



Embraer Executive Jet Services, LLC.
 2008 General Aviation Drive
 Melbourne, FL 32935
 USA

18 May 2021

Subject: Phenom 100 and Phenom 300 Batteries Coverage Support

Dear Customer,

We have listened closely your feedback about the Concorde Battery STC.

And although Embraer does not cover STCs within Embraer Executive Care, we created a solution for this specific case.

Embraer acknowledges a reliability issue with the Teledyne component, therefore Embraer Executive Care and Prime Parts customers who have already installed the Concorde Battery STC or are interested to install this STC, will now be eligible to receive a credit when the current batteries have failed. *(NB Embraer is not covering the Concorde battery STC).*

Embraer acknowledges a reliability issue with the Teledyne component, therefore the commercial credit proposal for Embraer Executive Care customers has the intention to minimize additional Customer cost exposure, to improve support and increase customer satisfaction, allowing Embraer Executive Care and Prime Parts customers to be eligible for receiving a credit reimbursement if they incorporate the Concorde Battery STC* or replace their previously installed Concorde batteries, upon Failure.

* Phenom 100 Concorde STC Numbers:	
STC#: SA01633WI	EMB 500 - FAA
STC#: 2012S04-08	EMB 500 - ANAC
STC#: 10040738	EMB 500 - EASA

* Phenom 300 Concorde STC Numbers:	
STC#: SA01703WI	EMB 505 - FAA
STC#: SA00959DE	EMB 505 - FAA
STC#: 2013S01-01	EMB 505 - ANAC
STC#: 2020S04-07	EMB 505 - ANAC
STC#: 10047325	EMB 505 - EASA
STC#: 10072168 Rev. 1	EMB 505 - EASA

The given credit amount has the objective to cover part of the customer expenses with the Concorde battery's STC installation and further batteries replacement. It is based on the provisions customer pays on the Embraer Executive Care program, related to the Gill's (Teledyne) batteries support. The Given credit shall be used in future Embraer Executive Care /Prime Parts service invoices only.

To be eligible for the credit reimbursement, the requirements below must be met.

For STC implementation

- 1 – Customer must inform in advance the Embraer Executive Care team at eec_global@embraer.com, if there is interest to incorporate the Concorde STC upon next Failure of Teledyne's Batteries.
- 2 – Provide evidence (SC Shop Find Report) proving the Teledyne's batteries have failed.
- 3 – Provide evidence (SC Shop Find Report) proving the STC incorporation, including installation date and the new batteries warranty term documentation.

For replacement of previously installed Concorde battery

- 4 - Provide evidence (SC Shop Find Report) proving the Concorde batteries have failed.
- 5 - Provide evidence (SC Shop Find Report) proving the replacement, including installation date and the new batteries warranty term documentation.
- 6 – Provide evidence proving that the failed Concorde battery is no longer under OEM’s standard warranty.
- 7– After documentation provided and eligibility confirmed, a credit based on the Table 1 (TABLE 1: CREDIT REIMBURSEMENT VALUES – USD DOLLAR) will be allocated in customer’s account to be used in next Embraer Executive Care /Prime Parts invoices.
- 8 – Credits will be provided individually, based on each single battery’s Failure confirmation.
- 9 – Current Embraer Executive Care Customers who have already installed the Concorde Battery STC, before the announcement of this credit proposal, are eligible to receive the credit, if the requirements mentioned above are followed.
- 10 - No credit will be provided in case Concorde batteries are under warranty period, in this case the customer is responsible to request replacement directly with Concorde.

Exceptions

Customer who are not enrolled on Embraer Executive Care /Prime Parts program are not eligible for the credit reimbursement, even in case the aircraft is under warranty term.

No credit shall be provided in case Concorde batteries are under warranty period, in this case the customer is responsible to request replacement directly with Concorde.

TABLE 1: CREDIT REIMBURSEMENT AMOUNT (USD DOLLAR):

Phenom 100 credit per battery replacement:	Gill's (Teledyne) PN	Concorde PN	Total Credit
Contracts with Labor coverage:	7639 30LT	RG-390E	\$2,021.31
Contracts without Labor coverage:			\$1,848.81

Phenom 300 credit per battery replacement:	Gill's (Teledyne) PN	Concorde PN	Total Credit
Contracts with Labor coverage:	7639-34	RG-390E/30 RG-380E/44	\$2,248.16
Contracts without Labor coverage:		RG-380E/60L RG-380E/53L	\$2,075.66

Phenom 300 credit per battery replacement:	Gill's (Teledyne) PN	Concorde PN	Total Credit
Contracts with Labor coverage:	7638 48P	RG-390E/30 RG-380E/44	\$2,401.38
Contracts without Labor coverage:	7638-36	RG-380E/60L RG-380E/53L	\$2,228.88

We remain at your disposal if you need any further clarification.

Sincerely,

Paul McCluskey
Head of Embraer Executive Care
Embraer Support and Services
eec_global@embraer.com