

**Memorandum for Record**  
**Christopher Davis**  
**Technical Support Representative**  
**TCM Mobile, Alabama**

**Albert Murer**  
**Director of Logistics**  
**Quest Diagnostics**  
**Reading, Pennsylvania**

**ERA09LA469**

Mr. Davis was a technical support representative for Teledyne Continental Motors (TCM). On October 27, 2009, Mr. Davis contacted the Quest Diagnostics flight department to advise them of a critical safety-of-flight issue that involved rapid wear of hydraulic lifters in a specific population of engines. TCM made these telephonic notifications in advance of a mandatory service bulletin (MSB09-8A).

Mr. Davis originally spoke to Mr. Bill Miller at Quest Diagnostics, and explained that the affected airplanes should be “grounded.” Later, Mr. Bill Ross, Supervisor of Technical Product Support for TCM, spoke directly to Mr. Albert Murer who was the Director of Logistics for Quest Diagnostics. The affected airplanes in the Quest fleet needed to land at the next available airport, and not continue. TCM guidance was to ground all affected airplanes immediately, and that TCM would compensate individuals for reasonable travel expenses incurred by the inconvenience.

Mr. Murer stated that two airplanes had departed the Reading, PA base, and made it clear to Mr. Ross that this resulted in a gross inconvenience to their operation. He said, “This is killing us.” Mr. Murer went on to say that Quest would have to launch a Lear Jet to make up the time and distance lost by the grounded Beech 58, and asked if TCM would pay for that.

A review of Quest Flight logs revealed that one Beech 58, N1065B, was on the ground at its first stop when the notification came in from TCM. That airplane was held on the ground at that location. The second Beech 58, N525TM, was still in flight at the time of the notification. Instead of instructing the pilot to land at the nearest suitable airport, as advised by TCM, Mr. Murer directed the pilot to divert to a Quest maintenance facility in Lawrenceville, Georgia, several hours past his original destination.

Brian C. Rayner  
Senior Air Safety Investigator