

Date: 11/30/2004 10:42:53 AM Central Standard Time
From: hector.alcorta@aero.bombardier.com

Re: Procedures for Bombardier NTO and approvals

Hi Robert,

After our conversation today, I understand the situation with some CRJ operators that would like to use your products to maintain our a/c but are concerned about BA not agreeing to their use, or not being familiar with your products.

As you know, we have been using several Nuvite products for many years and we are familiar with most of them. However, I think the best way to alleviate the concerns of these CRJ operators would be for them to contact me directly (phone or email is fine) so we can discuss the Nuvite products that they would like to use, as well as the applications.

They should feel free to contact me even before they prepare the official written requests, or if they are in the process of preparing them and have any questions. I will be happy to discuss your products with them and make recommendations on how to proceed.

Again, please feel free to pass my contact information along to your customers, and let me know if you need any additional information.

Regards,

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----- Forwarded by Hector Alcorta/Canadair/Bombardier on 11/30/2004 11:23 AM -----

Hector Alcorta
To: REMcHugh@aol.com 10/21/2004 09:04 AM
Subject: Re: Procedures for Bombardier NTO and approvals

Hi Robert,

As we discussed, the process for an operator to obtain a "No Technical Objection" (NTO) letter for one or more of your products is as follows:

Operators need to send a written request to Bombardier's Technical Help Desk (THD) stating that they are requesting a NTO. This could be done through the local Field Service Representative (FSR), or directly through the THD (Phone: 514-855-8500, Fax: 514-855 8501, Email: thd.crj@aero.bombardier.com). The THD will process the request and send it to me.

There must be one written request made for each product that they intend to use, and each request must include:

1. The reasons for wanting to use the product instead of what is in our manuals

(eg. product called out in manual is out of stock, health&safety, environmental, to reduce down-time, etc),

2. The tasks that the product will be used for (eg. list all AMM tasks affected, list REOs affected, list SBs affected, etc),
3. The Serial Number (S/N) of the aircraft affected,
4. The urgency of the request (eg. AOG, Urgent, Routine, for next C-check, etc),
5. Copies of all the technical information they have available on the product that they intend to use (ie. Technical Data Sheet, MSDS, Laboratory Reports showing compliance with industry/OEM standards, letters of approval from other OEMs,etc.)

After reviewing the request(s), BA will either:

1. Issue a NTO letter, or
2. Notify the operator that more testing/information is required before a NTO can be provided (estimates for cost and completion time will be included), or
3. Reject the request stating the reasons why it is being rejected.

The process for a Maintenance and Repair Organization (MRO) to obtain a NTO is basically the same, except that the request to Bombardier should be made by the operator on behalf of the MRO.

The process for an operator to obtain "approval" for one or more of your products is also basically the same as for requesting a NTO, except that when BA approve a product for the fleet it means incorporating it into our aircraft manuals, which typically requires a more in-depth evaluation, usually laboratory testing, and of course the revision of the manual(s) affected.

As you can imagine, this approach takes much longer and is much more expensive than the NTO route.

Please feel free to pass my contact information along to your customers, and let me know if you need any additional information.

Regards,

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