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FOCUS ON SAFETY

ALL (ATA 28): Fuel Servicing Bonding Requirements

By Bob Campbell, Customer Support Structures Group

A GIV operator contacted Gulfstream Customer Support with a question concerning grounding and bonding of aircraft fueling trucks during fuel servicing (fueling or defueling) operations. The customer stated that the ramp at his airport is being repaved and grounding points are not being re-installed.

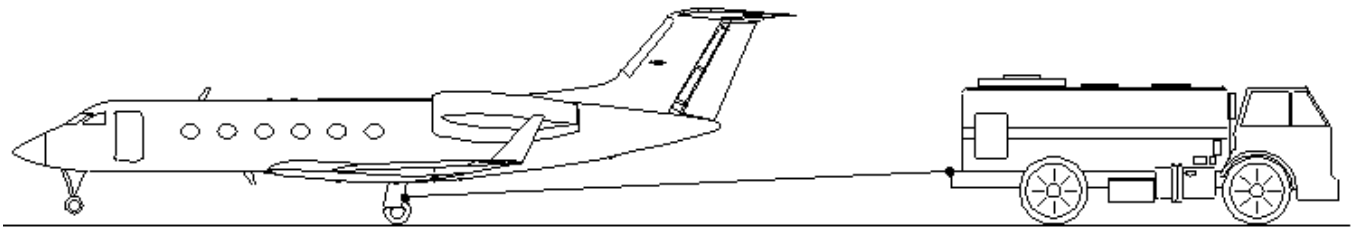
In recent years, there has been a change in philosophy and practice with regard to grounding. In the 1990 edition of the U.S. National Fire Protection Association Standard for Aircraft Fuel Servicing (NFPA 407), the requirements for Grounding were deleted and requirements for Bonding were clarified.

The practice in the United States has been to bond and ground, but tests have proven that if the aircraft and fuel truck are properly bonded, a grounding wire carries no electrical charge at all. This is why NFPA 407 no longer specifies grounding for safety during aircraft fueling.

The NFPA determination was based on the following points:

- Grounding does not prevent sparking at the fuel surface
- Grounding is not required per NFPA 77, Recommended Practice on Static Electricity
- Static electrical grounding points can have high resistance, making them unsuitable for grounding
- The wire/cable used for grounding might not be capable of conducting current in the event of an electrical fault in the ground support equipment connected to the aircraft and could become an ignition source if the wire fuses.

The Gulfstream Ground Handling and Servicing Handbooks, and Aircraft Maintenance Manuals have removed the grounding requirement and call only for bonding the fuel source to the aircraft during any type of fueling or defueling operation.



BONDING (ACCEPTABLE)

TOP STORIES

Large-Cabin (ATA 00): Aircraft Maintenance Manual Update

By Skip Weinrick, Sr. Manager, Technical Publications

The Gulfstream Technical Publications department is continuously working on updates to the manuals to improve the accuracy of the content and ease of use. We appreciate the input from our users (Customers, Engineering, Tech Ops, and Field Service Representatives) and their efforts for contributing change requests during 2008. Anytime missing information or incorrect information is identified, we encourage you to notify us. This may be accomplished via a Field Service Report (FSR) or directly through the Publications Change Request (PCR) system. Publications has taken an aggressive approach to achieving our goals by increasing the number of annual revisions to three for in-production aircraft and two for out-of-production aircraft, for a total of 27 Maintenance Manual suites to be revised this year.

Technical Publications has also launched a feasibility study for an on-hands validation approach with the help of the Service Facility. We are embedding technical writers on a non-interference basis to work with technicians on the floor to better understand their requirements and to allow them to give immediate input when a publication change is required.

PlaneView™ Cert Delta Engineering released data was included in 2008 revisions and enhanced the accuracy of the G350/G450 and G500/G550 Maintenance Manuals and Fault Isolation Manuals. The Fault Isolation Manuals were further enhanced by introducing many of the observed faults that are not electronically detected. We also enhanced the HyperNav functionality that allows the technician to locate components, connectors, splices, ground studs, and terminal junction physical locations on the aircraft.

In addition to maintaining this aggressive revision schedule, we are also starting to develop the Maintenance Manual Suite for the G650. Some of the technical writers have already been co-located with the development engineers to begin writing the maintenance procedures for the new Rolls-Royce BR725 engine.

The revisions Technical Publications has accomplished to date in 2008 are listed below with a short explanation of when the revision was distributed and what was incorporated.

GII, GIIB, GIII

GII Rev. 73, GIIB Rev. 39, and GIII Rev. 55 manuals were distributed April 21, 2008. 208 Publication Change requests were incorporated that resulted in over 320 page blocks changed. GII Rev. 74, GIIB Rev. 40, and GIII Rev. 56 manuals are scheduled for distribution November 30, 2008.

GV, G500, G550

Revision 30 and 31of the GV and Revision 11 and 12 of the G500 and G550 manuals were distributed March 28, 2008 and July 8, 2008, respectively. We incorporated 417 Publications Change Requests that resulted in over 1,120 page blocks changed. We kicked off the Advanced Information Notice (AIN) program in response to user concerns of the amount of time that elapsed before change requests were incorporated into the manuals, and we released 277 AINs.

Revision 32 of the GV and Revision 13 of the G500 and G550 manuals are scheduled for distribution December 30, 2008. We expect to incorporate approximately 226 AINs in this revision.

G350, G450

Revision 8 of the G350 and G450 manuals was distributed on March 11, 2008, and Revision 9 manuals were distributed on June 2, 2008. We incorporated 358 Publications Change Requests that resulted in over 666 page blocks changed. 44 AINs were released in these revision cycles.

Revision 10 of the G350 and G450 manuals was distributed on October 7, 2008. We incorporated 158 Publications Change Requests that resulted in over 300 page blocks changed. 161 AINs were incorporated during this revision cycle.

GIV, GIV MSG-3, G300, G400

GIV Revision 53, GIV MSG-3 Revision 13, G300 Revision 7, and G400 Revision 7 manuals were distributed March 11, 2008. We incorporated 210 Publications Change Requests that resulted in over 832 page blocks changed.

GIV Revision 54, GIV MSG3 Revision 14, G300 Revision 8, and G400 Revision 8 manuals were distributed September 18, 2008. We incorporated 298 Publications Change Requests that resulted in over 540 page blocks changed.

Publications Change Requests can be submitted online using the Submit PCR link in the Publications section of mygulfstream.com.

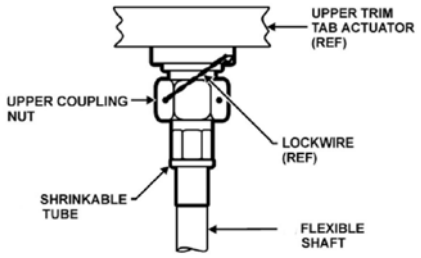
The Publications group can be contacted by phone at 1-800-810-GULF (4853) or 912-965-4178, Option 4, or by e-mail at pubs@gulfstream.com.

Astra™/SPX™/G100®/G150®/G200® (ATA 27): Rudder Trim Actuator Installation

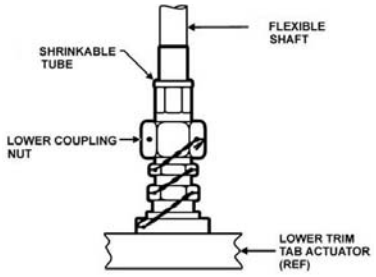
By Greg Miller, Director, Product Support GDAS

Rudder Trim installations on the Astra through G200 aircraft are susceptible to water ingress into the trim actuator housings. This has resulted in failure either as a result of corrosion and/or freezing in flight.

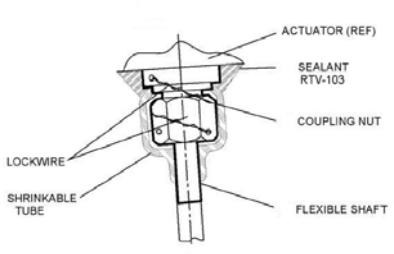
Each of the aircraft series has Aircraft Maintenance Manual (AMM) instructions for the removal/installation of the various Rudder Trim Components. Included in the instruction is a callout for the application of shrinkable tube, P/N ATUM-19/6-0, at the Flexible Shaft-to-Rudder Trim Actuator connections. These areas are highlighted below for the respective aircraft Rudder Trim Actuators. There is an additional callout for the G150 and G200 for black RTV (GE RTV-103) to be used as indicated in the below illustrations.



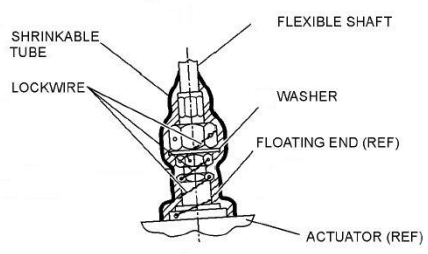
Flexible Shaft Upper End Sealing ASTRA/SPX/G100



Flexible Shaft Lower End Sealing, ASTRA/SPX/G100



Flexible Shaft Upper End Sealing G150/G200



Flexible Shaft Upper End Sealing G150/G200

The shrinkable tubing, part number ATUM-19/6-0, called out in each of the installations is a specialized Raychem product. ATUM tubing is radiation-cross linked, heat-shrinkable, and adhesive-lined to provide environmental sealing in a wide variety of applications. The internal adhesive coating, when heated, melts and flows to form a positive environmental seal. The coating adheres to the outer tubing and the surface below, creating an excellent barrier to moisture penetration.

ATUM-19/6-0 has a 3:1 shrink ratio. ATUM is the series of tubing, the 19/6 is the expansion-to-shrink ratio in millimeters, and the -0 is the color identifier for black.

Ensuring this procedure is properly accomplished will reduce the probability of premature failure.

G150® (ATA 24/49): APU Generator Grounding

By Gary Schoonover, Service Engineering, Electrical/Avionics

Several G150 aircraft have reported "GEN LOAD UNBALANCE" status messages. In some cases, the aircraft starts out with all generator currents reading the same and the APU generator current slowly decreases to zero.

A team from Dallas troubleshot the problem to a poor ground for the APU generator return cable at 10GND (see graphic). The plate to which the ground is mounted was found to be poorly bonded to the aircraft structure. When the plate was tapped, the APU generator current indication in the cockpit would jump.

10GND LOCATION

To correct the issue, technicians removed the rivets, burnished the two mating surfaces, and reinstalled the plate. Electrical bonding practices in this area have been reviewed with production personnel to ensure proper ground performance on future aircraft.

If you have been experiencing load sharing issues that have not responded to previous maintenance efforts, please consider this potential solution. This condition is under evaluation by Gulfstream, and a Service Bulletin is under consideration. Any future fleet actions will be communicated via normal channels.

G200® (ATA 33): Operating Entry Light Switch Panel on Battery Power

By John Deputy, G150/G200 Model Manager

An issue surrounding the operational characteristics of the Entry Light Switch Panel (CMS1 Cabin System) has been brought to our attention by a G200 aircraft operator.

With the aircraft powered down and the battery circuit breaker closed, depressing one of the entry light switches causes the controller (P/N 2052-1-6) to power up on aircraft battery power, initiate a 10-minute countdown timer and turn on the associated light within the aircraft. The deviation between the electrical drawing note and actual operation comes about as a result of the length of time that the switch is depressed.

The entry light switches are momentary switches that complete the circuit as long as the switch is depressed. A momentary tap (≈ 1 second) on one of the entry light switches completes the circuit long enough for the controller to recognize the request to power up in battery mode. However, by the time the Operating System (OS) and application software are both running, the active low signal through that entry light switch is no longer present, resulting in a case where the 10-minute countdown timer and

associated light are unable to turn on, as both of these functions are controlled from within the application software.

Troubleshooting revealed that if the initial switch press lasts for three to four seconds, there is sufficient time for the controller to complete the boot-up cycle such that the OS and application software are up and running. Once the application software is running, the switch input can be recognized, enabling the 10-minute countdown timer and determining which light switch was depressed to close the appropriate contact that turns the light on. Alternatively, if the controller is powered up with the momentary press on the entry light switch and is followed up with a second press a couple of seconds later (now that the application software is running), the 10-minute countdown timer is initiated and the corresponding light is turned on.

The resulting action of a single momentary tap of an Entry Light switch is the controller would be powered up on the battery without the 10-minute countdown timer being initiated that would eventually turn it off.

GII®/GIII® (ATA 80): Both Engines Rotate with Left Start Initiation

By Bob Landers, Customer Support Mechanical Systems Group

An operator contacted Gulfstream Customer Support, requesting assistance with an engine starting problem on his aircraft. During left engine start, when the start button was depressed, both engines began rotating. When he started the right-hand engine first, the start sequence was normal; he then did a left-hand engine start, with no problems reported.

Troubleshooting found there was 18 volts at the right engine starter solenoid connector with the left selected for start and the start button depressed. Next, the wire was removed from terminal 4 on the start selector switch, finding 0 volts on the terminal, but there was 20 volts on the wire. The wire was then removed from TJ6P terminal H, and no voltage was indicated on the terminal, but there was voltage on the wire.

The connector was disconnected from the Rotation Amplifier with voltage going to zero. Removing the cannon plug from the Rotation Amplifier, technicians determined there was an internal failure of the unit. The Engine Rotation Amplifier, part number 26530335-01, was removed and replaced, returning operation to normal.

GIV®/G300®/G400® (ATA 27): Control Wheel Oscillation from Horizontal Stabilizer

By Denny George, Customer Support Mechanical Systems Group

Recently, a GIV crew reported a control wheel oscillation related to the horizontal stabilizer. The operator made a visit to a maintenance facility to have the crew's squawk investigated: Evaluate aircraft for tail vibration, which occurs at 0.80 Mach or greater. Autopilot coupled FGC 1 or 2, no aircraft porpoising, occurs straight and level. Vibration stops with any pitch change.

The following was accomplished during subsequent maintenance:

- The elevators were removed, inspected, and balanced.
- Both elevator number four hinge bearings were replaced due to excessive wear
- Elevator curtains and attaching hardware were inspected for defects; none were found.
- An elevator free-play check was completed with no defects.
- Elevator trim servo and cable tension was checked and found within limits.
- The primary elevator control cable rigging and cable tension were found to be within limitations.
- Numerous access panels relating to the horizontal stabilizer and elevators were removed and the exposed areas inspected for defects. No defects were found.
- Horizontal stabilizer free play was checked from side to side and the "rub blocks" were found to be within limits at all stabilizer settings.

- The elevator actuator was removed and replaced, and the removed unit was sent out for evaluation.

An aircraft evaluation flight confirmed the original squawk, with a few more comments: "The stab appears to be loose. The horizontal stabilizer indicator needle was moving in concert with elevator inputs, with up elevator applied, stab needle would move up and with down elevator input, stab needle would move down."

After reviewing all maintenance actions and consulting with Technical Operations and Service Engineering personnel, it was determined to investigate the horizontal stabilizer actuator. The unit was removed, inspected, and found to be defective. The stabilizer actuator input shaft could be turned 6 to 10 revolutions in either direction before any actuator movement was detected. There was also approximately 0.250 to 0.375 inches axial play when applying pressure in the extend and retract direction of the actuator. These two conditions are what allowed the oscillation to stop with pitch change and the stabilizer indicator needle to move in concert with the elevators.

The horizontal stabilizer actuator was replaced, all associated operational checks were completed, an evaluation flight was made with no defects noted, and the aircraft was returned to service. The defective actuator was sent out for evaluation and failure analysis.

Gulfstream and Moog are investigating this discrepancy, and any future fleet action will be communicated via normal channels.

G350®/G450® (ATA 32/33/38/73): Forthcoming ASCs

By Merlisa Harrod, Customer Support Technical Bulletin Group

Following is a list of forthcoming Aircraft Service Changes (ASCs) for G350/G450 aircraft.

ASC 045: Engine Fuel and Control (ATA 73) Engine Electronic Controller (EEC) – T5.1 Software Upgrade
Purpose/Discussion: This aircraft service change upgrades the Engine Electronic Controller (EEC) software from T4.0 to T5.1 and incorporates a forthcoming Rolls-Royce Service Bulletin.
Effectivity: Aircraft serial numbers 4001-4158
Status: This ASC is in development and targeted for release 1st quarter 2009.

ASC 047: Waste/Water (ATA 38) Waste Blower Thermal Blanket Installation
Purpose/Discussion: This service change installs a freeze protection unit (FPU) on the vacuum blower housing and heater ribbons on the inlet and outlet ports of the blower and waste tank. The service change is designed to prevent moisture from freezing during cold weather operations and extended periods of flight. The ice that forms can cause increased friction to the blower impeller, resulting in the blower's 20-amp circuit breakers tripping when a flush cycle is initiated.
Effectivity: Aircraft serial numbers 4001-4139
Status: This ASC is in development and targeted for release March 3, 2009.

ASC 050, Landing Gear (ATA 32) Dual Brake Metering Valve Replacement
Purpose/Discussion: This service change will improve the aircraft braking characteristics during taxi and anti-skid conditions. The Dual Brake Metering Valve (BMV) has been redesigned to eliminate sensitive behavior of the brake control system. The dual BMV has an improved internal shuttle valve that will eliminate pressure traps and pressure over-shoots, and reduce friction, oscillation, and delay.
Effectivity: Aircraft serial numbers 4001-4139.
Status: This ASC is in development and scheduled to release November 15, 2008.

ASC 051, Lights (ATA 33) Light Emitting Diode (LED) Tail Position Light Installation
Purpose/Discussion: This service change will replace the existing halogen tail position light with a Light Emitting Diode (LED) assembly. The LED will greatly improve reliability of the light with a significantly longer service life.
Effectivity: Aircraft serial numbers 4001-4093.
Status: This ASC is in development and scheduled to release December 12, 2008.

G350®/G450®/G500®/G550® (ATA 38): Leaking Lavatory Soap Dispensers

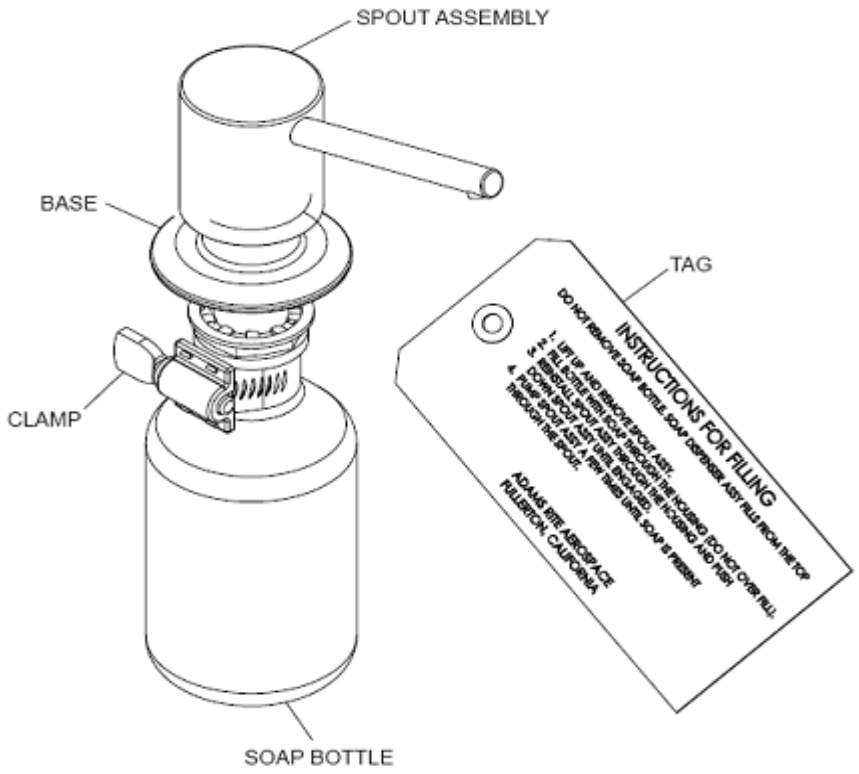
By Denny George, Customer Support Mechanical Systems Group

Several operators have commented about soap leaking out of their aircraft's forward and aft lavatory soap dispensers, Adams Rite Aerospace Soap Dispenser Assembly part number AR9116-DXXX. This generally occurs only on high-altitude, long-range flights.

All incidents were narrowed down to servicing of the soap dispenser. The filling instructions in the Adams Rite Component Maintenance Manual (CMM) state: Fill the bottle with soap through housing. Do not overfill.

The bottle capacity is listed at 5 oz. In the fault isolation section of the CMM, one of the remedies for a bottle that does not dispense soap is to fill bottle to capacity. However, when filled in this manner, the bottle will leak soap due to pressurization at high altitude. The manual is not clear in exactly how much soap should be used and indicates "full" and "fill to capacity" as the reference marks to go by.

Based on service experience, it is recommended to fill the soap bottles no more than three quarters full, or 3.5 to 4.0 oz. This will prevent soap from oozing from the assembly on long, high-altitude flights. When serviced in this manner, no problems have been noted. This information will be added to the next revision of the Completion Center Maintenance Handbook (CCMH).



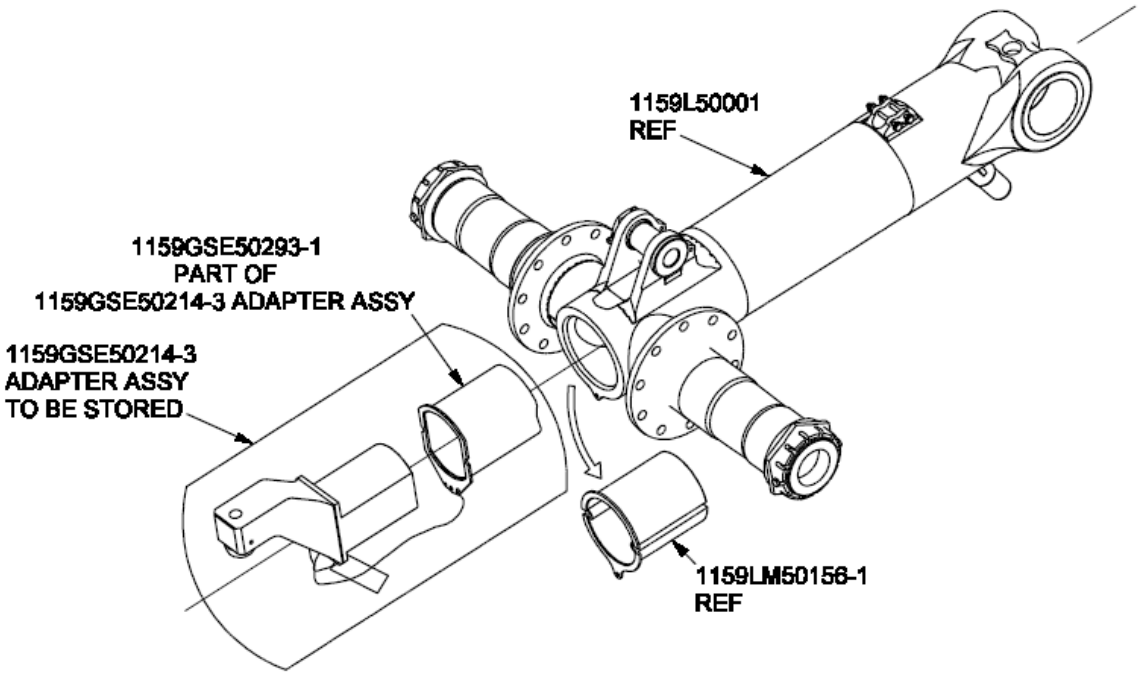
Adams Rite Soap Dispenser

GV® (ATA 32): Reminder Regarding Use of MLG Jack Pad Adapter

By Bill Jones, Customer Support Mechanical Systems Group

Recently, a GV operator jacked the aircraft without the proper jack pad adapter and damaged the main landing gear (MLG) axle. As a result, we are publishing this reminder of the importance of using the correct adapter when jacking the aircraft.

The latest style jack pad adapter was installed by Aircraft Service Change (ASC) 155 for aircraft 501-619 and is a production standard from aircraft 620 and subsequent. This modification removes the existing MLG axle bushings, P/N 1159LM50156-1, and installs a Foreign Object Debris (FOD) cap at each MLG axle jack point, which helps to minimize the possibility of corrosion in the lower MLG axle. Additionally, this modification changes the jack pad adapter assembly to a new part number, 1159GSE50214-3.



Drawing excerpt from ASC 155 Figure 1

GV®/G500®/G550® (ATA 00): Rolls-Royce Update

By Paul Tracy, Senior Customer Services Representative, Rolls-Royce Savannah

Rolls-Royce recently issued update information on current items. Below is a listing of the recent World Wide Communications and Service Bulletin revisions, as well as reminders about two Campaigns that are available.

World Wide Communications

- ATA Chapter 71, WW20219, issued October 28, 2008 – BR710 Warranty policy on lipskin corrosion. This release covers the delivery process for the free, one year's supply of Xzilon3. The second half of the release covers the reimbursement process for costs related to the Abrasive Polishing.
- ATA Chapter 73, WW20217, issued July 10, 2008 – BR710 Electronic Engine Controllers (EECs) with 02 Hardware Standard (Gulfstream Maintenance and Operations Letter GV-MOL-08-0014). This release covers the process to have EECs with 02 hardware standard replaced with a higher hardware standard

and software standard. This is a free-of-charge exchange, as long as the current unit is removed in a fully serviceable condition.

Service Bulletin Release

• ATA Chapter 72, SB BR700-72-900455 R4, issued October 28, 2008 (Gulfstream MOLs GV-MOL-08-0020, G500-MOL-08-0034, and G550-MOL-08-0034). Service Bulletin revision 4 changes the visual inspection plus / minus hours from +/- 25 flight hours to +/- 50 flight hours. This number is associated with the 250 flight-hour requirement for the visual inspection of the air washed side of the annulus filler installed in the engine, and the NDT inspection.

Campaign Reminders

• G500/G550 – ASC 069A, Retro Fit Campaign to V1.3/EECU3000; effective for aircraft prior to S/N 5152. Please note this is a managed campaign and needs to be scheduled with Rolls-Royce. Contact Rolls-Royce Savannah Operations at (912) 965-4221. (Reference *Breakfast Minutes* article, July 18, 2008)

• GV/G500/G550 – SB-BR700-78-101516, Introduction of a New Primary Door Lock Actuator (PDLA) Effective prior to Thrust Reverser Unit (TRU) S/N 398 (A1-10) and TRU S/N 153 (C4-11) engine marks. Please order through your Regional Customer Manager.

THE SERVICE EDGE

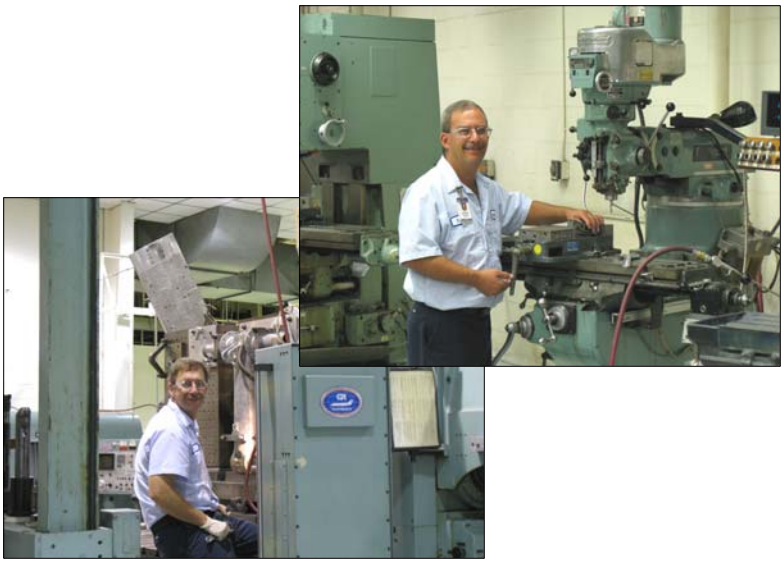
ALL (ATA 00: Savannah Machine Shop – An Integral Part of Product Support

By Arnie Andrews, Sr. Manager, Product Support Backshops

Department 631's Machine Shop is a vital part of the Single Unit Delivery Process (SUDP). The Machine Shop is a Quick Response Prototype shop that manufactures and repairs a wide variety of close-tolerance, machined detail parts for both our internal and external customers. The department draws on the experience of 22 very talented employees, who have a combined total of over 325 years of service.

The detail parts are manufactured using both conventional and Computer Numerically Controlled (CNC) equipment such as milling machines, lathes, grinders, drill presses, and other special tools. One of the processes we specialize in is match drilling, which produces an exact replacement for parts that require close-tolerance/complex hole patterns.

We are proud to be an integral part of the # 1 Product Support team in the aircraft industry. We take pride in getting our customers' aircraft back in the air with the very best quality and workmanship possible.



NEWS AND ANNOUNCEMENTS

Calendar / News Information

• NEW **Operators' Regional Forum and Reception in Dubai, U.A.E. November 17** — Gulfstream will be hosting an Operators' Regional Forum and Reception in Dubai, United Arab Emirates on Monday, November 17, 2008, during the Middle East Business Aviation (MEBA) Expo. Both events will be held at the Le Méridien Dubai Hotel.

The Operators' Forum will be from 2 p.m. – 5 p.m. The program will consist of brief updates and technical presentations on current maintenance and operational issues including: Maintenance Management, Service Issues, Entry-Into-Service, Training, and Current Fleet Events. In addition, a review of our fleet support services will be conducted, followed by an open-floor question-and-answer period. All operators, both pilots and maintenance personnel for Astra – G550 models, are invited and encouraged to attend.

The Operators' Reception will be held from 5 p.m. – 7 p.m. in the Falcon Ballroom of the Le Méridien Dubai.

Online registration is available in the Event Calendar section of the mygulfstream.com home page.

If you have any questions about the meeting, please contact Lee Anne Walker at 912-658-4636 or lee.anne.walker@gulfstream.com.

• NEW **Operators' Regional Forum / CMP.net Training in Glendale, Calif. December 3rd** — Gulfstream will be hosting an Operators' Forum and CMP.net Training Session in Glendale, Calif., on Wednesday, December 3, 2008, at the Hilton Los Angeles North / Glendale Hotel. The agenda will be as follows: 7:30 a.m. – Breakfast; 8 a.m. - 12 p.m. – Gulfstream Forum; 12 p.m. – Lunch; 1 p.m. - 5 p.m. – CMP.net Training.

The morning Gulfstream program will consist of brief updates and technical presentations on current maintenance and operational issues. During the technical updates, we will be using an electronic Audience Response System that will give attendees the opportunity to provide instant/viewable feedback regarding the presentations and other aspects of our service and support network. In addition, a review of our fleet support services will be conducted, followed by an open-floor question-and-answer period.

The afternoon CMP.net session will demonstrate new enhancements introduced this year to the CMP.net program and future enhancements that are in progress. We look forward to an open roundtable forum to get feedback on how we can exceed your needs in Technical Information and Maintenance Tracking for your entire fleet, including non-Gulfstream aircraft.

All operators, both pilots and maintenance personnel for Astra – G550 models, are invited and encouraged to attend. Online registration is available in the Event Calendar section of the mygulfstream.com home page.

If you have any questions about the meetings, please contact MacGregor Talley at (912) 965-5568 or macgregor.talley@gulfstream.com.

• NEW **White Plains Customer Forum Presentations Now Online** — The presentations from the Gulfstream Customer Forum held November 5, 2008, in White Plains, NY, have been posted in the Technical Library section of mygulfstream.com. They are posted as a convenience and can be reviewed at your leisure. However, the information will be removed on December 21, 2008.

To access the presentations, log on to mygulfstream.com and click Resources > Technical Library.

• **FlightSafety's RNP SAAAR Pilot Training** — Required Navigation Performance (RNP) Special Aircraft & Aircrew Authorization Required (SAAAR) operation requires a thorough understanding of the proper procedures and best practices. The RNAV (RNP) approach procedure is an example of an RNP SAAAR operation. A high level of aircraft and aircrew performance is critical to the safe conduct of RNP SAAAR operations.

This course provides training of sufficient detail on the aircraft's navigation and flight control systems to enable the pilots to identify failures affecting the aircraft's RNP capability and then apply the appropriate contingency procedures. The required training concludes with both knowledge and skill

assessments to determine the crewmembers' achievement of the necessary proficiency. Pilots must complete the ground and flight training segments of this program before they can obtain authorization from the FAA to engage in RNP SAAAR operations.

This course pertains only to Gulfstream G350, G450, G500, and G550 aircraft that are FAA-approved for RNP SAAAR operations.

This course is scheduled on request at the FlightSafety Savannah Learning Center. For more information, please contact. Crystal Kubeczka at 800-625-9369 or 912-644-1000, or e-mail 1107.MarketingTeam@flightsafety.com.

- **Gulfstream Power Break at FlightSafety** — For those of you coming to Savannah for service or training, we have moved the time and location of this networking/communication opportunity to Tuesday afternoon at FlightSafety! At 2:00 p.m. we meet in the second floor atrium of the FSI Main/Pilot building, and at 2:30 we are at the Maintenance Training Building. Our traditional technical updates and aircraft literature are presented, as well as opportunities for Q & A, door prizes, and some great snacks. We hope you'll join us!
- **Gulfstream News Releases Available Via RSS Feed** — Gulfstream news and information is available through Really Simple Syndication (RSS) feeds, which use a technology called XML to deliver headlines and summaries to your desktop or Web browser. It's an excellent way for Internet users to get updated news content and online articles – the stuff you want – without having to search for it. When a new article is posted or a change made to a Web page, RSS keeps track of the changes and delivers them to you.

To use RSS, copy the Gulfstream News Release RSS Feed address (found on the Web site below) and paste it into an RSS news reader (see the list of compatible readers below), or use a browser that supports RSS feeds, such as Safari for Mac OS X. Viewing of these feeds is subject to Gulfstream's RSS terms of use.

For more information, go to http://www.gulfstream.com/news/rss/.

Editor: Products, such as NewsGator Go!, are available to give you the ability to track and manage your RSS content on your mobile device.

- **Honeywell Offers Certification Charlie Training Online** — Honeywell Aerospace Training Solutions is pleased to offer the "Gulfstream PlaneView™ Certification Charlie II Technical Orientation" training course via the Internet. This self-study course is free of charge for Gulfstream PlaneView operators. The training is designed for maintenance personnel responsible for loading Certification Charlie II software for the Primus Epic® PlaneView System on the Gulfstream G350®/G450®/G500®/G550® aircraft.

The orientation training includes four narrated modules detailing information on the following:

- Certification Charlie II and Data Loading System (DLS) 3.4.1 Updates
- Certification Charlie I Updates
- DLS 3.4.0 Updates
- CyberKit 3.0 Software (designed to check the performance of your Local Area Network [LAN] prior to loading)

To access the eLearning Web site training modules, select https://www.honeywelltraining.com/SCORM/userpages/Login.asp. First-time users will need to register to accessing the eLearning training course.

If you have any questions, please contact Honeywell Aerospace Training Solutions via phone at 602-365-2833 or 602-365-3467, or e-mail at training.solutions@honeywell.com or jim.orren@honeywell.com.

- **Online Manual Access Reminder** — Gulfstream's Technical Publications Department would like to remind all operators of the availability of online manual access. Any subscriber to a Maintenance Library in CD-ROM format has the option to purchase online access for an additional charge. This new online access is through either myGulfstream.com or myGDAS.com (1124 Westwind only) and includes all models currently available on our family of Maintenance Library CD-ROMs.

Anyone interested in this new capability should contact Gulfstream's Technical Information Business Office for more specific details at 800-810-GULF (4853) or 912-965-4178 Option 4, or pubs@gulfstream.com.

- ***Breakfast Minutes* Tips** — Here are some useful tips to help you get the most out of *Breakfast Minutes* resources:
  - **Printing the entire *Breakfast Minutes* issue —** From myGulfstream.com, navigate to the *Breakfast Minutes* home page (click Resources –> Breakfast Minutes), select the PDF Version for the particular issue you want to print (Adobe® Acrobat® Reader is required). This option is available only for the Fleet Edition.
  - **Search Tips for *Breakfast Minutes*** — The *Breakfast Minutes* home page has a link to a Search Tips reference page. The Search Tips resource gives examples of the various techniques for searching the archived issues of the *Breakfast Minutes* and its sister publications – *myGulfstream.Intercom* and *The Member Ship*. The listed techniques are as follows: Phrase Search, + and – Qualifiers, * Wildcard, ? Wildcard, and Boolean Search.
- **myGulfstream.com Support** — For myGulfstream.com questions or problems, call Steve Arsenault, Customer Support Specialist, at 912-965-5999. Steve is available to help you Monday – Friday between 8:00 a.m. and 4:30 p.m. EST (USA). You can also submit your request for help online using the Feedback link in the Help menu.

If you do not yet have access to the site, you will need to set up a personal account. Please complete and submit the online form at http://www.gulfstream.com/mygulfstream/#.

OTHER NEWS

ALL (ATA 00): What's New in CMP

Here is the weekly update on Gulfstream Computerized Maintenance Program (CMP) services. Software enhancements and issue fixes are pushed bi-weekly to the CMP.net™ program. This section will highlight functionality that has been updated. In addition, when our CMP Support Team identifies repetitive calls on the same topic, we will include tips for all of our services – EDT/AIS, WebReports – in addition to CMP.net.

Weekly Tip: Scheduling Interface for Posting Times to CMP.net Maintenance

CMP.net has an interface with both CTA/FOS and PFM scheduling programs that allows the posting of aircraft hours/cycles directly into CMP.net without opening the program. When the user is posting time in either one of the above mentioned applications, the new interface automatically performs a "Journal Update" within CMP.net recording Hours/Cycles and APU time. The interface will also place any items coming due on the scheduling calendar, based upon the projected utilization of the aircraft for CTA/FOS users. Best of all, this service is free! Since a Web service is used for the process, other scheduling programs could also have this capability, as long as the specifications are met.

Please contact your analyst or Jeff Rians at Avtrak, Inc. for additional information regarding this service. Jeff can be reached at 303-745-5588 Ext. 252 or jrians@avtrak.com.

Reminder

Gulfstream CMP.net is a state-of-the-art, Web-based maintenance tracking service that provides Gulfstream aircraft owners and operators real-time access to their aircraft's maintenance status, due-list projections, and the latest Gulfstream CMP Work Cards and work instructions. Of particular significance to mixed fleet operators, CMP.net allows subscribers to track their non-Gulfstream aircraft as well. In order to use CMP.net, operators must have a mygulfstream.com account (available for the asking) and be authorized to access an aircraft.

For more information or to try CMP.net free for 30 days, point your browser to http://www.gulfstream.com/cmpnet/.

ALL (ATA 00): News Release Highlights

Gulfstream Appoints Heidi Fedak Corporate Communications Manager

November 12, 2008 – Gulfstream has promoted Heidi Fedak to manager, corporate communications, reporting to Robert Baugniet, director, corporate communications. Fedak previously served as the company's corporate communications officer.

In this new position, which takes effect Nov. 17, 2008, Fedak will be responsible for coordinating news releases and appointment announcements, responding to routine media inquiries and facilitating media interviews with senior management.

Heidi Fedak

A 16-year veteran of the communications business, Fedak joined Gulfstream in January 2008. Before that, she worked in the newspaper industry as an advertising writer, military reporter, regional reporter, business editor, regional editor and editor in chief. She also served as a marketing account executive for the U.S. Army's Morale, Welfare and Recreation division in Hohenfels, Germany, and taught beginning journalism students at the University of Kansas.

Fedak graduated summa cum laude from King's College in Wilkes-Barre, Pa., with a bachelor's degree in English and mass communications. She earned a master's degree in journalism from the University of Kansas.

To read more of this and other news releases, point your browser to www.gulfstream.com/news/.

G200® (ATA 34): Correction to Service Bulletin Update

Last week's *Breakfast Minutes* contained an incorrect number for the following G200 Service Bulletin (SB). It was listed as SB 200-34-336; the correct number is SB 200-34-346. We apologize for any inconvenience this may have caused.

SB 200-34-346 – (Optional) Navigation – Instrument Panel – Replacement of Separate Standby Instruments (Attitude, Altitude, Airspeed, and Slip/Skid Indicators) with Integrated Standby Instrument

- Provides instructions to remove the existing standby instruments (attitude, altitude, airspeed and slip/skid indicators) and the central instrument panel and install a new central instrument panel including the Thales integrated three-way standby instrument
- Effectivity: 004-192 except 187
- Status: Target release late 1Q09

ALL (ATA 00): Technical Publications Advanced Information Notification Reminder

Gulfstream's Technical Publications Department would like to remind our readers about the Advanced Information Notice, an online deliverable to aid our customers in obtaining advanced information on technical content changes of a non-safety-of-flight nature. These are released to the fleet between normal revision cycles to resolve a minor anomaly within a document.

The Advanced Information Notice became available to all myGulfstream.com users June 1, 2007. It provides customers with real-time updates to the Aircraft Maintenance Manuals, Illustrated Parts Catalogs, Wiring Diagram Manuals, and Computerized Maintenance Program Task Cards by marking any affected pages with an "Advanced" watermark across the page. A complete listing of all Advanced

Information on our Web site can be found by looking under the "Advanced Information Notice Index" link, by model, in the online manuals area.

This online feature includes all models currently available on our family of CD-ROMs and can be accessed through either myGulfstream.com or myGDAS.com. Any customer having a subscription to the online manuals will automatically receive an e-mail notification when updates are available. The e-mail will contain information on the change, a link to the actual changed data, and a link to disable the automatic notification, if desired.

ALL (ATA 00): Subscription Options for *Breakfast Minutes*

The *Breakfast Minutes* easy-to-review summary is delivered via e-mail and contains hyperlinks to detailed information on the mygulfstream.com secured Web site (user account required).

You can choose how much information you receive by selecting from the following options:

- **Model-specific Summary** – Links you to articles pertaining solely to the aircraft model(s) you own, operate, or maintain, as well as general information topics.
- **Comprehensive Summary / Fleet Edition** – Contains all news relevant to the entire Gulfstream fleet; if you do not select a model-specific format, you will continue receiving the Fleet Edition.
- **Opt Out or Update Your Preferences** – If you wish to unsubscribe or update your preferences, you may do so by following the links at the bottom of the e-mail edition you receive each week.

Note: Should you experience problems with the *Breakfast Minutes* online subscription service, call the myGulfstream.com support hotline at 912-965-5999 or use the Feedback online form (in the Help menu) to inform us of your difficulty.

We believe you will find the information in the *Breakfast Minutes* truly valuable to your daily operations. We feel the summary format, model-specific option, improved graphics, hyperlinked articles, electronic versus paper will benefit all subscribers. The summarized format allows you to find the information quickly and easily.

Thank you for your continued support of Gulfstream and its worldwide family of operators.

TECHNICAL BULLETIN SUMMARY

Maintenance and Operations Letter Update

The following Maintenance and Operations Letters (MOLs) have been released:

- **GV-MOL-08-0021, G500-MOL-08-0035, G550-MOL-08-0035**, 11/12/08, Customer Bulletin (CB) to Inspect Wing Rear Beam and Flight Spoiler Actuator Attachment Point to be Revised

Alert/Customer Bulletin Update

The following Alert/Customer Bulletins (ACBs/CBs) have been released:

- **GV CB 175A**, 11/13/08, Flight Controls (ATA 27), Inspection – Elevator Trim Wheel Drive Shaft Fasteners; Effectivity: All GV aircraft
- **G500 CB 74A, G550 CB 74A**, 11/13/08, Flight Controls (ATA 27), Inspection – Elevator Trim Wheel Drive Shaft Fasteners; Effectivity: Aircraft serial numbers 5001 through 5210

Alert/Service Bulletin Update

No Alert/Service Bulletins (ASBs/SBs) have been released since the last update.

Aircraft Service Change Update

No Aircraft Service Changes (ASCs) have been released since the last update.

Operator Memorandum Update

No Operator Memorandums have been released since the last update.

SERVICE CENTER REGIONAL MAINTENANCE SALES TEAM

Please contact the sales representative or Regional Sales Manager (RSM) in your area for your aircraft's present or future maintenance needs.

Eastern Region
Scott McDonald, Director of Sales (East) – 912-657-2362 (CT)
Tom Baliya – Sr. RSM, 904-264-0405 (South FL)
Kevin Butler – Sr. RSM, 912-728-8643 (PA, NJ)
Steve Deloach – Sr. RSM, 413-268-7167 (NY, MA, ME, NH, RI, VT)
Chris Hollingsworth – RSM, 912-358-0956 (AL, District of Columbia, DE, MD, North FL, WV)
Patrick Saxon – RSM, 912-429-3782 (GA, NC, SC, VA)

Midwestern Region
Gary Smiley, Director of Sales (Midwest) – 920-836-2706 (MN, ND, SD, WI)
Juan De Leon – Sr. RSM, 562-902-5091 – (Mexico, Central and South America)
Bob Fairfield – RSM, 816-452-5251 (IN, KS, MO, NE, TN)
Mark Grunewald – Sr. RSM, 920-426-2872 (AR, LA, MS, OK, South TX)
Pete Mendez – Sr. RSM, 972-962-8212 (North Texas)
Keith Schroeder – Sr. RSM, 920-446-2788 (IA, IL, Eastern and Central Canada)
Jeremy Snider – RSM, 517-304-5347 (KY, MI, OH)

Western Region
Brian Schank, Director of Sales (West) – 623-551-2068 (CO, NV, WY)
Darwin Stout – Sr. RSM, 206-954-8657 (AK, ID, MT, OR, UT, WA, Western Canada)
Doug Wendt – Sr. RSM, 480-443-0222 (AZ, Central CA, HI, NM)
Craig Winterrowd – Sr. RSM, 972-874-1714 (Northern and Southern CA)
International
Stephan Forte, Sr. Regional Sales Manager (Europe, Asia, Pacific Rim) – 41-79-842-4182
Jeff Hill, Sr. Regional Sales Manager (Europe, Africa, Middle East) – 011-44-1582-506671
Pat Downing, Internal Sales Manager (Europe) – 912-965-4518

Avionics Sales
Brian Culbreth, National Sales Manager (East) – 972-899-1809
Mark Grunewald, National Sales Manager (Midwest) – 920-426-2872
John Cooreman, National Sales Manager (West) – 303-452-4069

Fleet Accounts
Chuck James, Director, Business and Programs – Product Support – 912-965-3999

Interior Refurbishment Sales
Matt Duntz – Director of Sales, Interior Modification – 912-965-5109
Nigel Campion – National Sales Manager, Interiors (East) – 912-224-1654
Marsha Grebe – National Sales Manager, Interiors (Midwest) – 920-735-7012
Dean Murray – National Sales Manager, Interiors (West) – 214-902-6985

Product Support Sales
Tim Thompson, Sales Business Manager Savannah – 912-965-5552
Brent Hudecek, Sales Business Manager Dallas – 214-902-7526

Scheduling and Planning

Matt Huhn, Director – Gulfstream facilities 912-965-5983 / 1-800-810-GULF (4853); General Dynamics Aviation Services facilities Customer Support 912-965-4700 / 1-866-271-GDAS (4327); choose the facility or scheduling options.

BREAKFAST MINUTES

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Note: Maintenance Manual changes normally affect the Chapter 5 inspection program (Continued Airworthiness). If your company is not on current revision status with Gulfstream's Technical Publications Department for either the Maintenance Manual or Chapter 5, consideration should be given to re-establishing these services to ensure your aircraft's Continued Airworthiness. These services may be obtained by contacting us at 800-810-4853 or 912-965-4178 Option 3 (phone), 912-965-3520 (fax), or pubs@Gulfstream.com (e-mail).

Contact Information: BREAKFAST MINUTES welcomes your questions, comments, or ideas. Our communication lines are always open to our readers by phone: 912-965-4827; fax: 912-965-6029; or e-mail: gary.arms@Gulfstream.com. The mailing address is BREAKFAST MINUTES, P.O. Box 2206, M/S D-25, Savannah, GA 31402-2206.

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World Wide Web Site: Visit Gulfstream's Web site at www.Gulfstream.com. Gulfstream operators may get a user name and password to access myGulfstream.com by calling 912-965-5999 or registering via an online application. Using Internet Explorer, go to www.gulfstream.com/mygulfstream/ to apply for a new account.

myGulfstream.com Customer Support: If you have a suggestion, question, complaint, or other feedback about the myGulfstream.com Web site, you have two ways to submit it. You can call the 912-965-5999 hotline, or you can use the Feedback link in the Help menu on each myGulfstream.com page. The Feedback function, which automatically inputs your name, company, and e-mail address, allows you to easily type and submit your comments online and is the preferred method of communication. However, both methods will get you a timely response.