**From:** Darrell Bryan [mailto:dbryan@victoriaclipper.com]   
**Sent:** Tuesday, March 15, 2011 2:35 PM  
**To:** Ingram, Penny (UTC)  
**Subject:** 16 June 2010 Engine Failure

Penny  
  
I have attached some of the e-mail exchanges that took place during the  
period that we were unable to service Friday Harbor due a port main  
engine failure on the "Victoria Clipper III". I believe that you will  
note how aggressively we attempted to minimize its' down time so that we  
could restore service. I am still attempting to determine whether a  
letter was directed to you as required. I will advise you as soon as  
we've reached a conclusion. Thanks again for your assistance, Darrell  
  
Darrell E. Bryan  
President and Chief Executive Officer  
Phone: 206.443.2560 x3303  
2701 Alaskan Way, Pier 69 | Seattle, WA 98121-1199  
Fax: 206.443.2583 \* Reservations: 800.888.2535  
www.ClipperVacations.com  
  
CLIPPER VACATIONS  
YOUR PACIFIC NORTHWEST TRAVEL EXPERTS:  
  
  
  
This message (including any attachments) is intended only for  
the use of the individual or entity to which it is addressed and  
may contain information that is non-public, proprietary,  
privileged, confidential, and exempt from disclosure under  
applicable law or may constitute as attorney work product.  
If you are not the intended recipient, you are hereby notified  
that any use, dissemination, distribution, or copying of this  
communication is strictly prohibited. If you have received this  
communication in error, notify us immediately by telephone and  
(i) destroy this message if a facsimile or (ii) delete this message  
immediately if this is an electronic communication.  
  
Thank you.