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**Upcoming Events**

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**Feb 27** – G650 Maintenance Initial, Long Beach

**Feb 27** – G200 Maintenance Initial, West Palm Beach

**Feb 27** – G450 Maintenance Initial, Dallas

**Mar 06** – G280 Maintenance Update, Long Beach

**Mar 14** – Operators Forum, San Jose

**Mar 20** – G450/G550/G650 ICMS, Westfield

**Mar 20** – G150 Operational Mx Procedures, West Palm Beach

**The Gulfstream Journal**

This video broadcast from the Gulfstream Network and Studio G can be accessed in the Communications menu on the MyGulfstream.com home page.

Click on Gulfstream Network and Video Library to view all episodes.



## FOCUS ON SAFETY

### ALL (ATA 00): Reminders about Eye Protection

Submitted by Kevin Rose, Environmental, Health and Safety Engineer

Following are important reminders for eye protection safety:

- Identify the eye hazards before you start work.
- Always wear the correct eye protection for the hazards present.
- Safety glasses help protect against particles and dust. Look for “Z87+” on the frame or lenses as an indicator of impact protection.
- Use vented goggles for caustic dust, such a cement dust and non-vented goggles for chemicals.
- Use face shields with safety glasses or goggles for protection from flying objects or chemical splashes.
- When welding, use a welding helmet or goggles with the correct lens shade for the job (shade 10-14 for arc welding; 4-8 for gas welding; and 3-6 for torch brazing). Welders’ helpers and bystanders also need UV protection.
- Take care of your eye protection. Replace it when damaged.
- If injured, **do not** rub your eyes. For dust, small particles or chemicals use the eye wash station. Rinse with clean water for at least 15 to 20 minutes.
- For cuts, punctures, and objects in the eyes, **seek medical attention**. Don’t wash out your eyes or try to remove objects yourself.

Source for text: Toolbox Talks at [www.cpwr.com](http://www.cpwr.com). →

## TOP STORIES

### Astra SPX™/G100™/G150™ (ATA 73): Potential Fuel Flow Transmitter Over-Torque Condition

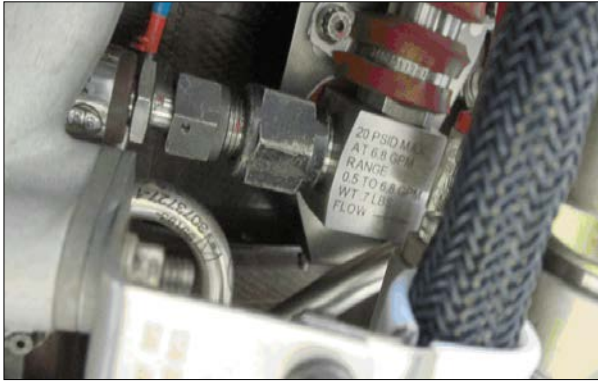
By Claudia Soviero, Powerplant and ECS Engineering

A few G150 aircraft have been experiencing erratic or failing fuel flow indications. Engineering has been investigating the issue and found that a key contributor is associated with over-torqueing of the AN818-8 nut during fuel flow transmitter installation, which could cause deformation of the fuel flow transmitter body. A deformation of the body will cause a turbulent flow due to damage in the internal turbine wheel and lead to intermittent or a complete loss of indication.

The initial investigation has found that access to the transmitter during replacement can be difficult, limiting the technician’s ability to obtain the required torque values. This article is intended to notify operators of the potential over-torque condition that likely occurs during installation. No safety concerns are being considered, as the issue is not linked to fuel line damage, but rather possible indication issues due to potential over-torqueing.

As a result of this investigation, Gulfstream has updated the Aircraft Maintenance Manual (AMM) 73-31-01 Fuel Flow Transmitter — Removal / Installation procedure. The revision provides improved instructions during installation of the transmitter. Gulfstream also reminds operators to adhere to the torqueing requirements during installation. Ref. G150 AMM Revision 19 (February 15/17) and G100/SPX Advanced Information Notice (AIN) 73-30-01-ri for Revision 20 (May 30/17).

*Continued*



Fuel Flow Transmitter installation



Fuel Flow Transmitter

If you have any questions or comments regarding this communication, please contact Gulfstream Customer Support at 800-810-GULF (4853) or 912-965-4178, by fax at 912-065-4184, or by electronic mail at [technical.operations@gulfstream.com](mailto:technical.operations@gulfstream.com). →

## G200™ (ATA 71): Forward Engine Mount Water Intrusion

By Mark Gonzales, Mid-Cabin Model Manager, Customer Support

Gulfstream Service Centers have contacted Technical Operations, reporting water intrusion of the forward engine mount vibration isolators found during engine removals (see photos below). In some cases, corrosion was also noted at the engine's intermediate case assembly mount pad attach point.

The condition was investigated by Gulfstream and the PW306A engine manufacturer, Pratt & Whitney Canada, resulting in improvements being incorporated into both the engine and aircraft maintenance manuals.

The Aircraft Maintenance Manual (AMM) 71-00-00 Powerplant — Removal / Installation procedure also requires removal and inspection of the forward engine mounts per AMM 71-20-00 Engine Isolator / Resilient Mount — Detailed Inspection. To address possible water intrusion and corrosion of the upper and lower forward engine mount attach points, Gulfstream incorporated an additional corrosion preventative compound application during re-installation of the forward engine mount vibration isolators during powerplant installation. This additional protection between the magnesium outer engine case and corrosion resistant steel mount was incorporated into the AMM 71-20-06 Forward Engine Mount Vibration Isolator — Removal / Installation procedure, adding a primer/topcoat or Hylomar coating at the isolator and engine interface.

If corrosion is noted at the engine's intermediate case assembly attach point, operators can use the revised procedures in the Engine Maintenance Manual (EMM) for repair. EMM 72-30-01 was updated to add inspection criteria, corrosion damage limits, and repair of the intermediate case assembly mount pads. In rare cases where corrosion of the mount pads is beyond EMM limits, contact Gulfstream Customer Support. →



Water noted at forward engine mount after removal

*Continued*



Arrow points to upper forward engine mount vibration isolator

## G280™ (ATA 23): Cockpit Satellite Broadband Data Cut-Off Switch

By Don Sposito, Dallas Completion Engineering

The Cobham Swift Broadband (SBB) System on the G280 provides internet access during flight by using the Immarsat Satellite System. Due to the high data rate costs, an SBB data switch was installed via update to the Swift Broadband High Speed Data System Supplemental Type Certificate (STC) ST04268AT-D. Cut in at aircraft S/N 2103, the switch is located in the cockpit to allow the flight crew to disable SBB transmissions. This switch does not remove power from the SBB system; it only prevents data transmission between the aircraft and satellite. Power to the SBB system is still controlled by the Wireless Local Area Network (WLAN) switch in the overhead switch panel.

The SBB data switch is located in the cockpit pedestal's Optional Switch Panel (reference Figure 1). Additional wiring will be added along an existing wire routing from the pedestal, around the cockpit to a switching node at the right mid-cabin area. When the switch is activated, the switch will annunciate OFF in blue and customer data transmissions will be disabled. When the switch is deactivated, the annunciator will extinguish and the customer data transmissions will resume.

For in-service aircraft, modification of the Optional Switch Panel requires a new lighted overlay, and internal structural modifications to accommodate the SBB data switch. Quoting for the install and coordination with a Gulfstream Service Center should be done in advance to make sure parts will be available during the service visit. →



Figure 1 - Location of the SBB Switch in the Optional Switch Panel on the center pedestal

## GII™/GIII™ (ATA 36): Amber “BLEED PRESS” Capsule Illuminates on Master Caution Panel

By Denny George, Customer Support Mechanical Systems Group

A GII operator contacted Technical Operations for assistance with the following issue: With one or both power levers advanced to over 90% H.P. RPM, the amber BLEED PRESS capsule illuminates on the Master Caution Panel. This occurs when bleed air pressure in the manifold rises to 90 +/- 5 psi.

At first, this issue was thought to be a bleed air pressure regulation issue, but the operator confirmed otherwise. The operator had already checked operation of both 40 psi valves by using a direct reading gauge; both valves regulated at 40 psi. The operator added that the bleed air pressure was monitored in the cockpit during these checks, and at no time did it approach 90 psi. The readings in the cockpit matched those during the 40 psi valve check.

Since it was known that the bleed air system was regulating and indicating pressure correctly at 40 psi, the operator was asked to check the bleed air manifold pressure switch. This unit is located in the tail compartment on the right side of the bleed air manifold duct. The operator was asked to perform the Bleed Air Manifold Pressure Indication — Functional Test in GII Aircraft Maintenance Manual (AMM) Section 36-00-00, Page 501.

The operator found the bleed air manifold high pressure warning switch, P/N 8159, was defective (Ref. GII/GIIB and GIII Illustrated Parts Catalog 36-10-00, Figure 3). The amber BLEED PRESSURE light would illuminate consistently in the 30 to 35 psi range, which is well below its set point of 85 to 95 psi.

The operator replaced the bleed air manifold high pressure switch, successfully performed leak and operational checks, and returned the aircraft to service. There has been no repeat of this issue. →

## GIV™/G300™/G400™ (ATA 25/31/34): Aircraft Service Change Update

By Merlisa Harrod, Customer Support Technical Bulletin Group

Following is an update on forthcoming Aircraft Service Changes (ASCs) for GIV/G300/G400 aircraft.

### **ASC 503, Indicating/Recording (ATA 31) – Electronic Checklist Module Update**

**Purpose/Discussion:** This service change updates the Fault Warning Computer (FWC) Electronic Checklist (ECL) modules to match the changes made in Revision 50 of the Airplane Flight Manual. This ASC supersedes GIV ASC 412A, Electronic Checklist Modules Revision, as the preferred installation

**Description:** This service change provides instructions to update the Electronic Checklist modules located in the No. 1 and No. 2 FWCs.

**Effectivity:** This service change is applicable to all GIV series aircraft.

**Status:** This ASC is in development. Target release date is April 28, 2017.

### **ASC 505, Equipment and Furnishings (ATA 25) – 8.8 KHz Underwater Acoustic Beacon Installation**

**Purpose/Discussion:** This service change installs an 8.8 KHz underwater low frequency acoustic beacon (ULB) in the aft equipment bay near the existing locator beacon for the CVR/FDR. The beacon is a battery operated underwater acoustic pulse generator that is activated when the water switch is immersed in either fresh or salt water. The ULB operates automatically for 90 days when submerged in water and is completely independent of aircraft systems and pilot interface.

Although not currently mandated by the FAA, the Civil Aviation Department, Hong Kong, China does require a low frequency acoustic beacon for some aircraft on long-range flights over water. This installation will meet those requirements.

**Description:** This service change includes minor structural changes to mount the new beacon in the aft equipment bay of the aircraft. There is no aircraft interface therefore no wiring will be required.

**Effectivity:** This service change is applicable to all GIV series aircraft.

**Status:** This ASC is in development. Target release date is June 1, 2017. →



## G450™/G550™/G650™/G650ER™ (ATA 24): Recommended Power Down Time

By Jeremy Kelly, Customer Support Avionics/Electrical Group

Certain scenarios arise where aircraft power will need to be cycled. This is mainly done to assist in isolating Crew Alerting System (CAS) messages or other faults and verify if the failures are hard failed (non-resettable) or if they clear. The most accessible information for pilots will be from the Airplane Flight Manual (AFM), which gives a reference of 1 minute for power down. If the message persists, Technical Operations will, most often, be brought into the loop to provide additional support.

Tech Ops' recommendations go deeper into the technical functionality of the different aircraft systems to better isolate the issue. One of the more common recommendations is to completely power down the aircraft for a MINIMUM of 15 minutes. The reason for the difference in time, lies in the sub-functions of different systems, specifically related to "keep alive" power. Keep alive power, either from batteries or capacitors, allows the system to absorb power interruptions or provide additional power to complete essential tasks after aircraft power has been removed. So, powering the aircraft before the capacitors have fully discharged or the systems have fully shut down means those specific functions will not actually reboot as intended.

The most notable system this applies to is the Central Maintenance Computer (CMC). The CMC specifically has keep alive power applied to it for an additional 12 minutes after all aircraft power has been removed. This is to allow the CMC to finish recording the Fault History Data Base (FHDB), Aircraft Condition Monitoring Function (ACMF), and additional data logs. The CMC is a large part of CAS message generation and display. Knowing this information, Tech Ops will recommend power be removed completely for 15 minutes.

The addition of 3 minutes is to ensure the 12 minutes have completely elapsed and all systems have powered down to eliminate any human errors in time keeping. Powering down the aircraft for a full 15 minutes ensures the CMC will power down completely. This provides a complete reset of the CMC and all software functions. This data is extremely valuable to Tech Ops, as it will determine if the fault is a hard fault or is resettable. These two options tend to drive troubleshooting techniques in very different ways. Power cycling for 15 minutes ensures the Tech Ops Specialist is optimizing troubleshooting techniques for your specific scenario, based on the data provided. →

## GV™/G550™ (ATA 21): Baggage Compartment Air Leakage

By Barry Kessler, Customer Support Mechanical Systems Group

A GV aircraft was in a repair station for scheduled maintenance, and the operator requested unscheduled maintenance for an ongoing in-flight issue. When the interior baggage door handle is rotated to open the door, instead of the momentary air noise through the opened vent, there was a louder air noise, which would decrease but never stop. The door would open, but the operator noticed this change.

Here is a description of the baggage compartment pressurized area. When the interior baggage door is closed, the baggage compartment (above the floor) and the area below the baggage compartment floor to the main wheel well bulkhead is a pressurized area separate from the main cabin. It is pressurized by the Baggage Compartment Ventilation Valve located below the lavatory floor.

If the pressure differential between the cabin and baggage compartment area exceeds approximately 3.5 psid, the Baggage Compartment Ventilation Valve will close. Once the valve is closed, the differential between the two areas will continue to increase, since there will be no supply air to the baggage compartment with the valve closed. At approximately 4.5 psid between the two areas, the advisory BAG COMPT LOW PRESS (Baggage Compartment Low Pressure) message will display.

Prior to this issue, the air pressures would equalize faster between the two areas when the door handle was rotated to open the interior baggage door. The baggage door seal regulator was changed prior to the maintenance visit, and the door seal was confirmed to not leak in flight. The differential between the two pressurized areas was not enough to cause the Crew Alerting System message, but the customer wanted this issue corrected before the differential between the two areas degraded.

The operator was considering replacing the Baggage Compartment Ventilation Valve, but instead contacted Technical Operations to inquire if there was additional troubleshooting to accomplish for the discrepancy.

The following troubleshooting suggestion was made. Disconnect a left and a right Wing Anti-Ice duct coupling in the main wheel well. Pressurize the aircraft in accordance with Aircraft Maintenance Manual (AMM) ATA 21. Verify there is no air coming from the disconnected couplers in the main wheel wells.

The repair station technicians found air leakage at the disconnected ducts in the wheel wells. This was the leak causing the baggage compartment to pressurize differently than it had previously and causing the interior baggage door handling venting to degrade over time. When Wing Anti-Ice is ON, the ductwork seals up

(stiffens), and there were no leaks at the couplers to cause a below cabin floor overheat condition. But, with Wing Anti-Ice OFF, the ductwork is not rigid at the coupling areas, and the pressurized air in the vessel was escaping past the O-rings in the wing anti-ice ductwork inside the cabin and escaping at the leading edge piccolo tubes. This was the leak path that was found by disconnecting the wheel well anti-ice ducts and verifying the leak source.

It should be noted that other GV/G550 operators have corrected the BAG COMPT LOW PRESS message with this same troubleshooting technique.

O-rings were replaced on all below floor wing anti-ice ducts, and leaks were no longer present at the disconnected wing anti-ice ducts in the wheel well while the aircraft was pressurized on the ground.

The operator later confirmed, in flight, the venting at the door handle of the interior baggage door was corrected. →

## THE SERVICE EDGE

### ALL (ATA 00): Luton Service Center Looking to the Future

By Steve Plumridge, Interim General Manager

Situated at London Luton Airport, just 30 minutes from the center of London, the Gulfstream Service Center is positioned to cater to the needs of Gulfstream operators throughout the UK, Europe, Africa, and Middle East regions. The facility holds European Aviation Safety Agency (EASA) maintenance, airworthiness management (CAMO), and design approvals, plus twenty-three authority approvals from around the world. New authority approvals are always in work. Gulfstream Luton has a strong focus on international business and meeting both the customer's and their state of registry's expectations.

As part of continuous improvement objectives for 2016, Gulfstream Luton reviewed and reorganized its internal processes and structures top to bottom to ensure it continues to be aligned with the needs of a changing market and to supply the finest support to all Gulfstream operators' future requirements.

In 2016 Gulfstream Luton opened a line maintenance hangar at London Stansted Airport. This new facility adds flexibility and choice for our customers. The hangar has two bays and is supported by a dedicated team of engineers that is based there.

In 2017 Gulfstream Luton is launching new projects, including the UK Field and Airborne Support Teams (FAST) group, which is designed to augment the Euro FAST team, providing coverage twenty-four hours a day, seven days a week using highly-experienced teams of Gulfstream qualified personnel. Both UK FAST and Euro FAST are managed from Luton, and together they ensure Gulfstream Luton can deliver rapid on-site technical assistance to Gulfstream operators.

The competence and capability of our technical staff remains one of Luton's utmost priorities. In 2017 we are building on the work started in 2016 and have an extensive training program to improve effectiveness and flexibility into the future for all Gulfstream models that are currently supported by our facility.

2016 was a busy and productive time for Gulfstream Luton. We continue to look forward to providing the highest service standards possible to the global Gulfstream fleet.

To learn more about the support and capabilities offered by Gulfstream Luton, visit <http://www.gulfstream.com/product-support/service-centers/luton>. →



**Gulfstream's hangar at London Stansted Airport**

# NEWS AND ANNOUNCEMENTS

## Calendar / News Information

- FlightSafety Offers G280 eLearning CPDLC and CPDLC iFlightDECK™** — FlightSafety International is now offering an online package for G280 operators to learn Controller Pilot Data Link Communications (CPDLC) and apply it through a dynamic training tool. The package includes the eLearning CPDLC – Gulfstream G280 course and access to Gulfstream G280 CPDLC iFlightDECK.

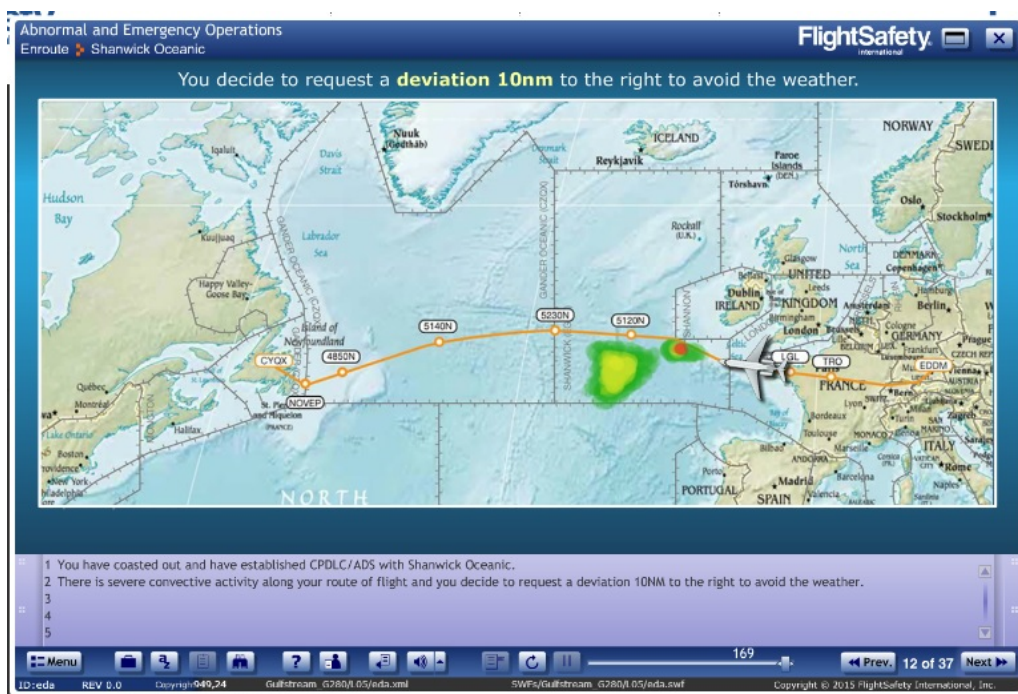
The eLearning CPDLC - Gulfstream G280 course is a three-hour course accessed on a PC or Mac through the Learning Management System (LMS). This FAA-approved course satisfies the training requirements of Advisory Circular 120-70 (as amended) and meets the international standards set by the International Civil Aviation Organization (ICAO). The course will take you through a general overview of datalink, a flight planning phase, as well as normal and abnormal/emergency flights across the Atlantic. At the end of each of the three modules, there is a scored and recorded examination. Upon successfully completing the course, you will be issued a Record of Training that can be used to apply for a Letter of Authorization (LOA).

The Gulfstream G280 CPDLC iFlightDECK is a dynamic reference tool that is accessed on an iPad through FlightSafety's FlightBag app or FlightBag.com and is available by subscription for one full year. Its interactive representation of the Gulfstream G280 Flight Management System (FMS) presents scenarios that help users to fully understand and correctly perform necessary actions. The virtual FMS enables pilots to engage in CPDLC, Automatic Dependent Surveillance - Contract (ADS-C), and Departure Clearance (DCL) operations as they would in the actual aircraft. No Record of Training will be issued.

With the purchase of this eLearning CPDLC + iFlightDECK bundle, you will receive immediate access to the eLearning CPDLC course, but enrollment into iFlightDECK will take up to 24 hours to appear in the FlightBag app or on FlightBag.com. You must have a FlightSafety client number and customer number to be able to access iFlightDECK. If you do not have a client number and customer number, please contact the eLearning team for assistance.

Similar courses are available for the Gulfstream GIV, GV, G450, G550, and G650.

For additional information, contact Alan Park, eLearning Marketing Manager at 877-606-3334 or 416-373-5771, [eLearningSupport@flightsafety.com](mailto:eLearningSupport@flightsafety.com) or visit <https://elearning.flightsafety.com/courses/pilot-training/aircraft-specific/cpdlc-gulfstream-g280-and-cpdlc-iflightdeck.html>.



Screen shot of a G280 eLearning CPDLC exercise



- **Helping Hand** — Gulfstream would like to acknowledge Apache Corporation’s flight department in Houston, Texas, for providing a “helping hand” to a transient G550 aircraft that had a maintenance issue on Super Bowl weekend. Field Service Rep Eddie Hernandez reports that Director of Maintenance Fred Garcia provided access to his hangar and ground support equipment, which allowed Gulfstream FAST technicians to return the aircraft to service in a timely manner.

Gulfstream truly appreciates the teamwork and unselfish support shown within our family of operators. Scenarios such as this are repeated over and over as Gulfstream family members lend a helping hand in a time of need and distinguish themselves within the industry.

- **2017 Product Support Customer Forums** — For your planning purposes, following is the schedule for customer forums throughout 2017. Details and registration information will be posted on MyGulfstream.com as the event date nears.

Customer Advisory Board	Feb 27 - Mar 1	Savannah
Operators Forum	Mar 14	San Jose
ABACE	Apr 12	Shanghai
WAMA/PAMA	Apr 13	Teterboro
Operators Forum	May 9	Dallas
EBACE	May 23	Geneva
Virtual Operators Conference	June 26-30	Online stream (Studio G)
LABACE	Aug 16	Sao Paulo
Customer Advisory Board	Aug 28-30	Savannah
Ops Forum	Sep 14	London
NBAA	Oct 11	Las Vegas
Ops Forum	Nov 7	White Plains

- **IA Renewal and Maintenance Seminar March 25th** — The Coastal Empire Professional Aviation Maintenance Association (PAMA) is hosting the 22nd Annual Inspection Authorization Renewal and Maintenance Seminar on Saturday, March 25th at the Mighty Eighth Air Force Museum. The seminar is open to inspectors, mechanics, pilots, managers, and all aviation professionals. The 8-hour certificate of training qualifies under FAR 65.93(a)(4) for Inspection Authorization renewal and the FAA’s AMT and WINGS Awards programs. Discussion topics include Lead Acid Aircraft Battery, Tire Maintenance, Human Factors, Structural Failure Analysis, Avionics Technology / ADS-B, Aircraft Brakes, and Turbo Charger Systems.

The cost is \$70 in advance or \$90 at the door. For more information and to download a registration form and IA renewal package, visit [www.orgsites.com/ga/ce-pama](http://www.orgsites.com/ga/ce-pama).

- **Customer Advisory Board Meeting February 27 – March 1** — The Gulfstream Customer Advisory Board (CAB) will meet February 27 – March 1, 2017 in Savannah. If you have large-cabin or mid-cabin flight operations, maintenance, product, reliability, or cabin issues you would like discussed during this meeting, please let Gulfstream know or contact your area customer representative. For customer member contact information, log on to myGulfstream.com and click Contacts -> [Customer Advisory Board \(CAB\)](#), review the respective committees, and look for a current customer member in your area.

The CAB’s vision is to “Set the standard for business aviation through excellence in customer involvement in service, support, and product development activities.” This is done through a strategy that ensures customers have an effective role in the design, development, training, operation, and servicing required to effectively operate and maintain Gulfstream aircraft.

The CAB consists of the following committees: G100/G150/G200, G280, GIV/GV, G450/G550, G650/G650ER, and Cabin Operations. This professional forum provides a means for Gulfstream and customer participants to effectively address customer comments, concerns, and ideas. It also provides Gulfstream leadership the opportunity for exchange of ideas and information.

- **The Gulfstream Journal Tips** — Here are some useful tips to help you get the most out of newsletter resources:

- **Printing the entire issue** — From MyGulfstream.com, navigate to *The Gulfstream Journal* home page (Communications > Gulfstream Network > The Gulfstream Journal > Journal Library) and select the PDF Version for the particular issue you want to print (Adobe® Acrobat® Reader is required).
- **Search Tips for The Gulfstream Journal** — In the Search Center source area, select Gulfstream Journal in the pull-down menu. Enter your search term(s) and click the Search icon.
- **Mobile Access** – *The Gulfstream Journal* can be accessed via MyGulfstream.com on your mobile device. Additionally, all features of MyGulfstream.com and Gulfstream.com are available for and compatible with mobile devices.

- **MyGulfstream.com Support** — For MyGulfstream.com questions or problems, call the Support Hotline at 912-965-5999. Staff are available to help you Monday – Friday between 8:00 a.m. and 4:30 p.m. Eastern Time (USA). You can also submit your request online using the Need Help? link.

**MYGULFSTREAM**

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- **Gulfstream Contacts** — For a complete listing of Gulfstream contacts, including Product Support Sales, Field Service Representatives, and Aircraft Sales, visit <http://www.gulfstream.com/contacts/>. →

## OTHER NEWS

### News Release Highlights

#### GULFSTREAM G280 SHOWCASES PERFORMANCE WITH 58<sup>th</sup> CITY-PAIR RECORD

SAVANNAH, Georgia, February 21, 2017 — [Gulfstream Aerospace Corp.](#) today announced that its [Gulfstream G280](#) aircraft recently set another speed record in Africa, flying from Windhoek, Namibia, in the southern part of the continent to Dakar, Senegal, on the west coast. The flight took 7 hours and 38 minutes.

The super mid-sized business jet left Windhoek Eros Airport at 8:20 a.m. local time and arrived at Dakar's Léopold Sédar Senghor International Airport at 1:58 p.m. local time, completing the 3,248-nautical-mile/6,015-kilometer flight at an average speed of Mach 0.80.

"The G280 easily departed the high-altitude airfield and short runway," said Scott Neal, senior vice president, Worldwide Sales, Gulfstream. "Our customer's very specific mission requirement allowed us to demonstrate the aircraft's maximum takeoff performance and smooth handling under challenging conditions."

The G280, which is on static display at this week's Aviation Africa conference in Kigali, Rwanda, has earned 58 speed records since its November 2012 entry into service, including four within Africa. At Mach 0.80, it can travel 3,600 nm/6,667 km. The aircraft has the best cabin in its class, with high-definition entertainment, industry-leading cabin sound levels and 19 super-sized windows.



G280 aircraft

To read more of this and other releases, visit [www.gulfstreamnews.com](http://www.gulfstreamnews.com).

### Action Items Published / Database Search on MyGulfstream.com

At Gulfstream, an important part of how we improve our products and services is through feedback from our customers. Action items are taken from customer forums such as the Operators Conference, Regional Forums, and the Customer Advisory Board. Action items are customer suggestions or comments taken on a variety of subjects including, but not limited to, flight operations, cabin operations, maintenance operations, and product reliability. These actions are researched, reviewed, and implemented as appropriate.

The results of the action items are often beneficial to all customers, not just the originator of the suggestion or comment. Therefore, *The Gulfstream Journal* will publish action items and responses in each issue so that everyone has the opportunity to review this valuable information.

Additionally, the action items can be viewed at any time from MyGulfstream.com. To access the Action Items Database, log into MyGulfstream.com, mouse over the Events header, and select [Action Items Database](#). You may search for responses to actions by applicability, date, year or detailed description of the action.

We look forward to your continued feedback. Comments concerning action items should be directed to [Action.Item.Administrator@gulfstream.com](mailto:Action.Item.Administrator@gulfstream.com).

The following action was taken during the March 2016 Customer Advisory Board:

- **Action Item:** Is Rolls-Royce taking responsibility for costs associated with premature replacement of igniter plugs - Corporate Care?
- **Resolution:** For Corporate Care customers, parts and labor are covered. For Time and Materials (T&M) customers, parts are provided at 50% discounted price. If parts are replaced prior to the 1st A or C check, installation is covered under warranty.

The following action was taken during the 2016 Operators Conference:

- **Action Item:** Upper cowling sling – Honeywell to reduce the cost or Gulfstream to design a tool.

- **Resolution:** Gulfstream worked with Honeywell to update Honeywell and Gulfstream Ground Support Equipment (GSE) catalogs for Nacelle Sling Kit PN 5837823-1 or GSE 7120415, calling out the individual slings for the Thrust Reverser (TR), upper cowl, and inlet. Gulfstream has updated OTC Corridor with all PNs, kit, and individual components, so operators can call and order individual components. Gulfstream also submitted Publications Change Requests (PCRs) to the G280 Aircraft Maintenance Manual for the TR, upper cowl, and inlet Removal/Installation procedures to call out applicable slings in the Special Tools and Equipment section. →

## G150™/G280™/G350™/G450™/G550™/G650™/G650ER™/GIV™/GV™ (ATA 00): Advanced Information Notice Reports

The following Advanced Information Notices (AINs) were issued from 2/15/2017 to 2/21/2017. They can be viewed on MyGulfstream.com in the Online Manuals section of the Publications menu. They are listed by Aircraft, Library, and Advanced Information Notice Index.

### G150

- **Illustrated Parts Catalog:** 31-40-00, 36-20-00

### G280

- **Aircraft Maintenance Manual:** 76-10-01-at

### G350

- **Illustrated Parts Catalog:** 91-24-00

### G450

- **Illustrated Parts Catalog:** 25-51-00, 91-24-00

### G550

- **Illustrated Parts Catalog:** 25-50-00

### G650

- **Aircraft Maintenance Manual:** 32-14-01-ri, 52-10-00-at
- **Computerized Maintenance Program:** 321400, 321401, 321402, 321403, 521003, 521004, 521005, 521020, 521025

### G650ER

- **Aircraft Maintenance Manual:** 32-14-01-ri, 52-10-00-at
- **Computerized Maintenance Program:** 321400, 321401, 321402, 321403, 521003, 521004, 521005, 521020, 521025

### GIV

- **Illustrated Parts Catalog:** 27-60-00

### GV

- **Illustrated Parts Catalog:** 33-30-00 →

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## TECHNICAL BULLETINS

### Maintenance and Operations Letter Update

No Maintenance and Operations Letters (MOLs) have been released since the last update.

### Alert/Customer Bulletin Update

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

- **G650 CB 175, G650ER CB 175**, 2/23/17, Electrical Power (ATA 24), Replacement - Ram Air Turbine (RAT) Control Handle Lockout Pin; Effectivity: Aircraft serial numbers 6001 through 6244

### Alert/Service Bulletin Update

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

### Cabin Service Bulletin Update

No Cabin Service Bulletins (CSBs) 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

The following Operator Memorandums (OMUs) have been released:

- **ALL Operator Memorandum 2017-0006**, 2/23/17, Savannah System Maintenance
- **ALL Operator Memorandum 2017-0007**, 2/23/17, Daytona 500 Support →

## THE GULFSTREAM JOURNAL

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