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|  | VSIL No.: | VSIL00001_00 |
| | Revision: | 00 |
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|---------------------------|---|
| Classification: | OPEN |
| Status: | RELEASED |
| Company Name and Address: | FTI Engineering Network GmbH Schmiedestraße 2 15745 Wildau Germany |
| NATO / CAGE | C 9 3 1 3 |
| Remarks: | - |
| No. of Appendices: | 0 |
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SUBJECT: VIM (Vendor Information Manual) Product Support, AOG and Repair Service

1. APPLICABILITY

This Vendor Information Manual is applicable to all end units with their applicable CMM acc. to the repair capability list of the OEM FTI Engineering Network GmbH.






2. PURPOSE


To offer an AOG and repair service in the corresponding regions according to the contractual agreements between FTI and its partners AOG and repair stations and so to improve the service and shorten delivery times.

AOG service for all aircraft types equipped with the OEM's products.


3. DESCRIPTION

Customers / Operators can use the repair stations and AOG services as follows:


| Product Support & AOG SERVICE | CONTACT | | REGION |
|-------------------------------|--|---|------------------------|
| Satair A/S | Address: Satair USA Inc. 3993 Tradeport Blvd. Atlanta, GA 30354 USA  +1 404 675 6333  +1 404 675 6311 Office Hours: Monday - Friday: 8:00 - 5:00 EDT | Address: Satair USA Inc. 11255 NW 106th Street, Bldg 1, Suite 6 Miami, FL 33178 USA  +1 305 863 7620  +1 305 863 7659 Office Hours: Monday - Friday: 7:30 - 4:30 EDT | North America and APAC |
| | AOG (outside office hours):  +1 404 310 1966 | | |

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| Product Support & AOG SERVICE | CONTACT | REGION |
|-------------------------------|--|---|
| FTI Engineering Network GmbH | <p>Address: FTI Engineering Network GmbH Schmiedestr. 2 15745 Wildau Germany</p> <p>Contact: Product Support (Office Time: Monday- Friday 09:00-17:00 MET)</p> <p>☎ +49 700 7777877678 @ customer.services@ftigroup.net</p> <p>AOG:</p> <p>☎ +49 3375 5235 - 110 📠 +49 3375 5235 - 111 @ AOG@ftigroup.net</p> | Worldwide (North America and APAC see above) |

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| Repair Station | CONTACT | REGION |
|---|--|-------------|
| MSI Aircraft Maintenance Services International GmbH & Co. KG | Address: MSI Aircraft Maintenance Services International GmbH & Co. KG Pommernstrasse 8 65428 Ruesselsheim Germany Contact: (Office Time: Monday - Friday 09:00-17:00 MET) ☎ +49 6142 9551 15 📠 +49 6142 9551 11 @ info@msi-air.com AOG: ☎ +49 6142 9551 247 | Europe |
| MSI Aircraft Maintenance Services International, Dubai, UAE | Address: MSI Aircraft Maintenance Services International, Dubai, UAE Jebel Ali, FZS1 BH02 Dubai United Arab Emirates Contact: (Office Time: Sunday - Thursday 09:00-17:00 GMT+4) ☎ +971 4 886 1122 📠 +971 4 886 1121 @ info@msi-air.com AOG: ☎ +971 4 886 1122 | Middle East |

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| Organization of Repairs | CONTACT | REGION |
|------------------------------|--|---|
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