



Dornier 328
Customer Support
Information



328 Support Services GmbH
Customer Support - Global Support Centre
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P. O. Box 1252 - D-82231 Wessling/Germany

Subject: Campaign for AHRS upgrade from AH-800 to AH-900 on Dornier 328-300

Effectivity

Dornier 328-300 Series
EASA TCDS A. 096
Serial No's: All Aircraft

Dear valued Customer,

328 Support Services is initiating a campaign to upgrade the AHRS from AH-800 units to AH-900 within the Dornier 328-300 fleet. The costs to repair the AH-800 have significantly increased in the recent past which leads to a growing financial burden for the AH-800 operation.

Our upgrade campaign will commence with the 328-300 as the avionic system installed in the 328 Jet is basically compatible with the AH-900, but it is also our intention to find a compatible solution for the 328-100 in due course.

The AH-900 will make your Dornier 328-300 more attractive and serviceable for the future and your operation will be more reliable.

Below you will find some more information about the details of this campaign and we hope this offer will find your agreement.

Model 328-300

Rev. No. _____

No. CSI-328JET-2012-05

Rev. Date. _____

Date of Issue July 24, 2012

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Procedures

- Placing irrevocable Order including configuration information
- Register with 328SSG the aircraft tail number and the serial numbers of the 2 AH-800 installed
- Send down payment to 328SSG (see Table below)
- Waiting for the AH-900 units to become available
- Delivery of two factory new AH-900's including Engineering Order from 328SSG to Customer
- Return of the two registered AH-800's to 328SSG
- Refund for trade-in AH-800 units by 328SSG

Pricing Policy

Model	A	B
Placing the Order	Before 30. September 2012	01. October 2012 until 20. December 2012
Down payment	158.000 USD	169.600 USD
Refund	43.375 USD	42.350 USD
Your Price	114.625 USD	127.250 USD

Scope of Delivery

One (1) Engineering Order (EO-328J-34-298)

One (1) Material Kit for AH-900 Installation.

Consisting of:

- 2ea HG2011AC04
- 1ea Harness 001D909A1201018
- 2ea End Cap MS25274-1
- 14ea End Cap MS25274-2

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Lead-time

Approximately 6 months after receipt of firm, irrevocable order and down payment.

Note

This modification requires Aircraft equipped with IAC – Dash Number -11125 / -14125 or higher.
To participate in this campaign it is a prerequisite to register your Aircraft Serial Number (MSN) and AH-800 Serial Numbers installed.

Exclusions

This Offer does not include any costs related to the additional technical support, IAC upgrades or any other repairs arising during the modification process.

General Terms and Conditions

Sales and delivery is subject to 328SSG's General Terms and Conditions for the Sale of Spare Parts as well as to German and US export regulations.

Our General Terms and Conditions are available at:

www.328support.de/en/downloads.php

or can be send as a hardcopy on request.

Delivery is Ex Works 328 Support Services GmbH Oberpfaffenhofen (Incoterms 2010).

Please provide with your Purchase Order DHL-, FedEx-, or UPS- Account No. for shipment.

Delays in the supply of material from subcontractors and delivery delays originating from unforeseeable and unavoidable circumstances will extend the time of delivery accordingly.

Prices: The prices are understood in „US-Dollar (\$)“ ex works Oberpfaffenhofen (INCOTERMS 2000).

Dollar-Account: Kreissparkasse München, Germany
SWIFT (BIC): BYLADEM1KMS
USD Account: 29990207, B/C 702 501 50
IBAN: DE 06 7025 0150 0029 9902 07

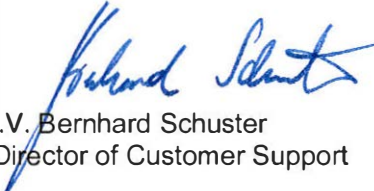
Validity: This quotation is valid until December 15th, 2012.

Confidentiality: Quotation is confidential and may not be disclosed to any third party.

We hope our quotation will find your agreement and look forward to hearing from you.
If we can be of further assistance, please do not hesitate to contact us.

Yours sincerely

328 Support Services GmbH


i.V. Bernhard Schuster
Director of Customer Support


i.V. Franz Zellner
Director of Supply Chain and
Material Support

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Operator identification

Name of Company: _____

Name of Initiator: _____

Phone: _____

Email: _____

Aircraft and AH-800 – Details

Aircraft Serial Number (MSN)					
P/N: HG2010AC02 AH-800 Serial Numbers	AHRS 1				
	AHRS 2				
IAC 1 – Part Number					
IAC 2 – Part Number					

If any Question arise contact our:

Global Support Centre
Email: gsc.op@328support.de
Fax: ++49 8153 88 111 6565

Please transfer this information to:

Peter Bootz
Material Support Manager
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Fax: +49 8153 88111 4628
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