

WESTERN OPERATIONS, INC.



HELICOPTER DIVISION
P.O. Box 2450, 1670 Miro Way
Rialto, California 92377

June 11, 1999

Mr. Armen Kajberouni
HEROS
7117 Arlington Avenue, Unit E
Riverside, CA 92503

Subject: Thank you!

Dear Armen,

The president of our company, R.L. Greene, Sr., stopped by your office this morning and delivered our defective power-turbine governor, removed from our MD500D.

He was walking out the door, he said, when you called him back into the office and told him we had a leaking seal on the engine. You took time to explain to him why the governor had probably failed, and then he was allowed to observe as the governor was disassembled, seeing for himself the damage that had occurred.

You gave him a new seal for the engine and sent him on his way. He briefed our director of maintenance, Bob Freeman, on what you had told him. Bob immediately removed the overhauled governor from the engine and found definite signs of a leaking seal. The new seal you gave to R.L. was installed immediately. Oil had not yet made its way to the governor shaft.

You also pointed out to R.L. the "weep" holes that we should be watching for signs of a defective engine seal. We have now added an inspection of these holes, on both the governor and the fuel control, as part of the daily preflight.

I want you to know how much I appreciate the extra effort you went to to alert us to what caused the problem. We would have gone on without knowing about the leaking seal, had you not told us about it. And we would have been faced with another catastrophic failure of the governor.

I can tell you without question that you have earned our respect and customer loyalty. You can count on us for future business.

Thank you!

Sincerely,

A handwritten signature in cursive script that reads "Pete Gillies".

Pete Gillies
Chief Pilot