

U.S. Department
of Transportation

United States
Coast Guard



Commanding Officer
United States Coast Guard
Aircraft Repair and Supply Center

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Phoenix Heliparts
4753 E. Falcon Drive, Suite 2
Mesa, Arizona 85251

Dear Mr. Darin and Mrs. Tonia Cannon,

I would like to thank you and your company for your help and exceptional support on May 1-3, 2008 by providing your hangar and services following an unfortunate change of plans during an HH-65C ferry flight from Air Station Port Angeles, Washington to the U.S. Coast Guard Aircraft Repair and Supply Center (ARSC), Elizabeth City, NC. During the ferry flight, the crew, commanded by LCDR J. Marc Aparicio, realized they had multiple degrading discrepancies in flight and decided to land at Chandler Municipal Airport to assess their situation. After the aircraft's maintenance status, and looking at flight conditions, LCDR Aparicio realized they would require help to ensure the aircraft met its overhaul induction date.

The Chandler Airport assistant manager recommended your company as one which provides helicopter maintenance for MD Helicopters, and thought that you may have the tools and support needed to give the HH-65C crew a hand. Most importantly, he proudly mentioned that your company was one that truly believes in customer service and support.

When your shop manager, Mr. Ryan Howe, was contacted, he offered his assistance and hangar space for the HH-65C and crew. LCDR Aparicio flew our helicopter six miles to Falcon Field in Mesa, where you and Mr. Howe and his crew were waiting. After evaluating the aircraft discrepancies, and researching the potential logistical support options, LCDR Aparicio determined that it would be more economical to ship the aircraft via ground transport. With Mr. Howe and his crew's support, my aircrew and support team were able to coordinate truck support, commercial crane support, and tear down and prep the aircraft for transport in only one and a half days. Your shop's efforts and commitment clearly showed your company's commitment to excellent customer service and support. Without your support, we would have incurred unnecessary delays and costs.

Please accept my personal thanks for your enduring contribution to the United States Coast Guard and the help you provided to this crew.

Sincerely,

A handwritten signature in blue ink that reads "J. Seeman".

J. SEEMAN
Commander, U.S. Coast Guard
H-65 Product Line Manager
CG Aircraft Repair and Supply Center

*Thank you for helping!
out the US Coast Guard!*