert Customer Bulletins (ACBs)?

Fax ___ Electronic Mail ___ Gulfstream website (only) ___

If electronic mail is selected, please list the contact name(s) and addresses:

Contact Name: _____

E-mail Address: _____

If FAX is not selected, we will remove you from the fax distribution list unless indicated below:

Yes, remove me from the fax distribution list (fax number _____)

No, I still want a copy by fax also (fax number _____)

INFORMATION SUBMITTED BY _____ DATE _____

INFORMATION SUPPLIED BY _____ TITLE _____

IF THERE ARE ANY CHANGES REGARDING YOUR AIRCRAFT, PLEASE CONTACT CHERI MCKENDRICK, GULFSTREAM TECHNICAL PUBLICATIONS AT (912) 965-4901.

PLEASE MAIL COMPLETED FORM TO: Cheri McKendrick, M/S C-20
GULFSTREAM AEROSPACE CORPORATION
P. O. BOX 2206
SAVANNAH, GA 31402-2206

E-MAIL ADDRESS cheri.mckendrick@gulfaero.com

OR FAX TO: (912) 965-3520

This completed form will be distributed by Technical Publications to Gulfstream Service and Product Support personnel and only those Suppliers in direct support of the Gulfstream fleet.

This message is intended only for the use of the individual or entity to which it is addressed, and may contain confidential information exempt from disclosure under applicable law. If you are not the intended recipient hereof, be aware that any disclosure, copying, distribution, or use of the contents of this transmission is prohibited. If you have received this transmission in error, please notify us by telephone immediately so we may arrange to retrieve this transmission.



Date: August 20, 2002

To:
Company:
Phone:
Fax:
Pages: 1 *(including this cover page)*

From: Mike Rexroat
Title: Director of Customer Support
Phone: (912) 965-3624
Fax: (912) 965-3258

Gulfstream is pleased to announce the details of our **Westwind** Maintenance & Operations Session at the **2002 National Business Aviation Association Convention in Orlando, Florida.**

NBAA General Dynamics Aviation Services - Westwind - M & O Session – Wednesday, September 11, 2002 at 10:00 A.M. in Room 205C at the Orange County Convention Center:

The program will consist of brief updates and technical presentations on current maintenance, training and operational issues. In addition, a review of our fleet support services will be conducted, followed by an open-floor question-and-answer period. All Westwind operators, both pilots and maintenance personnel, are invited and encouraged to attend.

If you have any questions about the meeting, please call Darlene Tyler at (912) 965-3624.

To allow us to plan for your attendance, please fax this completed form to (912) 965-3258 as soon as possible.

I would like to register for the meeting:

NBAA Westwind **Aircraft in Operation:** _____
M & O Session
September 11, 2002 -10:00 A.M. – 1:00 P.M.
Orange County Convention Center
9800 International Drive
Orlando, FL 32819
Phone: (407) 685-9800
Room: 205C

Company Name:

Phone: Fax:

Name(s) of attendees for the meeting:

Please list any questions you may have about the meeting or subjects you would like to see addressed: