

2015 CORPORATE AIRCRAFT PRODUCT SUPPORT SURVEY

Jets: 1 Embraer, 2 Gulfstream, 3 Citation-Textron, 4 Dassault, 5 Bombardier, 6 Hawker Beech- TPs: 1 Pilatus, 2 Daher, 3 Beech, 4 Piper, 5 Cessna.

Pro Pilot staff report
Data compiled by Conklin & de Decker

It's been said the whole world is divided into 2 groups of people – those who care and those who don't care. This *Pro Pilot* Corporate Aircraft Product Support Survey measures those who care the most about customer satisfaction in aftersale service.

With design of the *Pro Pilot* survey form it isn't how many replies are received but the scores earned in the 7 categories. Hence a smaller aircraft company can compete on par with a larger one. The system works. And to oversee its validity we use the services of Conklin & de Decker.

Jets

Embraer won this PP survey for the 1st time this year. They've worked hard and have come close before but clinched it for 2015. Nosing out Gulfstream was no easy task but they did it.

Gulfstream continues to have outstanding service for its operators worldwide and is known for its extra efforts in customer care which include its FAST service of aircraft and trucks.

Citation was #1 in 2002, 2005 and 2010 and showed the great product support of its team. Textron is now expanding Citation service at its centers with more techs, increased parts supply and is going to have more MSUs.

Dassault now has a Falcon Response program that employs Falcon 900s to

fly parts and techs plus speeds exec pax onto their destinations. Dassault has also increased inventory of parts and cut prices on spares.

Bombardier scoring 5th is striving to have better product support. But they've had some management changes that have recently taken place and we can hope and expect that the Canadian OEM will have better scores in future surveys.

Hawker Beech rounding up the survey in the jet ranking is also working hard to service operators.

HB has lost some good service techs that will be replaced, we are told, by Textron.

Turboprops

Pilatus continues to be the winner for the past 14 years since the TP division was started.

Daher has been a strong #2 TP mfr. **Beech** scores 3rd this year in TPs with it's King Air series.

Piper moved to 4th from 5th this year. **Cessna** with the Caravan and out-of-production twin-TPs placed 5th. □

2015/2014 OEM comparison

Manufacturers	Responses	Company response time			Spares availability			Cost of parts		
		2015	2014	Dif	2015	2014	Dif	2015	2014	Dif
Jets										
Embraer	66	8.72	8.38	0.34	8.21	7.75	0.46	7.88	7.31	0.57
Gulfstream	288	8.83	8.73	0.10	8.31	8.42	-0.11	6.27	6.35	-0.08
Cessna Citation	375	8.36	8.44	-0.08	8.09	8.19	-0.10	6.46	6.61	-0.15
Dassault	194	8.18	8.06	0.12	8.14	7.68	0.46	6.20	6.07	0.13
Bombardier	282	7.87	8.09	-0.22	7.55	7.59	-0.04	6.21	6.21	0.00
Hawker Beechcraft	118	7.35	6.94	0.41	6.59	6.62	-0.03	5.57	5.31	0.26
Turboprops										
Pilatus	84	8.54	8.35	0.19	8.47	8.18	0.29	6.75	6.24	0.51
Daher	46	8.34	8.43	-0.09	8.02	7.81	0.21	6.00	6.16	-0.16
Beechcraft	148	7.92	7.88	0.04	7.76	7.63	0.13	5.71	5.79	-0.08
Piper	29	6.92	6.77	0.15	6.63	6.32	0.31	6.30	5.77	0.53
Cessna	25	7.13	7.87	-0.74	7.00	7.16	-0.16	5.05	5.08	-0.03

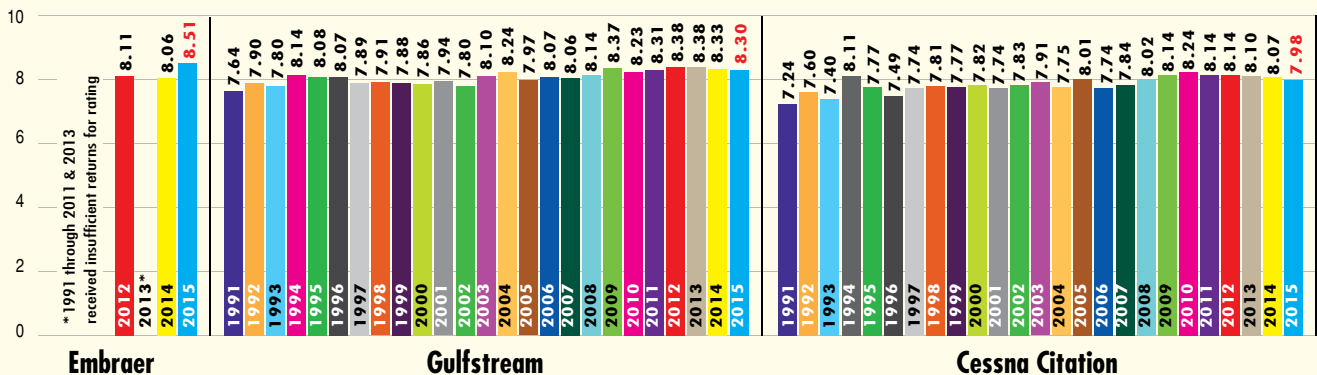
2015 Pro Pilot Corporate Aircraft Product Support Survey

*no rating for years indicated

Jets

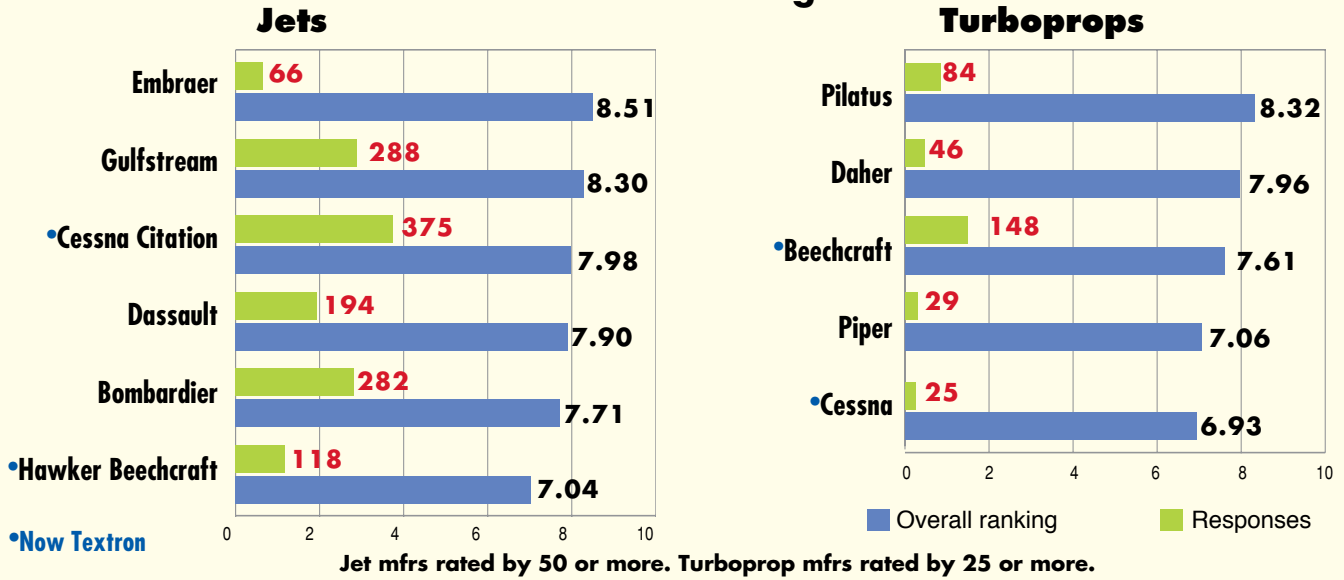
25 years of surveys for turbine

Comparison of overall average scores



2015 Pro Pilot Corporate Aircraft Product Support Survey

Overall ranking

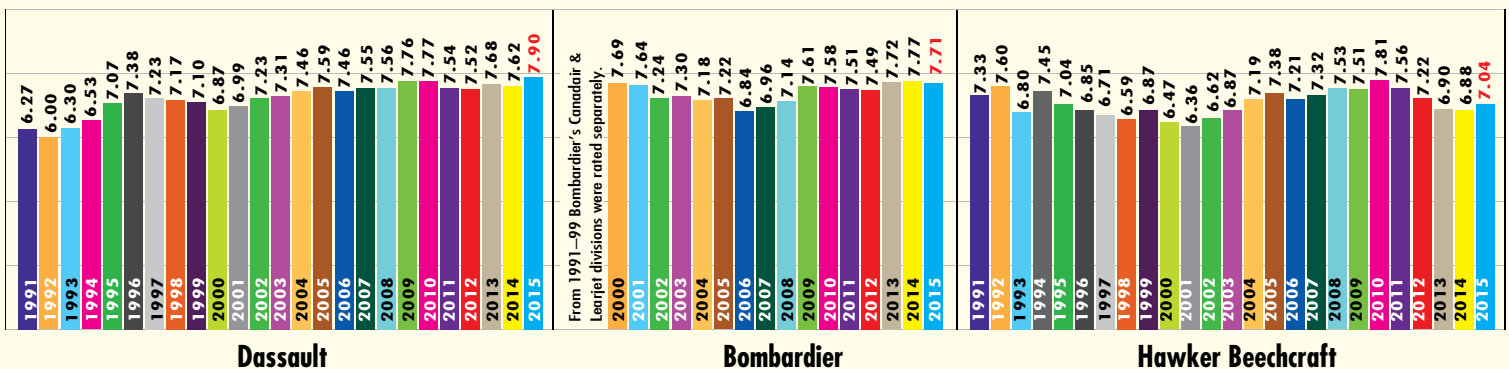


support scores for corporate jets and turboprops

Manufacturers	Speed in AOG service			Tech manuals			Tech reps			Service satisfaction			Overall scores		
	2015	2014	Dif	2015	2014	Dif	2015	2014	Dif	2015	2014	Dif	2015	2014	Dif
Jets															
Embraer	8.44	8.18	0.26	8.60	8.14	0.46	8.92	8.39	0.53	8.83	8.29	0.54	8.51	8.06	0.45
Gulfstream	8.68	8.68	0.00	8.50	8.52	-0.02	8.91	8.94	-0.03	8.61	8.68	-0.07	8.30	8.33	-0.03
Cessna Citation	8.14	8.28	-0.14	8.18	8.22	-0.04	8.41	8.46	-0.05	8.20	8.27	-0.07	7.98	8.07	-0.09
Dassault	8.15	7.79	0.36	7.94	7.60	0.34	8.57	8.18	0.39	8.13	7.94	0.19	7.90	7.62	0.28
Bombardier	7.88	7.83	0.05	8.05	8.03	0.02	8.54	8.64	-0.10	7.88	8.00	-0.12	7.71	7.77	-0.06
Hawker Beechcraft	6.86	6.69	0.17	7.73	7.62	0.11	7.79	7.76	0.03	7.40	7.19	0.21	7.04	6.88	0.16
Turboprops															
Pilatus	8.51	8.25	0.26	8.52	8.43	0.09	8.77	8.57	0.20	8.70	8.47	0.23	8.32	8.07	0.25
Daher	7.85	8.03	-0.18	8.60	8.69	-0.09	8.62	8.50	0.12	8.31	8.46	-0.15	7.96	8.01	-0.05
Beechcraft	7.62	7.82	-0.20	8.04	8.01	0.03	8.26	8.20	0.06	7.93	7.96	-0.03	7.61	7.61	0.00
Piper	6.95	6.70	0.25	7.82	7.20	0.62	7.30	7.21	0.09	7.52	7.13	0.39	7.06	6.73	0.33
Cessna	7.05	6.87	0.18	7.55	8.04	-0.49	7.70	7.71	-0.01	7.05	7.80	-0.75	6.93	7.22	-0.29

corporate aircraft manufacturers rated 1991-2015

From 1991-2001 rating included both jet and turboprop



2015 scores by product division for jets and turboprops

Manufacturer	Responses	Company response time	Spares availability	Cost of parts	Speed in AOG service	Tech manuals	Tech reps	Service satisfaction	Overall average
Jets									
Bombardier									
Challenger/Global Express	194	7.85	7.51	6.30	7.84	8.02	8.49	7.91	7.70
Learjet	100	7.93	7.59	5.99	8.00	8.10	8.54	7.80	7.71
Cessna									
Citation	375	8.36	8.09	6.46	8.14	8.18	8.41	8.20	7.98
Gulfstream									
GII-V, G300-650	236	8.88	8.42	6.30	8.83	8.61	8.98	8.69	8.39
IAI-1125/G100-G280	66	8.62	7.85	6.19	8.20	8.03	8.69	8.31	7.98
Hawker Beechcraft									
Beechjet	22	7.27	6.50	5.05	6.38	7.67	7.81	7.32	6.86
Hawker	78	7.45	6.68	5.73	7.04	7.61	7.91	7.44	7.12
Premier I	18	7.06	6.33	5.50	6.71	8.38	7.28	7.33	6.94
Turboprops									
Cessna									
Caravan, Conquest	25	7.13	7.00	5.05	7.05	7.55	7.70	7.05	6.93
Beechcraft									
King Air	148	7.92	7.76	5.71	7.62	8.04	8.26	7.93	7.61

Some respondents rated 1 corporate manufacturer with 2 type of aircraft. (eg. Bombardier for a Challenger 604 and for a Learjet 45). Because of this, there is a small difference between total responses for the overall rankings by type of aircraft for the divisions.

Methodology

For the 25th year *Pro Pilot* has used a paper questionnaire to ask corporate turbine aircraft operators to rate the quality of aftersale service provided by aircraft manufacturers. This is the 14th year that jet and turboprop aircraft support has been rated in different divisions. The survey form lists 7 categories—company response time, spares availability, cost of parts, speed in AOG service, tech manuals, tech reps and service satisfaction.

During May 2015 a target mailing of 8993 survey forms was sent out to a random selection of corporate operators from the *Pro Pilot* subscription list. A supplemental mailing of 556 forms was mailed to other turbine aircraft operators.

A total of 1877 survey forms, representing a 20% return, came back to the *Pro Pilot* office before the July 29 cutoff date. A total of 1409 were proper-

ly filled out, providing a total of 1712 line evaluations with 1360 for the jet division and 352 for the turboprop division. A total of 468 survey forms were disqualified due to inconsistencies, errors, duplications, lack of signature or lateness.

On March 14, 2014 Textron acquired Beech Holdings LLC, the parent company of Beechcraft Corp, and it brought together Cessna and Hawker Beechcraft under one entity, Textron Aviation. Textron Aviation is now responsible for Cessna, Beechcraft and Hawker. *Pro Pilot's* policy is to rate newly-acquired product lines separately for 3 years. Therefore according to *Pro Pilot* rules, Cessna and Hawker Beechcraft are being rated separately this year.

Pro Pilot survey rules required a minimum of 50 evaluations to rank in the jet division. A total of 6 manufacturers met the criteria and therefore were rated in the survey—Bombardier, Cessna, Dassault, Embraer, Gulfstream and Hawker Beechcraft. Other manufacturers that received evaluations but not enough were Airbus (6 evaluations), Boeing (17), Dornier (1), Eclipse (3), Worthington Aviation/Westwind (3) and Sabreliner (7).

A minimum requirement of 25 evaluations was needed for ranking in the turboprop division. Only 5 manufacturers of TP aircraft met the criteria—Cessna, Daher, Beechcraft, Pilatus and Piper. Other TP manufacturers received evaluations but not enough for ranking—Aero Commander (5 evaluations), Dornier (1), Fairchild/Swearingen (2), Mitsubishi (9), Piaggio (1) and Viking (2).

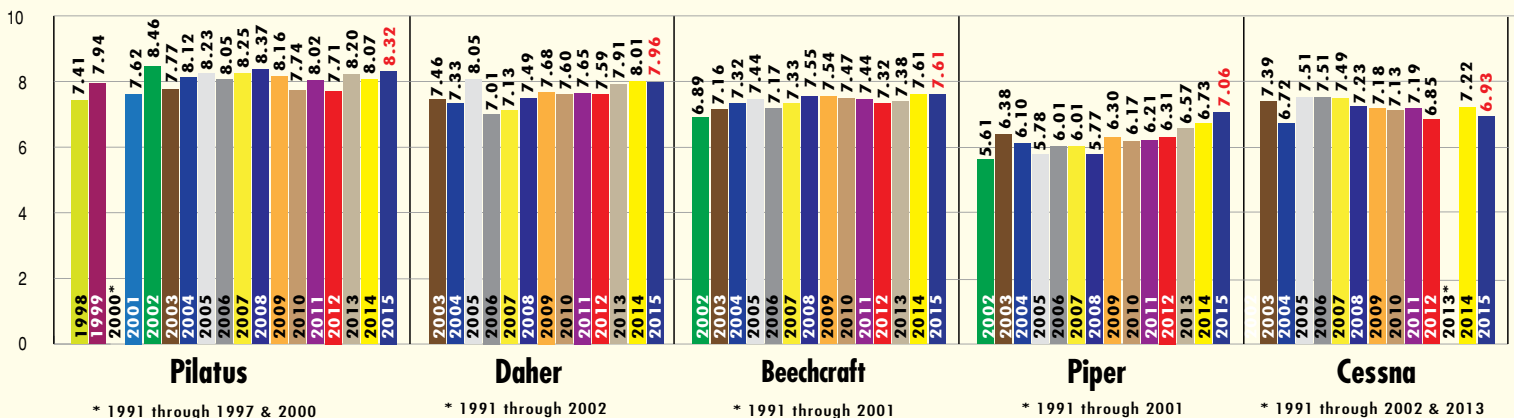
Respondents were asked to rate corporate aircraft OEMs on a scale of 1 (poor) to 10 (excellent) within each of the 7 categories. Conklin & de Deckler of Arlington TX acted as research agent and performed the independent data analysis.

2015 Pro Pilot Corporate Aircraft Product Support Survey

Turboprops

Comparison of overall average scores

*no rating for years indicated





Embraer Senior VP Customer Support and Services Worldwide
Waldir Gomes Gonçalves.
He has 28 years of experience at Embraer and can be reached at

+55 12 3927 2651 or via e-mail at waldir.goncalves@embraer.com.br.

Being operators of a Phenom 300 we couldn't be happier with the airplane and the support we have received from Embraer. Attention from Embraer is always good and seems to get better every year. Our Phenom 300 is a first-rate aircraft built by a company that demonstrates customer appreciation.

Jay Oberholte
 ATP/CFII. Phenom 300
 President
 Farsight Technologies
 Big Bear Lake CA

Embraer's foray into bizjet design, production and service has been well received by aircraft owners and operators. We can attest to being very pleased with the solid performance of the Phenom 100 we fly and the outstanding product support that stands behind the airplane.

John Wood
 ATP/CFI. Phenom 100
 Member
 Bedford Jetflight
 Concord MA

Product support provided by Embraer keeps improving. As a Phenom 300 operator we've noticed its gotten better for us in just the last 6 months. We're receiving more attention. Embraer is getting educated to the needs of Part 91 corporate operators after initially being focused on the Part 121 regional airliner market. Embraer needs to realize that bizjet operators often have only 1 airplane and have no backup planes like an airline so they hate to wait for parts.

Ryan Blanchard
 ATP/CFII. Phenom 300
 Captain
 Luck Companies
 Richmond VA

At a time when I wasn't flying but was in my office, I received an air-to-ground phone call from other pilots aboard our Phenom 300. They reported a rapidly climbing temp on the monitor for the ram air valve as they were over ELP (El Paso TX) enroute from SJT (San Angelo TX) to PHX (Phoenix AZ). In turn I called the Embraer 24/7 Customer Support Contact Center and described the issue to them. Within 5 minutes the Embraer Customer Maintenance Support Rep Frank Layaoen at IWA (Mesa AZ) contacted me to discuss a plan of action. I called the crew back and diverted our Phenom 300 to IWA. Frank Layaoen arranged alternate air transportation for 2 of my executive passengers to go on after landing to make their meeting on time and arranged additional assistance for the remaining passengers to eat and have a place to hang out at the service center. He had a full team waiting on the airplane as it landed and called me to acknowledge safe arrival. In Mesa he drove my passengers around in his car while the fix was being made. Replacement parts were available and the service team jumped on our Phenom 300 to quickly return the aircraft to flight status. Before releasing the airplane Frank and his crew made a full inspection and by phone kept me informed. No other problems have since occurred and we're very happy with our Phenom 300 and the backup service received. If and when we decide to buy another corporate jet it will be another Embraer.

Gary Sides
 ATP. Phenom 300
 Chief Pilot
 Shamrock Capital
 San Angelo TX

Seems that Embraer's understanding of the way to please customers in the business jet market is constantly improving. But parts availability continues to plague the company as its Achilles heel. Lack of parts for us is frustrating when you note that here we are in Miami located only 30 miles south of a main FLL Embraer service center. But even though I criticize the parts availability I must admit that both our Legacy 600 and Phenom 300 are reliable and robust aircraft. Our Embraer CSR for the Legacy is Ashok Kapadia and the Phenom CSR is Gilbert Gonzalez. They are 2 of the finest tech reps I've found in this bizav industry.

Carlos Cortes
 ATP. Legacy 600 & Phenom 300
 Chief Pilot
 Leon Air
 Miami FL

Can't complain. We are extremely pleased with our Phenoms, a 300 and a 100. And the aftersale service has been consistently fantastic. This is a company with a lot of dedication to the customer so that the operator is happy.

Charles Parker
 ATP. Embraer 300/100
 Captain
 Executive Flight Service
 Roanoke TX

Have to say that Embraer has been the most customer centric aircraft manufacturer I've ever worked with. I've been their customer for 5 years now and our experience with our Phenom 100 has been very satisfying with both the airplane and the service. Each experience surpasses the last one.

Hans Barbachano
 ATP/Helo. Phenom 100
 Pilot
 N500TB
 Miami FL

Igive Embraer high scores across the board. Embraer's product support team is very responsive. This OEM works constantly to improve their products and their continuing appreciation for their customers. They produce good products and they don't forget you after you buy the airplane.

Michael Alper
 ATP. Phenom 100
 President
 MMA Consulting
 Chestnut Hill MA

Support for our Phenom 100 has been phenomenal. No AOG situations in the last 2 years. And the mx center we frequent at BDL (Bradley, Windsor Locks CT) has factory-trained techs ready to help us whenever we call. Sean Petersen and Tony Janicki are wonderful to work with.

Tiron Pechet
 ATP/CFII. Phenom 100
 Owner Pilot
 Jetscape
 Cambridge MA

We fly a Phenom 100 and like it a lot. I'm also very satisfied with the backup service, especially the maintenance received at Embraer BDL (Windsor Locks CT). This facility is top notch. The entire staff treats us like family.

William Midon
 Comm-Multi-Inst/Helo. Phenom 100
 Chairman & CEO
 Intervest International
 Concord MA



Gulfstream Product Support President Derek Zimmerman was formerly the company's VP of customer support and VP of product support materials. He can be reached at 912-395-0856,

fax 912-963-6092 or via e-mail at derek.zimmerman@gulfstream.com.

Gulfstream provides unparalleled support worldwide. And combined with our highly dependable Gulfstream V, the superior level of aftersale service that this aircraft manufacturer is famous for allows us to meet 99.9% of our planned missions.

Nitish Iyengar
ATP, Gulfstream V
Captain
Oceanic Services
San Diego CA

We're pleased with the good product support provided by Gulfstream. However it fluctuates up and down the same as with the aftersale service provided to customers from many of the other aircraft manufacturers. I'd like to salute our Gulfstream FSR Larry Knox who gives us a lot of attention and works closely with us. On backup service I think it pretty much boils down to "you get as you give" because I think having good service on an airplane is a joint effort between the operator and the aircraft manufacturer.

John Leder
A&P, Gulfstream G450/G280
Mgr Aviation Mx
Dominion Resources
Amelia Court House VA

Being AOG in a small town in Alaska with 2 generators out we were immeasurably happy when Gulfstream launched its 24/7 FAST parts plane to save us. Talk about rapid response, they couldn't have done it any faster. Sometimes trouble comes in pairs and the next week we were AOG in Gander and, sure enough, we received the same excellent response from the FAST team. Thank you Gulfstream for keeping us up in the air by having super support for our fine performing GIV.

Jaime Metzger
ATP/CFII, Gulfstream IV
Captain
Midwest Aviation
Harlan IA

Looking back on our flight ops conducted with a pair of very reliable Gulfstreams, a V and a G550, we have not missed a single planned trip because of pop up problems or mechanical difficulties. Gulfstream service has always been there for us. For example there was the time when one of our aircraft was AOG and Gulfstream moved heaven and earth on a high priority basis to get us back in the air. And they did.

Jeff Jacober
ATP, Gulfstream V/G550
Chief Pilot
Renco Group
Bensalem PA

On a recent trip to the East Coast we had several flights to perform for a client. The first one was over to Europe and while taxiing out with 12 hrs of fuel and 8 pax on board the "park brake on" message came up even though we were quite sure we were taxiing with the parking brake off. But we heeded the lighted message and taxied back to the ramp. Gulfstream FAST team arrived within 8 hrs and fixed the problem. We had a 24-hr delay but we were able to complete the trip. A week later we had a mysterious MED door open during the night while the aircraft had been locked and was sitting on the ramp. Within 6 hrs the FAST team was deployed again. The Gulfstream G150 arrived with an "A team" of well-qualified technicians, Nathan Krall and David Seale. They found the problem in short order and quickly fixed it. Even though we missed 1 trip we were able to meet the client needs for another trip to Europe. If it wasn't for the outstanding response and service from Gulfstream's FAST team we would have missed a significant portion of the trips for this client.

Darren Paul
ATP/CFII/A&P, Gulfstream G650 & Global Express
Captain
Executive Jet Management
Cincinnati OH

Product support from Gulfstream is really great, 2nd to none. But I must admit that parts pricing has become an issue. In our flight department we're always trying our best to justify our costs to top management so it would help if parts were priced more fairly.

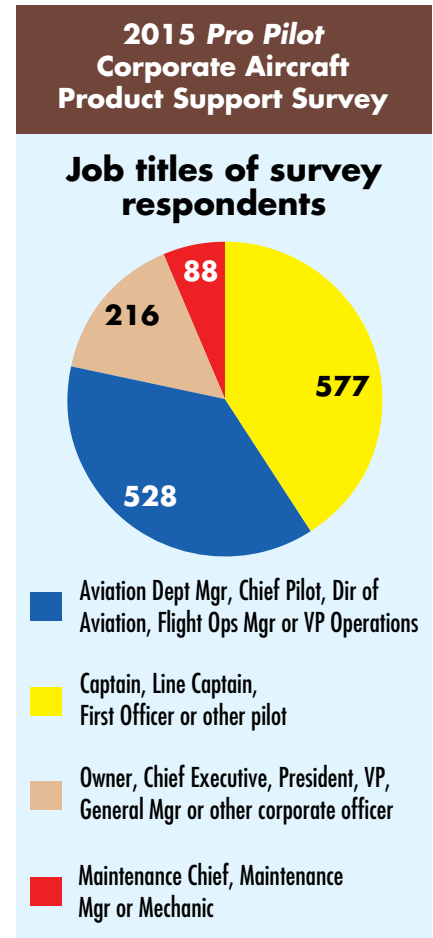
Peter Vedel
ATP, Gulfstream G550
Sr Captain
Seminole Tribe of Florida
Naples FL

With over 30 years of flying experience and 17,000 hours in my log, the Gulfstream G550 we're now flying ranks as the best supported aircraft I've ever been involved with. It's a joy to fly and company backup is excellent.

Ken Norman
ATP, Gulfstream G550
Chief Pilot
Little Aviation Pty
Attwood, Victoria, Australia

Flight mission assignments for our company take us worldwide and often to some pretty obscure destinations. But we know Gulfstream service follows us everywhere and will support our G650 and G550 wherever we are. Gulfstream has made the backup commitment with the providing of their airborne and ground vehicle FAST teams and parts initiatives along with a worldwide network of tech reps, facilities and spares locations. We've enjoyed outstanding aftersale support from Gulfstream in some unlikely out-of-the-way locations.

Patrick Wiens
ATP/CFII/A&P, Gulfstream G650/G550
Asst Chief Pilot
Occidental Petroleum
Bakersfield CA



Cessna Citation
(now Textron Aviation)



As Textron Aviation Senior VP for Customer Service Brad Thress is responsible for all aftermarket service and support for the 3 aircraft lines of Beechcraft, Cessna and Hawker. He can be

reached at 316-517-0349 or by e-mail at bthress@txtav.com.

Support for our CJ4 from Cessna has been very solid overall. Company response time, the speed received when AOG and the Citation tech rep helpfulness have been especially good. We're quite satisfied.

Dwight Kroger
ATP, Citation CJ4
Chief Pilot
VT Industries
Sioux City IA

We have always received timely and very good service from Cessna, especially when it has been an AOG situation. Quick dispatch from Cessna of their mobile units when needed have been especially helpful and have served us very well.

Ben Bagnall
ATP/CFII/A&P, Citation Excel
Chief Pilot
Arizona-Kentucky LLC
Portsmouth OH

The response we have received from Cessna via its MSU (Mobile Service Unit) program has been excellent. I'm happy to learn that they're expanding their MSU service over the next 3 years to cover a wider area with more units. That's great!

Jim Oliver
ATP, Citation CJ3
Pilot
Will-Flite Aviation
Keithville LA

Recently our Citation Excel went through a major overhaul. The airplane came out like new. Cessna gave us fantastic support at the Milwaukee Citation Service Center. We're happy with the airplane and the backup from Cessna.

Brian Bockholt
ATP/CFI, Citation Excel
Chief Pilot
Briggs & Stratton
Waukesha WI

Our Cessna CJ2 continues to be a bulletproof aircraft. It does every job we ask of it and we fly it a lot with great confidence. Citation customer support is really outstanding. We especially like the mobile service units because they come with everything needed to do the job and Cessna dispatches them quickly after we call.

Collin Smith
ATP, Citation CJ2
Contract Pilot
Collin Smith Pilot Services
Bakersfield CA

Let me say that I'm extremely satisfied with the service provided by Cessna. When I delivered our CJ3 to the Citation Service Center I stated what my expectations were very clearly. I'm happy to say that the tech team followed through in great detail. I find Citation Service Center costs are a bit high when compared to other independent maintenance providers but their work is exemplary.

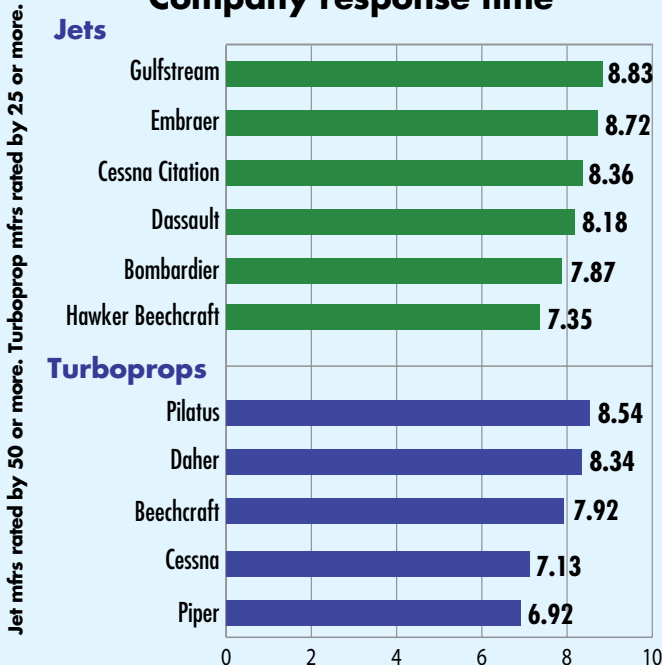
Michael Herman
Comm-Multi-Inst/CFII, Citation CJ3
Owner & Chief Pilot
Bear Air
San Diego CA

Here at Auburn we've operated Citations for the past 15 years. They're a perfect fit for our missions. Flexibility in flight and strong reliability are hallmarks of Citations. And another key reason we've stayed as a Citation customer has been the service after the sale. We're pleased with the package of Citation service bases, MSU mobile service vehicles and knowledgeable reps that are responsive to our needs, especially during AOG situations. This dedicated service coupled with plenty of spares and well-trained techs under CESCO has created an umbrella of coverage we appreciate.

Ron Pilz
ATP, Citation CJ2/CJ3
Dir Air Transportation
Auburn University
Auburn AL

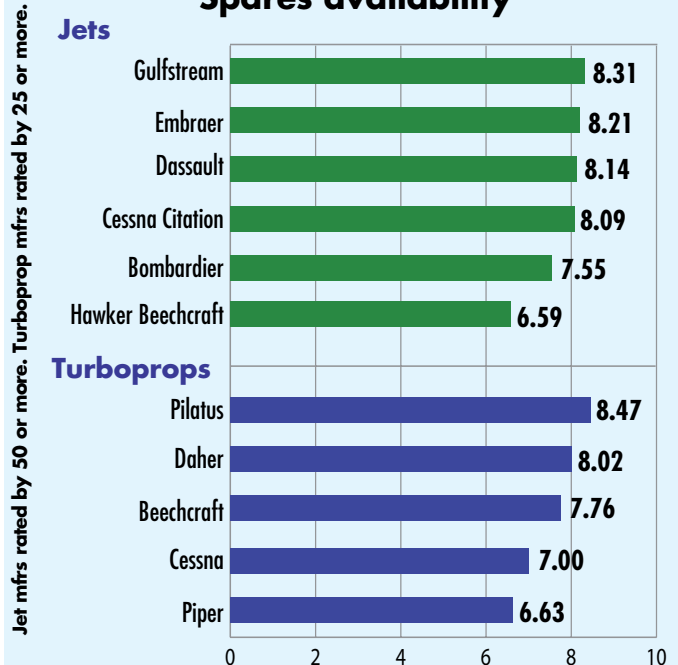
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Company response time



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Spares availability



I applaud Textron for recently increasing access for operators of out-of-production Citations to free tech pubs covering older aircraft and also making available technical videos and webinars for operators of legacy models. Having ready availability to this no-charge tech info helps us a lot in solving mx problems, reducing service time and cutting costs.

Flavio Lora
ATP. Citation CE650
Captain
CEAGRO
Campinas, Brazil

After landing our CJ4 at SGU (St George Municipal Airport, St George UT) we discovered we had fuel pooling out on the ground under our right engine. We called Citation service for assistance and Cessna's MSU showed up the next day with trained techs and complete equipment to do the fix. The Citation techs did an inspection of the aircraft including both fuel tanks in the wings and then subsequently repaired the problem tank. The repair was perfect and we made it back home in time for dinner that same night. Magnificent product support from Cessna.

Rex Heyns
ATP/CFII. Citation CJ4
& Mustang
Captain
Corporate Air Services
North Salt Lake UT

Dassault



Dassault Senior VP for Worldwide Customer Service Jacques Chauvet is based in Saint-Cloud, France. Falcon support personnel are positioned around the globe to provide Falcon

operators with 24/7 AOG, technical, ops and spare parts services. Chauvet can be contacted by phone at 3314-711-6194, by fax at 3314-711-6554 or by e-mail at jacques.chauvet@dassault-aviation.com.

Dassault has made great strides in improving customer service in the last few years. New programs, including Falcon Jet flight documents online, more available parts at lower cost, faster AOG service, and the Falcon Response Program are firm commitments from the company showing increased attention to their customers.

Tom Gaydos
ATP/A&P. Falcon 50EX
Dir Flt Ops
Federal Mogul
Waterford MI

Catch-up is hard to do but we can certainly see Dassault now making a strong effort to match or surpass the good product support scores of other long range corporate jet manufacturers. Backup is better now but cost of

parts and bill-back charges are still high. Field service reps are absolutely amazing and a vital part of the Dassault support system. Reliability of our 900EX is near perfection plus we also have the willingness of Dassault field techs going to great lengths to keep our Falcon flying.

Chad Kale
ATP/CFII/A&P. Falcon 900EX
DOM/Pilot
Bear Cub Aviation
Laurel MT

Nice to see the extra push from Dassault. They're making remarkable efforts to improve product support for their Falcons. We welcome the company's progress in taking customer service to the next level. Beautiful aircraft designs and super support.

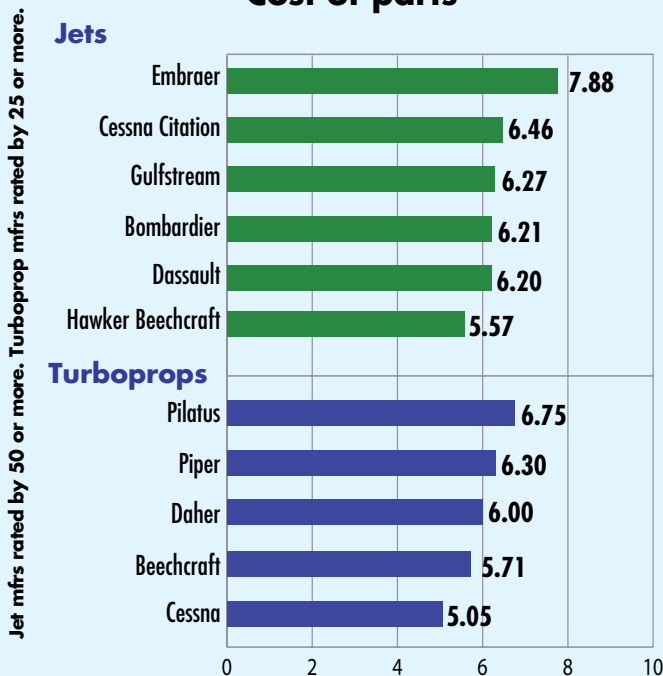
George Afordakos
A&P. Falcon 2000/EX/900EX EASy
Dir of Maintenance
Comcast
Philadelphia PA

Falcons are very well built and fly great. They know quite well how to build and support their fine business jets. Acquisition price for Falcons along with parts and repairs are costly. But then again once you buy the Dassault product you have bought into the Dassault family and you are well treated.

Robert Bordes
ATP. Falcon 2000EX
Aviation Mgr
Tidewater
New Orleans LA

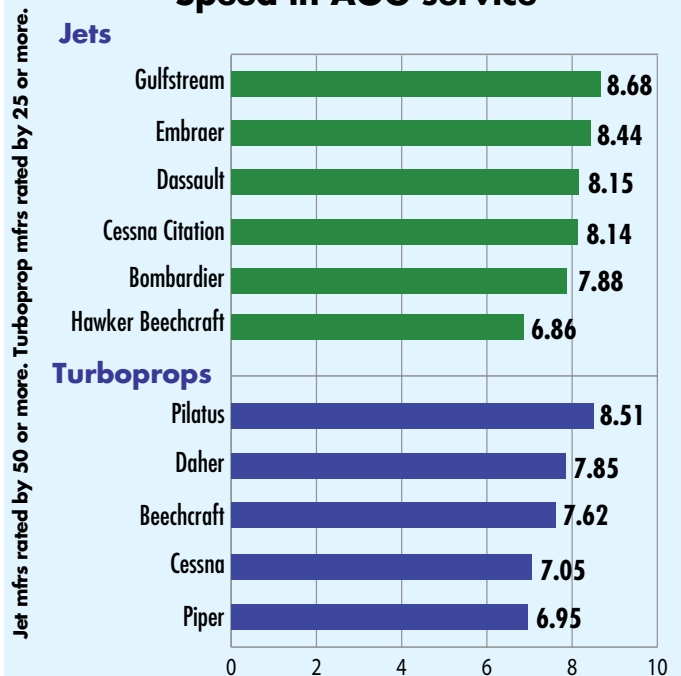
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Cost of parts



2015 Pro Pilot Corporate Aircraft Product Support Survey

Speed in AOG service



Flying our company Falcon 2000EX EASy has been a joy. From a lot of experience flying Falcons I can say that Dassault builds very sound, efficient and reliable aircraft. Also when service has been needed we have received on-time, knowledgeable and efficient backup. Additionally, it's clear Dassault is on the move to further improve their outstanding product support.

Eric Bossard
ATP/CFII. Dassault 2000EX EASy
Flight Dept Mgr
BASF Corp
Morristown NJ

I am a satisfied customer because our Falcon 2000LX is a fine flying machine and we are well looked after by Dassault. Since the acquisition of the aircraft we have had Jean Claud Bach as our CSM. He's become practically a regular member of our flight dept since he's here so often. We depend upon him for technical expertise. His desire to assist us is certainly worthy of praise. While Dassault's time in delivering parts has been good, we would like to see even faster factory follow-up and reduced prices for parts. But with a superior aircraft from the manufacturer and outstanding service from Jean Claud Bach as our tech rep, we're really quite happy.

Omer Sagi
ATP. Falcon 2000LX
Captain
Lodgings 2000/Alrov Group
Tel-Aviv, Israel

For the past 12 years we've been operating a Falcon 20-5. While it's quite an old aircraft it continues to be a good flying and very reliable business jet and we have never had an AOG situation with it. We have no complaints in regard to support and attention from Dassault.

Mike Massell
ATP. Falcon 20-5
Chief Pilot
CRST Intl
Cedar Rapids IA

Backup support from Dassault for our Falcon 2000LXS and 50EX have been excellent. Although the 50EX is out of production, the support for this airplane along with attention to our needs for the 2000LXS have been remarkably good. No complaints.

Jean-Jaques Quenivet
ATP. Falcon 2000LXS/50EX
Deputy Mgr & Captain
Michelin Air Services
Clermont Ferrand, Cedex, France

Bombardier



**Bombardier
Business Aircraft
VP & Gen Mgr
Customer Services
Andy Nureddin
can be reached
by phone at
514-855-8307,
fax 514-855-7818,
or use his
e-mail of**

andy.nureddin@aero.bombardier.com.

Our Global 6000s work very hard. They are very reliable but have had some issues with the cabin trim and equipment. However, Bombardier's support is very good.

Trevor Jones
ATP/CFII. Global 6000
Training Captain
NetJets Europe
Uxbridge, England

Bombardier's customer support improves every year. The company has adopted a very proactive program to support the Global 6000 and resolve in-service problems. The company's support base in Singapore and its tech reps make the Asian operating environment easier for Bombardier customers.

Charles Hunt
ATP. Global 6000
Corp Av Mgr
TAG Asia
Hong Kong, China

Working with Bombardier Tech Rep Dean Eecheate is a pleasure. He's one of the best field tech reps in the business. He answers our phone calls and e-mails promptly and always gives us good information. His knowledge of Bombardier products, especially our Learjet 45, is nothing short of phenomenal.

Keith Cook
ATP/CFI. Learjet 45
Chief Pilot
Basler Electric
Worden IL

For the most part Bombardier's responsiveness to our service needs has been good. But on the occasion of an AOG situation about 8 months ago it took several calls to obtain company assistance.

Derreck Walters
ATP/CFII. Learjet 60
Chief Pilot
DW Morgan
Belmont CA

In support of our Challenger 300, Bombardier has done a good job. They're above average in the areas of AOG service, company response and technical expertise. I know the Bombardier product support team feels strongly about pleasing their customers. It's evident that they strive to have great backup for quality products. However, some improvements could be made in the availability of spare parts and tech pubs. But certainly when asked if I would recommend buying another Bombardier aircraft for our company, the answer would be a strong "Yes."

Vincent Colangeli
A&P. Challenger 300
Aircraft Mx Engineer
Sunwest Aviation
Calgary AB, Canada

Allow me to give kudos to Brett Jones who is our Bombardier tech rep. He has done an outstanding job of supporting our 604. Our in-house mx dept has a great relationship with Brett and together they have worked to ensure that no unscheduled maintenance event will keep us from meeting our flight schedule. Along with other knowledgeable and dedicated personnel at Bombardier, Tech Rep Brett Jones takes his job very seriously.

Elton Fowler
ATP. Challenger 604
Chief Pilot
Jim Wilson & Associates
Montgomery AL

Our Challenger 300 is over 7 years old. Product support from Bombardier has been very good so that in the past 7 years we needed to delay only 1 scheduled mission because of maintenance needs. Overall our Challenger 300 is a very reliable and smooth flying machine. We conduct all of our maintenance activity at the Bombardier service center at Tucson and we are very pleased with those folks.

Andy Hansen
ATP. Challenger 300
Chief Pilot
Lusardi Construction
San Marcos CA

Here in Australia we have received excellent product support from Bombardier and its outstanding field representatives.

Peter Mathew
ATP. Global Express
Pilot
Gandel Investments
North Essendon, Victoria, Australia

Those of us who fly the Hawker 4000 understand we can't have successful flight ops without dedicated support from the manufacturer as well as cooperation among fellow opera-

tors. We also need to be resourceful in our service needs. Sometimes we must work with maintenance activities serving competitors. But overall I love our Hawker 4000. It's a great performer. My experience has been that the design strengths and good flight characteristics of the Hawker 4000 are appreciated by other pilots and own-

ers as well. Of course since it's out of production it takes some extra effort to ensure service needs are met and there can be headaches in the process.

Gary Grommet
ATP, Hawker 4000
Dir Flt Ops
GAL Aerospace
Wichita KS

Being backed up by an excellent service center such as Beechcraft AGB (Augsburg, Germany) operating our Premier IA is no problem at all. We've received exceptional support.

Thomas Schaad
ATP, Premier IA
CEO
DiaMair
Biberist, Switzerland

Very satisfied with Hawker Beechcraft. Our Hawker 800XP is a dependable aircraft backed up by superb product support from Textron.

R F Risher
ATP/CFII, Hawker 800XP
Chief Pilot
Zenith National
Poway CA

Even though Hawker Beechcraft has had their difficulties leading to the Textron acquisition, we continue to receive good backup for our hard-working Beechjet 400. We're able to get good service and obtain needed parts. But prices for spares have escalated.

Gary Blessing
ATP/CFII, Beechjet 400
Chief Pilot
21st Century Oncology
Fort Myers FL

We operate a Beechjet 400A. And when we've needed AOG support from Hawker Beechcraft it has been a bit slow. On the other hand their quality of service is 2nd to none.

Corey Lynch
ATP, Beechjet 400A
Aircraft Manager
Alden Aviation Management
Bartlett TN

I've heard some rumors that Premier IA operators have had trouble obtaining spare parts. That certainly is not true for our 2009 model. We're pleased with this aircraft and the support received from Textron.

Ed Kuchar
ATP/Helo, Premier IA & Bell 407
VP
Franed Corp
Bath OH

Pro Pilot is an interactive magazine. Reader participation in our surveys is essential. Hence, please fill out this survey to stay on the subscription list.

PROFESSIONAL PILOT
30 S Quaker Lane, Ste 300 Alexandria VA 22314

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PP Corporate Turbine Aircraft Manufacturers Product Support Survey
measures your satisfaction or dissatisfaction with aftersale service provided by aircraft mfrs.

2015 CORPORATE TURBINE AIRCRAFT MANUFACTURERS PRODUCT SUPPORT SURVEY

Your response, with scores and comments, needs to be based on 1st-hand experience in the **past 2 years only.**

Rate aircraft in 91, 91K or 135 use, not airline use	Office use	Must show for form to be tabulated		[Poor] 1 2 3 4 5 6 7 8 9 10 [Excellent]												
		Aircraft type	Hours logged in this mfr's a/c in past 2 yrs	Company response time	Spares availability	Cost of parts	Speed in AOG service	Tech manuevs	Tech reps	Service satisfaction						
Manufacturers and examples of types																
Airbus A318, 319 CJ & other Airbus a/c in corp use	1															
Boeing B717 and other Boeings in corp use	2															
Bombardier Global Express, Challenger, Dash 8, Learjet	3															
Cessna Citation series, Conquest, Conquest	4															
Daher (Socata) TBM700, 850, 900	5															
Dassault Falcon 10, 20, 50, 900, 3000, 7X	6	F 2000 LX (EASy II)	520	9	8	7	9	9	8	8						
Embraer Legacy, Phenom and EMB a/c in corp use	7	Phenom 300	170	9	10	8	9	8	8	9						
Gulfstream G100, G450, G500, G600, G650, G700, G800, G850, G550, G650	8															
Hawker Beechcraft Beechjet, Hawker, King Air, Premier	9															
Piaggio P180 Avanti II/III	10															
Pilatus PC12	11															
Piper Cherokee, Meridian	12															
Viking DHC-3/3A/3B/7	13															
Others	14															

Note: Scores for Fairchild/Swearingen (SA226/227), Sabreliner (NA265 series), Aero Commander (turboprop series), JetStar (11329), Mitsubishi (MU2) and Westwind (WW1123/1124) may be included under Others (line 14).

Comments: *Our experience with the manufacturer has been satisfactory. Although from time to time we have some disputes (in regards maintenance), we are always treated in a very professional and respectful way. I consider cost of parts relatively high. It's worth mentioning the instance, SVS (software) malfunctions, which is very expensive. Embraer is offering a good support. For new spares availability are easier for a Brazilian operator / Brazilian registered aircraft, but overall it seems they've been doing a good job worldwide.*

Info below required • Mail back this form ASAP • Cutoff July 10, 2015 • Original only • No faxes or copies.

PLEASE FORWARD TO THE APPROPRIATE PERSON IF YOU DO NOT HAVE EXPERIENCE WITH THESE OEMS—PROVIDE NAME AND RATINGS

Certificates/Ratings: ATP (FAA) / PL A (ANAC) *Type a/c now operated: Falcon 2000 LX
Job Title: CAPTAIN Total pilot hours: 5200

Please make corrections to label or for A&Ps total mx experience in years
PP 104107032 C-1 Date: June 25th, 2015
ENIO BEAL CAPT Day phone: +55 (61) 8311-6741
COTEMINAS AVIATION e-mail: beal89@gmail.com
SHIS Q1 17 CONJ 5 CASA
BRASILIA 71645 050 BRAZIL
Signature: *Enio Beal*

Capt Enio Beal is a captain for Coteminas at Brasilia, Brazil. He is an ATP pilot with 5800 hrs and flies both a Dassault Falcon 2000LX EASy and an Embraer Phenom 300 for his company. His completed form was one of 1877 received in the 2015 Pro Pilot Corporate Turbine Aircraft Manufacturers Product Support Survey.

TURBOPROPS



Piotr "Pete" Wolak is Pilatus VP for customer service. Wolak welcomes calls from Pilatus customers. Operators can reach him at his office by calling 303-410-2720. Wolak's cell phone is 720-201-3765, his fax is 720-887-8993 and his e-mail is pwolak@pilbal.com.

We continue to receive outstanding support from Pilatus even though the PC12 reliability of our airplane is so high that we don't need it very often.

Daniel Mavrakis
ATP. Pilatus PC12
CEO
Myriel Aviation
Luxembourg, Luxembourg

Overall support for our Pilatus PC12 has been really fantastic. All the way up and down the line the Pilatus people are great folks to work with and the PC12 is a well-designed, solid, great-flying airplane.

Bob Wilson
Comm-Multi-Inst/Helo. Pilatus PC12
Owner & President
Robert A Wilson (Wilson Air Ctr)
Memphis TN

We've been operating our new PC12NG for 3 years now and are very happy with the flight characteristics, economics and aftersale product support received from Pilatus. It never ceases to amaze us as to how well our PC12 performs and how easy it is to live with. Its pax and cargo capacity are great as well as its range. And we've had a 100% dispatch rate.

Kirk Grimes
Pvt-Inst. Pilatus PC12NG
President
Grimes Well Servicing
Edmonton AB, Canada

There's no doubt in my mind that the Pilatus PC12/47 is the very best business TP ever produced. The OEM's product support is outstanding. And we receive great service from Greenpoint Aerospace DTO (Denton TX), which is a satellite Pilatus service center. I believe Pilatus sets the standards other aircraft companies should strive to attain in both craftsmanship and customer support.

Vinnie Granato
Comm-Multi-Inst. Pilatus PC12
Aviation Mgr & Chief Pilot
Flying V Aviation
Boerne TX

Bought my PC12/45 new in May 2003. It's now 12 yrs old with 1275 hrs and it still looks and flies like new. Atlas Aircraft Center at PSM (Portsmouth NH) has always maintained it to a high standard. Despite the age of

my PC12 parts availability continues to be excellent. And Atlas has performed avionics upgrades to modernize the panel and make it compliant with upcoming ADS-B mandates.

Daniel Muller
Comm-Multi-Inst/CFII. Pilatus PC12
President
JKL International
Far Hills NJ

Parts costs for PC12 aircraft used in Part 91 private company operations continue to be inflated compared to the price of spares I've checked for other GA aircraft in the market. I think that Part 91 private fliers are burdened by the more demanding requirements needed to satisfy maintenance regulations for Part 135 charter operators. Thus, those of us who are Part 91 operators pay additional expense.

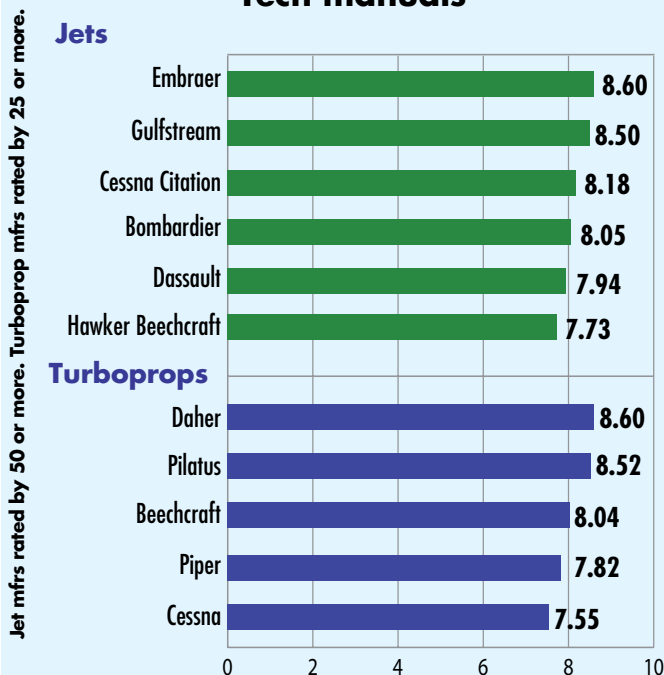
Phil Rosenbaum
Pvt-Inst. Pilatus PC12/45
President
Ponderosenbaum Holdings
Austin TX

After 18 yrs of ownership and a lot of logged hours my PC12 continues to be a remarkable and reliable aircraft. The outstanding support received from Pilatus has always allowed us to accomplish our missions.

M Lee Morse
ATP. Pilatus PC12
President
Mikalix Aviation Group
Great Falls VA

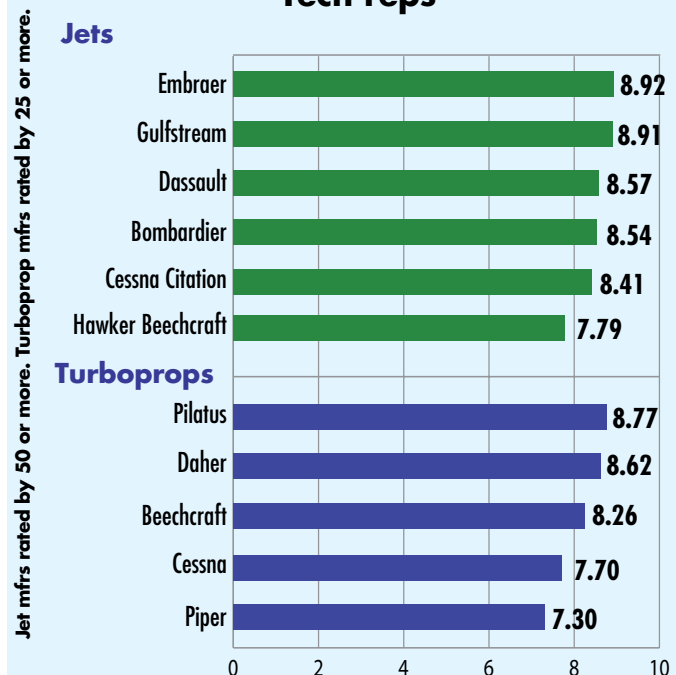
2015 Pro Pilot Corporate Aircraft Product Support Survey

Tech manuals



2015 Pro Pilot Corporate Aircraft Product Support Survey

Tech reps



Couldn't be happier with my PC12 and the excellent support from Pilatus. Currently I'm continuing to maintain 100% dispatch on my 2-year-old PC12NG. Martin Aviation at SNA (Santa Ana CA) is my mx center and takes care of all my service needs. They were especially helpful in my Honeywell panel updates. Martin Av works me in for appointments and makes me feel as though my aircraft is the only one they're working on. I'm also pleased to be an active member of the Pilatus Owners and Pilots Association (POPA). This organization has a great website, excellent meetings and their conferences are also very worthwhile.

Adam Carroll
Pvt-Inst. Pilatus PC12
Owner & Operator
Beach Aviation
Palos Verdes CA

Pilatus builds a great airplane with the PC12 and the company aftersale support is terrific Monday thru Friday. Of course I wish weekend service would open up so we would have access to Pilatus backup 7 days a week. My satisfaction with the NG update has gone up with Honeywell equipment for the PC12 being better now. And Honeywell has also improved support.

Chris Loprinze
ATP/CFII. Pilatus PC12
Chief Pilot
PlaneSense
Pepperell MA



Daher VP Customer Support Charles Holomek is located in Pompano Beach FL and can be reached at 954-893-1408 or by e-mail, c.holomek@daher.com.

Daher Customer Support always enjoys hearing from their TBM owners and operators.

Daher's aftersale product support is impressive. Manuals and parts lists are available online at no charge. The company's very knowledgeable and professional tech reps consistently answer our e-mails within minutes. And Daher provides a useful method to ask for pricing review if you feel cost of spare parts are too high.

David Kaplan
ATP. Daher TBM 850
& Citation Encore
VP & Chief Pilot
Cloverleaf Cold Storage
Sioux City IA

After about 5 years of previous ownership and good flight ops with a Cessna Citation Mustang and a Piper Meridian, I was intrigued by favorable reports on the Daher TBM. So I

sold both the Mustang and Meridian and bought a new TBM900 in 2014. After considerable use I can judge the TBM900 to be a wonderful aircraft. Backup is also great with Daher demonstrating their desire to please the customer on a constant basis. And now that Daher has their new full-service activity at Pompano Beach there are plenty of spare parts available plus complete factory-trained tech personnel on hand for service work. But I feel that there is still more room for improvement.

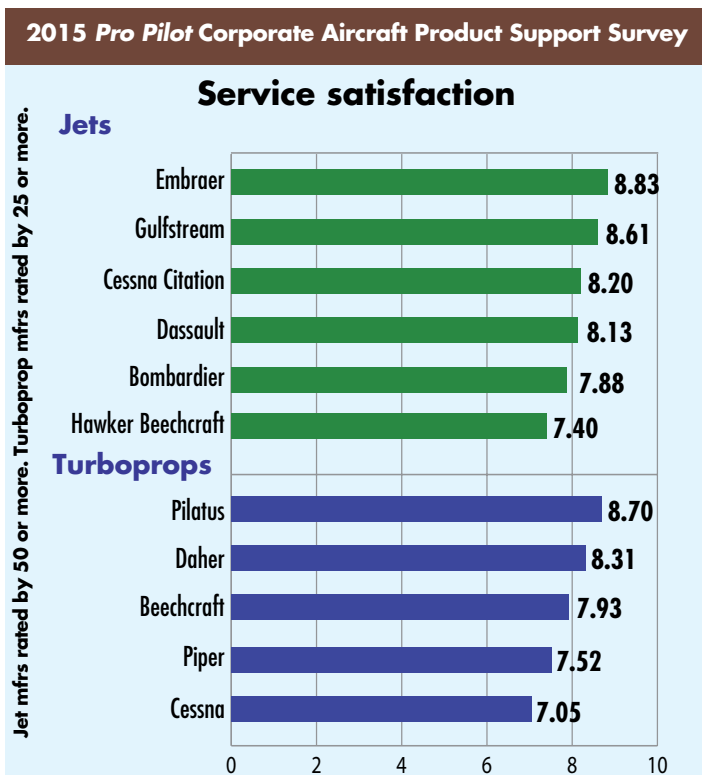
Ross Matthews
ATP. Daher TBM900
President
Tri-Went
Knoxville TN

I think the TBM850 with its Garmin IG1000 is an awesome aircraft with superb quality. And the product support received from the OEM and all service centers is top notch.

James Thorpe
Pvt-Inst. Daher TBM850
President
Spring Brook Marina
Seneca IL

Rice Lake Air Center at RPD (Rice Lake WI) is the MRO that looks after our TBM700. They attend to our service needs on a regular basis and do an outstanding job of providing us with high quality workmanship. Rice Lake personnel respond immediately to our inquiries when issues arise. They keep all needed tech manuals on hand and their knowledgeable service personnel know our TBM well. They have great people who solve our problems and please us on every visit.

Butch Stevens
Pvt-Multi-Inst/Helo. Daher TBM700
President & Pilot
B&D Thermal Protection Consulting
Port Orange FL



Beechcraft product support has always been good but our experience is that it seems to be even better coming under the Textron banner. We have noted some very encouraging signs of improvement in service for our C90GTx, especially in company response time.

Brent Snodgrass
ATP. King Air C90GTx & Citation CJ4
Dept Mgr & Chief Pilot
South Plains Implement
Seminole TX

Our current 350 is the 2nd King Air we've purchased new. We're still under warranty and are enrolled in the company's Support Plus program. We use Beechcraft service centers in Tampa and Houston. Both do great work. Especially remarkable has been the overt attention we get from Beechcraft Tech Rep John Payne in Tampa. He does an outstanding job in concentrating on our service needs, promptly getting us whatever parts we require, solving mx problems quickly and keeping our 350 in tip-top condition. Other than having to fly from our home base in Jackson MS to TPA to receive this great mx from John Payne and other qualified staff members at TPA, we have been very satisfied with our KA350 and the backup.

Steve Nott
ATP/CFI. King Air 350
Chief Pilot
Tellus Operating Group
Ridgeland MS

Now that Textron has taken over ownership of Beechcraft there are Textron Aviation service bases but no more Beech authorized mx centers. A lot of former Beech expert techs have left and for me this is a concern about the future support we will receive for the King Air 200GT we operate.

Michael Brown
ATP/CFII. King Air 200GT
Pilot
Flight by Mike
Farmington NM

We operate a King Air C90B. We like the airplane very much and Beechcraft continues to be excellent in providing us with great product support. However cost of parts have gone up so that it has become increasingly expensive to maintain this aircraft.

Tom Prousalis
Pvt-Multi-Inst. King Air C90B
Managing Partner & Chief Pilot
N1TP LLC
Alexandria VA

As solid King Air proponents, we're very pleased with the operation of our 350i. And past experience with Beech service has been good so that I conclude that Beechcraft is better than most other aircraft manufacturers in providing attentive backup for the customer. However, there's certainly room for improvement. But overall we like both the KA350i and support received.

Peter Breazeale
Comm-Multi-Inst/CFII. King Air 350i
Chief Pilot
H&S Air
Knoxville TN

In the past 22 years of operation our King Air 300 has logged 8500 hrs. And for the most part this has been a very solid, trouble-free airplane that's been well supported. A few maintenance issues have occurred but Beech has always provided great backup. Knowledgeable tech personnel do their jobs well, parts are always readily available and Beech quality is legendary. Our 300 continues to be a great aircraft that suits our missions. Glad to see Textron continuing the good support at authorized service centers.

Daniel Upstrom
ATP/CFII. King Air 300
Pilot
Flexsteel Industries
East Dubuque IL

Since I'm both the owner and pilot of a King Air C90, I'm concerned about both flight reliability and cost of operation. The C90 is a good solid airplane but needed spares for our model are often hard to get. Also the parts are very expensive. To keep customers like me happier I would like to see Beech now under Textron—holding parts prices down.

Bob Schroeder
ATP/CFII. King Air C90
& Mustang
Owner & Pilot
N90CT Ownership Co
Appleton WI



I've been an operator of the out-of-production Piper Cheyenne IIIA turboprop twin for many years now. And I can say that spares availability is still good.

Bruce Kaiser
Pvt-Multi-Inst.
Cheyenne IIIA
CEO
LightningMaster
Clearwater FL

Friend AirCare at AFJ (Washington PA), formerly known as Cheyenne Air Service, is our service provider and this MRO takes excellent care of our Cheyenne II. Their attentive and thorough work has allowed us to keep our aircraft flying.

Charles Chandler
ATP/A&P. Cheyenne II
Chief Pilot
Billy Chandler Aviation
Morristown TN



Piper Aircraft Exec
Head of Sales
Administration &
Customer Support,
Lisa Giessert,
can be reached at
772-299-2000.
Additional contact
information is
available online
at www.piper.com.

Contact your nearest Piper dealer for product support and service questions.

We've been operating our 2 Piper Meridians with almost no downtime since 2008. In my opinion the Meridian is a very economical and reliable air transportation solution for business and private use. Its range is perfect for utilization throughout Central Europe.

Andre Mueller
Comm-Multi-Inst. Meridian
Owner & Pilot
Mullair
Weggis, Switzerland

The Cheyenne 400LS was Piper's top Cheyenne model and it's a very powerful twin turboprop. It's like flying a King Air on steroids. This airplane uses a pair of Garrett, now Honeywell, TPE331-14s flat-rated at 1000 shp each and these engines are strong and reliable. Although the cabin is a bit narrower than the King Air the 400LS is much faster. Because of its speed I call it my time machine and it serves us well.

Arne Vasenden
ATP/CFII/A&P. Cheyenne 400LS
Dir of Ops
Airborne Resources
Midlothian TX



Resorts World Aviation flies a Challenger 605, newly added CRJ200, Sovereign and 2 Caravans on floats in support of Genting Group's growing luxury vacation centers and hideaway resorts. While the Caravans on floats fly great and can go to some pretty exotic destinations, constant saltwater exposure has brought us corrosion and related maintenance problems. We would appreciate better service attention from Cessna on our Caravans.

Mark Newell
A&P. Caravan, Challenger 605,
CRJ200 & Sovereign
Dir of Maintenance
Resorts World Aviation
Miami FL