

Rhett C. Ross
President



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Dear Valued Customer,

Teledyne Continental Motors (TCM) announced today the voluntary recall of one model cylinder assembly. The affected model is used on 470, 520 and certain 550 series engine models. TCM has determined that the cylinder head casting tool used to manufacture the cylinder head created an area of reduced thickness that may result in a crack after prolonged operation.

This particular tool was used from November 2007 through January 2009. Upon identification of this issue, TCM replaced the tool with tooling that has had no issues. We are currently working diligently to manufacture replacement cylinders to meet both the demands of this recall and normal production needs.

I am writing to let you know not only that we have identified an issue, but that we are taking aggressive action to retire these cylinder assemblies with minimal impact to you and the flying public. Specifically, TCM

1. Established additional shifts and production times to meet expected demand.
2. Established a dedicated Program Manager, Mr. Mike Gifford, to handle this program.
3. Established dedicated Customer Service representatives to handle replacement scheduling and customer questions.
4. Established a dedicated traveling technical team to aid service centers in inspecting and replacing cylinders.
5. Is establishing special regional service sites to increase service responsiveness and quality.
6. Replacement cylinders will be provided at TCM expense.

It is our goal to manage this program responsively and quickly. Our team is contacting you directly if you will be impacted directly. Should you have any questions, I encourage you to contact me at any point in this process.

Sincerely,

Rhett Ross
President