

Dear M601 Customers,

With the intention of improving the availability of Customer & Product Support (C&PS) within our department, we initiated a change in the communication process, which will ensure that we are more effective in our responsiveness and thus provide you a better service in line with GE policies.

In order to be able to support you, we would like you to kindly follow these instructions.

1. In case you require support from our C&PS department related to

- Technical issues or warranty claims
- Technical inquiries
- Spare parts - LRU requests
- AOG case
- Engine Calendar Extension
- Shipment of engine dedicated for repair or overhaul
(Please follow the attached shipping instructions.)

Send the attached **Customer Request** form (fully completed) to our Service Team mailbox geac-customersupport@ge.com. Please make sure all mandatory information (marked with a star) is filled in, they are essential for us to evaluate the case properly and tailor the best solutions to your needs.

2. The following procedures will be initiated after your Customer Request form is received and registered in our internal databases:

- You will be contacted by our Field Service Representative (FSR) within 24 hours of receiving the Customer Request, who will inform you about additional steps towards technical solution.
- In case a technical solution is found, the commercial side of the order is tended to:
 - A Customer Support Representative (CSR) will provide you with an initial quotation
 - Based on the quotation, our CSR will provide you with a commercial contract encompassing all costs & conditions related to the required support
 - Contract validation from both parties
 - Prior we start any activities need to be realized payment and sent to us the Bank transfer confirmation to speed up the action which is very important in AOG cases.
 - C&PS will perform the action to support the customer

3. Additionally, to improve customer service we have launched our official, web based customer support center, Client Zone, which is available under the link: www.geaviation.cz.

At the above-mentioned page you will find a section dedicated to customer support.

Contents include:

- Valuable contacts for all members of our Authorized Service Centers (ASC) Network.
- New instructions to be able obtain access to our web "Client Zone," where you will find technical publications related to M601 engines.
- Schedules for "M601 Engine Maintenance Type Courses" available this year at GE Aviation Czech.

Please note that the web page is still under development and that we will place more information related to the Customer & Product Support Activities in the future.

I am confident these basic guidelines on how to conduct our mutual communication will allow us to provide you higher level of support.

With best regards,

Milan Orjabinec

Customer & Product Support Leader
GE Aviation Czech Republic