WHEN SECONDS COUNT

— Multirole Falcons in action —

2015 CUSTOMER SERVICE ACHIEVEMENTS  see page 4

FROM FIGHTERS TO FALCONS: THE ROSS DETWILER STORY  see page 9

JOIN US AT A 2016 FALCON M&O  see page 3
March 2016

There’s an old saying that looks can be deceiving. In some ways, the same can be said for a Falcon. Take a look at a Falcon in flight and you might think it’s a single-purpose aircraft taking advantage of a handsomely proportioned executive suite and the latest cabin technology to transport passengers in unrivalled comfort. And – on that day – it could be serving that purpose.

But, thanks to a variety of modular change kits and mission equipment packages offered on just about every model, that very same Falcon may also be used for Search & Rescue, maritime surveillance, scientific research, target towing or medical evacuation. No other aircraft can offer a broader selection of tools for more jobs than a Falcon; check out page 11 for just three examples of this multirole functionality.

As we begin the New Year, the Dassault Falcon Customer Service organization is committed to continuing the many initiatives we launched in 2015 to elevate the Customer Experience (page 4).

And with new offerings to include comprehensive support at major events around the world (page 14), the release of our latest App (page 20), and continued expansion of our service center network (page 17), 2016 promises to be just as productive.

Finally, when you receive this issue, our first regional M&Os will be just over a month away (page 3). I hope you’ll sign up today for a regional seminar near you, and enjoy the unique opportunity to connect with fellow Falcon family members while learning about the many products and services to optimize Falcon ownership, maintenance and reliability.
**NEWS & NOTES**

**A FALCONCARE MILESTONE**

We've successfully enrolled our **300th FalconCare Contract!**

Based on “Pay As You Fly” philosophy, FalconCare – our guaranteed maintenance cost service for new and in-service Falcon aircraft – keeps your budget on track while giving you access to a variety of Falcon resources.

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**SAVE THE DATE**

Nearly 700 customers attended an M&O seminar last year, enjoying a unique opportunity to interact with fellow operators and learn about the latest products and services to optimize Falcon ownership, maintenance and dispatchability. Mark your calendars for this year’s seminars; we’re looking forward to seeing you!

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<thead>
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<td>May 17</td>
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<tr>
<td>Mahwah, New Jersey</td>
<td>May 19</td>
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Scan this QR code to see the video of the event.

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**FALCON FAMILY BREAKFAST AT 2015 NBAA**

If you joined us, you’ll agree that the 2015 Falcon Family Breakfast at the NBAA convention in Las Vegas was a huge hit. If you couldn’t make it, we’ve compiled a series of videos from the breakfast, featuring our Senior Vice President for Civil Aircraft, Olivier Villa, our Chief Test Pilot Philippe Deleume, and our host, Aviation Journalist Miles O’Brien.

Miles and his team spent several days traveling throughout the fascinating world of Dassault Falcon Jets. Scan the QR code to watch the entire video of the Breakfast on the Dassault Falcon YouTube channel.

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**NEWS ALERT: FALCON SPOTTING IN ANTARCTICA**

A Falcon 7X belonging to Finnish business aviation operator Jetflite completed a very unique commercial flight to the coldest, driest, and windiest continent in the world!

Due to the isolated environment, there are only a small number of operators in the world who are able to carry out these eva-cuation and charter flights to the South Pole. “Besides demonstrating the great capability of our Falcon 7X aircraft, the flight was once-in-a-lifetime experience for the crew,” stated Jetflite. “We can proudly say that Jetflite is the only Finnish commercial operator to fly to Antarctica, and our Falcon-7X with registration OH-WIX is the first Finnish aircraft to the South Pole.”

Back in August of 2012, DASNAIR SA, a private Swiss jet company, was the first operator to land on Antarctica with a Falcon 7X.
2015 CUSTOMER SERVICE ACHIEVEMENTS

FEATURES

2015 CUSTOMER SERVICE ACHIEVEMENTS

FALCON RESPONSE

LAUNCH OF FALCON AIRBORNE SUPPORT AIRCRAFT IN PARIS LE BOURGET, FRANCE

First successful mission of dedicated AOG aircraft; GoTeam personnel quickly fixed the problem before the flight’s original start time.

OPERATIONAL SUPPORT

WEIGHT AND BALANCE MODULE APP

This new App optimizes flight planning preparation tasks and computes WB data in line with aircraft configuration, cabin layout, Dassault Aviation Loading Manuals and operational regulations.

OPERATOR ADVISORY BOARD

FACE-TO-FACE MEETINGS IN PARIS, FRANCE

OAB and Communication Working Group hold face-to-face meetings to approve new recommendations, review Discussion Papers, and discuss a topic of importance to Pilots and Technicians: the development of Applications for iOS and other operating systems.

EVENT

MAINTENANCE AND OPERATIONS SEMINARS

Launch of the 2015 M&O Falcon Regional Seminars: nine events on four continents, attracting hundreds of Falcon family members to each session.

SERVICE CENTER NETWORK

DAS RENO 5-YEAR ANNIVERSARY

Dassault Aircraft Services (DAS) celebrates the five-year anniversary of its Major Service Center in Reno, NV, USA.

FALCON RESPONSE

NEW MOBILE REPAIR UNIT (MRU)

MRU launched in the Northeast United States, staffed by two GoTeam Technicians 24/7 to ensure optimal response to AOG events.

SERVICE CENTER NETWORK

FIRST SCHEDULED C-CHECK ON 7X

Dassault Falcon Service completes the first scheduled C-Check on a Falcon 7X.

FALCON TRAINING

500TH MAINTENANCE TRAINEE

Dassault Training Academy®, EASA -approved to operate as a Part 147 Training Center, graduates its 500th maintenance trainee.
**2015 Customer Service Achievements**

**FEATURES**

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**FALCON SMART**

**100TH DASSAULT FALCON SERVICE EASY II UPGRADE**

Dassault Falcon Service (DFS) receives 100th Order for EASy II Flight Deck Upgrade. This upgrade offers new features which increase safety and situational awareness by introducing new navigation, surveillance and communication capabilities.

---

**FRONT LINE SUPPORT**

**3 NEW FRONT LINE POSITIONS**

3 additional support positions added to the team in Hannover, Germany, Lagos, Nigeria and Paris, France, representing 94 front line representatives worldwide.

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**EVENT**

**ERACE BOOTH FEATURING FALCON RESPONSE**

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**SERVICE CENTER NETWORK**

**DEER JET BEIJING, CHINA**

This new ASC will provide line maintenance and unscheduled maintenance for the Falcon 7X.

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**FALCON SPARES**

**OPENING A NEW DEPOT IN NIGERIA**

Falcon Spares opens a new spares Regional Distribution Center in Lagos, Nigeria.

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**SERVICE CENTER NETWORK**

**LIGARE AVIATION ENGINEERING LTD., DELHI, INDIA**

Certified as an ASC for AOG Services Level Maintenance for Falcon 7X.

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**EXECUJET AVIATION, LAGOS, NIGERIA**

Certified as an ASC for line maintenance and inspections for Falcon 7X, Falcon 900 EASy and Falcon 2000 EASy aircraft.
**FEATURES — 2015 Customer Service Achievements**

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**FALCON RESPONSE**

**LAUNCH OF FALCON AIRBORNE SUPPORT AIRCRAFT IN TETERBORO, NJ, USA**
A Falcon 900 at-the-ready 24/7 to provide parts, technical teams and alternative lift to customers in AOG situations.

**EVENT**

**PARIS AIR SHOW**
Presence of Falcon Customer Service at Le Bourget, France.

**CUSTOMER EXPERIENCE**

**SUREYS**
Record-high company scores in AIN and Pro Pilot's 2015 product support surveys.

**FALCON SMART PROGRAMS**

**FALCON BROADCAST**
FalconBroadcast receives new enhancements including transmission of fault messages displayed in the status page of the MDU, and time-stamped CAS Messages.

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**OPERATIONAL SUPPORT**

**FALCON SPHERE**
Release of the latest Falcon Sphere software (V1.60.4), bringing highly interactive, next generation flight documentation into the award-winning EASy cockpit.

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**CUSTOMER EXPERIENCE**

**CUSTOMER PORTAL**
The new Customer Portal celebrates its 1st year: everyday, over 1,000 operators log in to the Dassault Falcon Portal to get the information they need to keep their Falcons flying.

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**FALCON SPARES**

**OVER $800M OF PARTS IN OUR FALCON SPARES WORLDWIDE NETWORK**
FALCON TRAINING
PILOT TRAINING SIMULATORS
New simulator at CAE in Dallas, TX, USA (Falcon 900EX/Falcon 2000EX)

FALCON RESPONSE
RELEASE OF THE NEW FALCON RESPONSE AOG APP

SERVICE CENTER NETWORK
NEW SATELLITE OFFICE IN NEW JERSEY
Dassault Aircraft Services (DAS) opens a Satellite Office at Teterboro Airport, NJ, USA.

SERVICE CENTER NETWORK
NEW DFS MAINTENANCE FACILITY AT BORDEAUX-MERIGNAC, FRANCE
Laying of the foundation stone of the future maintenance facility (DFS) at Bordeaux-Merignac, France, which will have the capability to accommodate six aircraft.

OPERATOR ADVISORY BOARD
OAB WORKING GROUP AIRMANSHIP FACE-TO-FACE MEETING IN PARIS, FRANCE

EVENT
NBAA AND FALCON FAMILY BREAKFAST

FALCON SPARES
“RIGHT SIZE PRICING” PROGRAM
Our “Right Size Pricing” program successfully meets expectations for 2015, with pricing analysis accomplished on 25,000 parts.

RENEWAL PROCESS

2015 Customer Service Achievements – FEATURES
Fellow Operators,

As this issue of Falcon Update is the first of 2016, let me first take the opportunity to wish you all a very happy – albeit belated – New Year.

It would be fair to say that 2015 was a very productive year for the Operator Advisory Board (OAB) and OAB Working Groups. The hard work of the 150+ operators which make up the Board and Working Groups resulted in the issuance of more than 30 formal recommendations to Dassault Falcon, all with the singular objective of elevating the Customer Experience for operators around the world.

Recommendations are one thing, results are another. Pages 4-7 of this issue highlight notable customer improvements initiated in 2015, many of them a direct result of these recommendations, including:

- The launch of Falcon Response, Dassault Falcon’s comprehensive portfolio of AOG support services to include two large cabin Falcon 900 aircraft available 24/7.
- A new Customer Service/AOG App, with yet another App (Maintenance Doc) scheduled for release this month.
- M&O Seminar Series Enhancements to optimize the M&O experience for the 700+ customers that attended a regional M&O in 2015.

2015 also saw Dassault Falcon receive record-high scores in Pro Pilot and AIN customer support surveys, a good indication that we are focusing on customer solutions that matter.

Looking Ahead

Many more recommendations are on their way to the OAB, thanks to a flurry of activity these last two months. Two Working Groups (Completion Improvement & Innovation, and CAMO) converged in Paris in January for face-to-face meetings, and both the Maintenance Training and In-Service Product Development Working Groups had online meetings in February.

This month, I’ll be joining fellow OAB members in Newark, New Jersey for our annual OAB meeting, where we’ll review these recommendations and issue formal recommendations to Dassault Falcon for consideration.

That’s just a short summary of OAB activity. We’ll continue to keep you updated on future progress and exciting initiatives as they arise. In the meantime, please feel free to reach out to me or any of my fellow Board members to share your experiences, concerns, questions, and expectations. The OAB is the Voice of the Operator, and by working together we can continue to drive improvements for the entire Falcon family.

Sincerely,

David Van Den Langenbergh
Operator Advisory board Chairman

In January, the Completion Improvement & Innovation Working Group met in Paris for two days of brainstorming and information-sharing.
“Oh, I love them,” says the consummate career pilot with more than 18,000 flight hours under his belt. “They’re obviously not built as fighters, but they’re built like fighters. They’re tough.” Detwiler knows tough.

Earlier in his career, as a 20-something U.S. Air Force fighter pilot during the Vietnam War, he flew hundreds of F-100 Super Sabre and F-4 Phantom fighter-bomber combat missions over Vietnam from bases in South Vietnam and Thailand. The Air Force Academy alum flew 810 combat flight hours on 335 total fighter missions, later piloting C-5 Galaxy’s in support of Operation “Just Cause” in Panama, Desert Shield, Desert Storm, Somalia and many humanitarian efforts. He received three Distinguished Flying Crosses and 23 Air Medals, along with the right to hang the hard-earned Legion of Merit around his neck.

Detwiler’s Purple Heart honor was a result of being shot down in an F-100D during the war in Vietnam. “Beat up a little bit when I jumped out of the airplane,” he was eventually recovered from the rugged terrain in Laos. With 5,100 hours of military flying, he retired from the New York Air National Guard as a Brigadier General, balancing his commitment to defending America with an illustrious career as a flight instructor, company line pilot and chief corporate pilot.

4 Decades of flying Falcons

“I flew Dassault Falcon Jets for 40 years, and have enjoyed every model – beautiful machines all,” he says. “They’re very strong, and very nimble. Every one of them has just been a joy to fly. From the first Falcon 20 to my last flight in a 7X, I have enjoyed the heck out of them. They’re always the leading edge in technology.”

He began flying Falcons in a FedEx Falcon 20, where he earned an ATP rating on his GI Bill. He has since accumulated 6,000 Falcon flight hours. Detwiler’s first Part
91 job in 1974 was flying Falcon 10s with American Can Company out of Westchester County Airport, also known as White Plains Airport in New York.

“When I got out of the Air Force, I knew I was going to go to corporate. In my first week of looking, I had gone to Allentown, Pennsylvania and looked at Bethlehem Steel and Mack Trucks on Monday. I went to Teterboro on Tuesday, Morristown on Wednesday, and decided that on Thursday I’d see everyone I needed to at Westchester. I went through the entire place that Thursday, and I was down to the very last one over in Hangar E, which was American Can Company,” says Detwiler.

“I went in and knocked on the door, and the Chief Pilot happened to be there and he said, ‘You know, we just signed an order today for a Falcon 10. That’s a little tiny airplane, smaller than the 20 you flew, and we’re going to need some young guys to fly it.’ ... It was unbelievable. I got hired at American Can Company, and began flying a G2 and a brand new Falcon 10.”

American Can then flew a number of aircraft to meet its evolving business needs and the young Detwiler grew with the company, becoming Captain and Chief Pilot by 1978, at 34 years old. American Can evolved into Primerica, then Travelers’ Group, then Citigroup Corporate Aviation, and Detwiler continued as Chief Pilot and Operations Manager until retiring in 2009. Along the way, he acquired a hefty list of qualifications, including ATP, CFI, CFIII and CFIME. He is also rated in the entire line of Falcon aircraft (10, 20, 50, 900, 2000 and 7X).

Easing into retirement
That 2009 retirement did not last long, as a former executive from Citigroup soon called on Detwiler to lead SJ Management as Director of Aviation operating a Falcon 7X. After performing that role for five years – and with 13,000 corporate flight hours under his belt – Ross decided to finally retire from the working world in 2014.

Detwiler and his wife Sharon made his last corporate run in that 7X, flying to Paris for five days and then heading back to the States (and retirement). The couple now splits their time between their home on the beach in Florida and one deep in the Connecticut woods. They have three grown children and six grandkids that help them stay busy.

Keeping his hand in aviation, Detwiler writes well-read, and technically accurate articles in Business & Commercial Aviation based on his vast aviation experience. His commentaries are among the most popular in the magazine, considered by many as the ultimate authority on Part 91 flight operations.

Recently, he has also partnered on a Beech Baron. “My business plan with it is to fly when I need a $200 hot dog and then go get that hot dog,” Detwiler says. “And, when we want to go see one of the kids, we’ll wait until the skies clear and say, ‘Look here, your mom and dad are coming; we’ll be out there in a couple of hours.’”
WHEN SECONDS COUNT

— Multirole Falcons in Action —

From medical evacuation to VIP transport and search & rescue, no other aircraft offers multirole functionality like a Falcon.
In our last issue, Colonel Alessandro Tortorella – head of the prestigious Italian Air Force Academy – warmly recalled his years overseeing the missions of the Air Force’s 31st Wing. From VIP transport to humanitarian efforts and flight training, the Wing’s 60 pilots have utilized their seven Falcons in a variety of capacities. Tortorella is fond of telling Academy cadets of the Wing’s many emergency medical missions – transporting trauma victims, emergency patients, and organs for lifesaving transplants. We’re proud Falcons can play an important role in these critical flights, and would like to tell you about two more organizations using Falcons for these “missions that matter.”

**Beijing Red Cross**

The Beijing Red Cross Emergency Medical Center, commonly known as 999, is an international Red Cross association and a pioneer in Chinese air ambulance transport. The organization is equipped with state-of-the-art medical equipment, including a digital Command Center staffed by more than 100 medical professionals; it was also the first air medevac (Medical Evacuation) provider in China to launch a “three-dimensional rescue package” combining ambulances, helicopters and fixed-wing aircraft. In the decade it has been in operation, it has provided pre-hospital rescue and medical treatment service to over 3 million patients.

In June 2015, 999 selected a Falcon 2000LX to further expand their scope of air ambulance services. It includes...
an electrical patient loading system, full medical suite, dedicated lighting, comprehensive monitoring/analysis equipment, plus accommodations for defibrillators electrocardiographs, echographs, a blood bank and an ECMO (extracorporeal membrane oxygenation) unit.

**French Air Force**

The combination of long range performance and airport flexibility made the 4,000 nm- (7,400km) Falcon 2000LX a perfect fit for the medical missions of the Beijing Red Cross. Those same characteristics played an important factor in the French Air Force’s decision to acquire two 2000LX for medevac use in 2011.

These aircraft are utilized by the one-of-a-kind ET60 squadron, previously known as ETEC (Escadron de transport et de calibration, or Transport and Calibration Squadron).

While the squadron – or unit – may be known more for transporting the French Authorities or repatriating French citizens, medevac missions are one of the unit’s main activities both in-country and outside French borders. As one unit commander puts it, “these missions are at the heart of the operational contract of the ET60, essential to the French army and to supporting soldiers in external operations.”

The squadron’s link to medevac activity began in the late-1970s with the arrival of a Falcon 50 and medical equipment developed specifically for this aircraft. The addition of two Falcon 2000s has led to the development of new medevac modules, complementing the capabilities of the squadron’s Falcon 900. Each mission can vary drastically in scope and scale, depending upon the patient’s condition and location. When a mission arises, the medical module is installed in the assigned Falcon while crew and medical teams – usually comprised of a doctor, air conveyor, nurse and anesthesiologist – prepare in accordance with mission specifics.

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**A MULTI-ROLE FALCON UNLIKE ANY OTHER**

In April 2015, the Japanese Coast Guard (JCG) selected Dassault’s Falcon 2000 Maritime Surveillance Aircraft (MSA) for its expanding operational fleet. Based on a Falcon 2000LXS, the Falcon 2000 MSA is designed for a broad range of missions including maritime surveillance, piracy control, drug interdiction, fishery patrol, law enforcement, search and rescue, intelligence and reconnaissance.

“The acquisition of a new MSA is the latest milestone in a long standing relationship between Dassault Falcon and the Japan Coast Guard,” stated Eric Trappier, Chairman and CEO of Dassault Aviation. “Since 1989, Japan has successfully operated Falcon jets for maritime surveillance and search and rescue around the Japanese archipelago. We are extremely honored that – once again – the Japan Coast Guard has chosen to renew its confidence in our aircraft.”
GLOBAL SUPPORT FOR GLOBAL EVENTS
Dassault Falcon Customer Service offers an expanded range of on ground services to support customers traveling to and from many of this year’s biggest events.

In addition to onsite troubleshooting provided by Dassault Falcon dedicated technical teams and offsite resources to include Falcon Authorized Service Centers and Regional Distribution Centers, customers can rest assured knowing our dedicated Falcon Airborne Support aircraft stand at the ready to respond to AOG situations.

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<td>Davos</td>
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<td>Super Bowl 50</td>
<td>California</td>
<td>February 7</td>
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<td>Daytona 500</td>
<td>Florida</td>
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<td>Masters Golf Tournament</td>
<td>Augusta, Georgia</td>
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<td>Art Basel</td>
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<td>June 16-19</td>
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<tr>
<td>European Soccer Cup</td>
<td>France</td>
<td>June 10 - July 10</td>
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<tr>
<td>Summer Olympic Games</td>
<td>Rio de Janeiro</td>
<td>August 5 – 21</td>
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Let Us Know Before You Go

Wherever your travels take you in the new year, participating in the “Let us know before you go” program ensures that Falcon Customer Service provides you with mission-critical support you may need while on your journey.

Completing a “Let Us Know Before You Go” form prior to your departure (located on the private customer portal of our website under the "Feedback" tab), will give us a “heads up” to your impending travel, and at the ready to offer assistance – or just some friendly advice – around the clock.
Front Line Expansion

We're proud to present the newest additions to our Front Line team!

**Cédric Genevaise**  
Customer Service Manager (CSM)  
+33 1 47 11 31 10  
cedric.genevaise@dassault-aviation.com

**Daegan Jule**  
Operations Manager  
+1 201 541 4725  
daegan.jule@falconjet.com

**Andrew Mawdsley**  
AOG Response Coordinator (ARC)  
+1 201 541 4728  
andrew.mawdsley@falconjet.com

**Juan Gutierrez**  
Field Technical Representative (FTR)  
+521 722 659 7329  
juan.gutierrez@falconjet.com

**Cédric Genevaise** joins Dassault Falcon as a Customer Service Manager (CSM) serving operators in Russia and Luxembourg. Previously, Cédric spent 14 years at Embraer in a number of customer support roles, most recently as a Customer Service Manager for the EMEA region.

**Daegan Jule** has joined the Command Center team in Teterboro, New Jersey in the role of Operations Manager. Daegan will supervise activity in both United States-based Command Centers, including AOG support operations in the Western Hemisphere. Before joining Dassault Falcon, Daegan oversaw service center operations for Flexjet in Teterboro.

**Andrew Mawdsley** is our new AOG Response Coordinator, based out of our Command Center in Teterboro, New Jersey. Andrew will play a critical role in managing the activity of our Falcon Response aircraft, positioned in Teterboro and dedicated exclusively to AOG support via the delivery of tools, teams and parts. A Certified Flight Instructor and an FAA Dispatcher, Andrew comes to us from Southern California Edison, where he supervised aircraft operations.

**Juan Gutierrez**

We welcome **Juan Gutierrez** to the team as a Field Technical Representative based in Mexico. In his previous role, Juan provided technical support in several positions for Aeropersonal – the only Dassault Authorized Service Center in Mexico. He also served as a Director of Maintenance for several Mexican operators. With nearly 30 years of experience in the aviation industry, Juan is a licensed FAA A&P Mechanic with proven leadership, business and aircraft industry knowledge.

Gentlemen, welcome to the Falcon family!

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**IN MEMORIAM: ANDREW “ANDY” FORDE**

Over the years, we had the pleasure of supporting one of our most beloved customers, Andy Forde, and are deeply saddened to learn of his passing in December of 2015.

Andy became a part of the Falcon Family in August of 1994 as a Maintenance Manager for the Olayan Group (based in Saudi Arabia) when they took delivery of their first Falcon 900B and then subsequently the Falcon 900EX, Falcon 900EX EASY, and the Falcon 7X.

Andy had a long and exciting career in aviation, granting him the opportunity to work in several countries. Beginning his career with RAF, he went on to work with various contracting agencies, including Air Works in Saudi Arabia. Andy travelled around the globe, working for British Aerospace as a Technical Rep – supporting new customers in the initial months of delivery of their new aircraft. But it was working at Luton with McAlpine Aviation that led Andy to the Olayan Group in Saudi Arabia in 1977, and ultimately working on Falcons.

Andy Forde: now and forever a member of the Falcon Family!
DASSAULT FALCON SERVICE EXPANDS 7X CAPACITY AT LE BOURGET

In response to the growing Falcon 7X customer demand, Dassault Falcon Service (DFS) has expanded capacity at its Le Bourget facility, as of November 2015. The new maintenance hangar will be able to accommodate two Falcon 7X aircraft, bringing the total Falcon 7X capacity to seven (excluding Ramp Service).

While DFS already had plans to progressively expand its maintenance capacity at Mérignac by October 2016, developing Le Bourget was mandatory in order to accommodate the current Falcon 7X demand.

Hiring and training of skilled workers is in progress at the Bordeaux facility, scheduled to commence service within the year. And while DFS is currently performing its third Falcon 7X C inspection, the slots are quickly filling in-line with the increased capacity (planned for Oct 2016).

DAS Introduces 3D Paint System

The DAS service center in Wilmington has introduced a new three dimensional (3D) layout projection system at its state-of-the-art paint shop.

Utilizing Dassault's proprietary engineering drawing system, the new 3D projection technology uses targets and lasers to calibrate dimensions to project a precise 3D image of the paint scheme onto the aircraft. This gives the customers the option to see what their paint scheme will look like before the paint is applied. And since it allows quick modifications to the layout, this makes the process far more efficient while reducing layout errors.

In addition, the new technology cuts down the layout time by 50%, and it allows the skilled technicians to accurately and consistently apply the customer approved paint layout. The first customer who experienced the new system was not only impressed with the process, but was extremely satisfied with the final product.
Introducing a New Authorized Service Center

Dassault Falcon is pleased to welcome Sabena Technics as an Authorized Service Center for the Falcon 10, 20 and 50 legacy aircraft.

With 3,324 sq meter hangar space dedicated to Falcons (capable of handling four aircraft), the Dinard, France facility specializes in the maintenance, repair and overhaul of business, regional and military aircraft. Staffed with 75 technicians and repair specialists including more than 40 licensed to work on Falcon aircraft, the facility offers paintwork and backshop capabilities including sheet metal, cabin interior, non-destructive testing, avionics, and electromechanical hardware repair and refurbishment. Sabena Technics has been serving the private and government maintenance and repair needs for more than half a century and is at the leading edge of MR&O technology.

The Sabena Technics agreement is the latest of a series of approvals that reinforce Dassault Falcon’s ability to remain as close as possible to its expanding global customer base.

Expanding our Mobile Repair Unit (MRU) Network

Continuing with efforts to better serve our Falcon operators, Dassault Aircraft Services (DAS) has positioned a new Mobile Repair Unit (MRU) to serve any customers that may experience an AOG in the Dallas, Texas region. Modeled after our MRUs in place around the world, it is permanently staffed with two GoTeam technicians and contains the required tooling and equipment to address just about any AOG situation, ensuring that our Falcons are operational as quickly as possible.

DASSAULT FALCON COMMAND CENTER:

UNITED STATES
+1 201 541 4747
+1 800 2FALCON (232 5266)

FRANCE
+33 1 47 11 37 37
AN OPEN INVITATION

Our doors are always open for our Falcon customers, so please feel free to drop in for a visit.

We invite you to come in to our warehouse at Le Bourget, France or Teterboro, New Jersey for a “behind the scenes” look at our extensive spares inventory. Your exclusive tour of the warehouse will also include seeing the customer account representatives in action (handling live customer calls) – giving you a visual of what the team does to support your aircraft needs.

Le Bourget, France Warehouse Tours:

Isabelle Vittet
Spares Marketing Manager
+33 1 48 35 56 31
isabelle.vittet@dassault-aviation.com

Teterboro, New Jersey Warehouse Tours:

Patty VanZile
Spares Marketing Manager
+1 201 541 4847
patty.vanzile@falconjet.com

Credit Where Its Due

It’s been over six months since we introduced a new credit policy for parts that are NFF (No Fault Found), and become DOA (Defective on Arrival) – a credit in the amount of $2500 plus free shipping for the replacement part. And we’re pleased with the positive feedback we’ve received from our customers, reiterating our commitment to the reliability of spare parts.

While the occurrence of NFF/DOA is rare, it is good to know that our customers have the assurance of our commitment, and the confidence that we’ll stand behind our parts in the form of a credit.
Above and Beyond

Falcon Spares has reached an all-time high worldwide Service Level of 98.8%!

“Regarding the good performance last year, our goal for 2016 is to keep the same high service level and to continue our work on prices. We have decreased more than 8000 Part number prices during the past two years thanks to the Right Size pricing initiative” said Guillaume Landrivon.

Our worldwide service level target is based on the delivery of a part to a customer, on or before their required date, regardless of their location. Achieving a 100% service level means that we've delivered the part on time in-line with the order specifications, and failing even partially means a zero service level for us. In other words, if you order 100 “widgets” but we deliver 99, then we've failed to achieve the target for that order since we failed to deliver the entire order on time.

We're thrilled to see a 98.8% service level, which is higher than our target service level of 98.5%, and no small feat given our global operation and complex customs regulations.

And you'll be pleased to know that we perform a service level failure analysis on each part we fail to deliver on time, and are striving to improve our service level each and every day. ■

Welcome Aboard

At Falcon Spares, we have a single objective; to deliver the right part in the right location at the right time.
And to align with this aspiration, our worldwide team continues to grow.

Frederic Rault has joined the Falcon Spares team as a Quality Control Manager based in Le Bourget, France.

Beginning his career in the automotive industry in 1994 as a project manager at PSA Peugeot Citroen – managing the design and development process – Frederic moved onto the aviation industry in 2007. He joined Zodiac Aerotechnics as a Quality Design Manager, overseeing Dassault Aviation oxygen civil equipment returns (leading technical analysis and corrective action).

Kevin Dennis joins the Falcon Spares team as a Materials Manager based in Teterboro, New Jersey. With over 20 years of supply chain management experience including purchasing, inventory, forecasting and planning, Kevin has overseen supply chain operations in Contract Manufacturing and Life Science industries – improving service levels while optimizing inventory.

In addition to practical experience, Kevin brings theoretical knowledge with a Master in Business Administration, and CPSM (Certified Professional Supply Manager).

Welcome aboard gentlemen! ■
DEPARTMENTS — Falcon Smart

FALCON MAINTENANCE DOC APP

Dassault Falcon is pleased to introduce the Falcon Maintenance Doc App, featuring quick and easy access to the latest maintenance documentation with search functionality, bookmarks and notes capability for easy access to favorites, and multi-collection ability with cross model navigation.

Free of charge for all Falcon customers with a valid FIELD subscription (Falcon Interactive Electronic Library Documentation), the Falcon Maintenance Doc App will permit operators to consult, update and manage their set of maintenance documentation (Scheduled Maintenance, Aircraft Maintenance Manual, Fault Isolation Manual, and more) directly onto their iPad.

The Falcon Maintenance Doc App is available through the Apple App Store. iTunes is required to upload pdf collections (available on Dassault—provided USB flash drive) to their iPad.

For more information, refer to FSA-00-30-011-R00-A on the Customer Portal.

New Upgrade Brings New Capabilities

Dassault Falcon is pleased to introduce a new avionics upgrade, Falcon Select II, for Falcon 900A and B operators. The upgrade delivers next-generation features such as ADS-B Out, FANS I/A+, and is compliant with pending air traffic mandates. It also enables replacement of existing Cathode Ray Tube Flight displays with more powerful and reliable LCD displays designed to support electronic moving maps, electronic charts, XM weather maps and other advanced new cockpit features.

Like Falcon Elite II for the F900C/EX, Falcon Select II can be installed as a package or a la carte at any Dassault Aircraft Services (DAS) facility, or Falcon Authorized Service Centers. The avionics package is FAA Approved, and EASA approval is expected in the coming months.

FIELD 5 Enhancement

The new FIELD 5 browser is Windows 10 compatible, and features an improved gallery, a new tool to create documentation discrepancies, and improved printing functionality. Once integrated to the new browser, all media collections are immediately accessible without installation. Simply insert your FIELD 5 USB drive or Supplemental Collection CD-DVD-ROM into your computer to have it displayed in the gallery, ready for browsing.


EASy II Update

Over 600 Falcon 2000EX EASy, 900EX EASy and 7X aircraft are currently equipped with the EASy II avionics load, offering increased safety, situational awareness as well as many navigation, surveillance and communication capabilities. Now – based on fleet feedback and in coordination with Honeywell – Dassault Falcon has developed an additional upgrade for each aircraft program. Referred to as “EASy II 3rd certification,” it features enhancements based on EASy II feedback (from the field), and additional functionalities on Falcon 2000EX EASy, such as TOGA (Take-Off & Go Around) and ADM (Automatic Descent Mode).

For additional details and development timelines for each series, please refer to FSA-31-10-007-R00-A.
FALCON TRAINING CENTER INTRODUCES NEW SIMULATOR IN PARIS LE BOURGET


The EASA and FAA qualified simulator – which 2000EX EASy clients can also train on – is equipped with FlightSafety’s VITAL 1100 PLUS visual system, featuring an all-glass mirror display providing unprecedented fidelity. The Falcon 2000LXS simulator will enable training on Falcon Eye, Dassault’s multi-spectral, high-definition Combined Vision System. Falcon Eye technology includes wider, brighter and higher resolution via a new HUD, and will be equipped exclusively on 2000LXS and 8X aircraft. (FlightSafety International has been selected by Dassault as the factory authorised training provider for the new Falcon 8X aircraft.)

The new simulator will be a valuable addition to those already available at their Paris facility (Falcon 10, 20, 50, 900, 2000, 900EX EASy, 2000EX EASy and 7X). FlightSafety’s training programs include Initial, Recurrent and OPDs.

Dassault Renews CAE as an Authorized Training Provider

The NBAA’s annual Business Aviation Convention & Exhibition (NBAA 2015) was the ideal setting to announce the renewal of CAE’s Certificate of Approval as a Dassault Falcon Authorized Training Provider, the highest level of certification attainable by a flight training organization.

The renewal follows a rigorous audit, part of the Dassault Authorized Training Provider authorization program, which is designed to assure quality training services for all Falcon-affiliated personnel in accordance with the Falcon Training Policy Manual (FTPM).

“We are honored to have our Authorized Training Provider Certificate renewed,” said Nick Leontidis, CAE’s Group President, Civil Aviation Training Solutions. “The audit process affirms our commitment to delivering excellent training to Dassault Falcon operators around the world.”

CAE currently provides training for all in-production Falcon aircraft, including the Falcon 7X, Falcon 900EX EASy and Falcon 2000EX EASy, as well as some earlier models such as the Falcon 10/100 and Falcon 50/50EX. CAE has been selected by Dassault as the exclusive training provider for the new Falcon 5X.
TRAINING OPPORTUNITIES

The following are just a few of the training dates scheduled in the months ahead.

APRIL 2016

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Please verify availability of classes with each Training Provider.

DASSAULT TRAINING ACADEMY

Maintenance Practical Training
Falcon 7X (10 days)  June 13 & July 11 Bordeaux - Méridiçac, France
Falcon 900EX EASy (10 days)  March 29* Paris - Le Bourget, France
Falcon 2000EX EASy (10 days)  May 23* Bordeaux - Méridiçac, France

*Session date and training site can be modified according to Aircraft availability

Structural Repair Training
All Falcons (5 days)  June 20* Bordeaux - Méridiçac, France

*Session date to be confirmed

For more information contact: guilhem.rousset@dassault-aviation.com

HONEYWELL

36-150 Series APU REALcase, Update (1 day)  June 8 Phoenix, AZ USA

REALCASE

Falcon 2000EX EASy Troubleshooting (RCT) (5 days)  June 20 Morristown, NJ USA
Falcon 900EX EASy, Update (5 days)  June 6 Morristown, NJ USA
Falcon 7X, Update (5 days)  May 16 Morristown, NJ USA

PILOT

Falcon 900EX EASy Pilot Recurrent (4-5 days)  April 1, May 23 Morristown, NJ USA
Falcon 2000EX EASy Pilot Recurrent (4-5 days)  April 29, May 2 Morristown, NJ USA
Falcon 7X Pilot Recurrent (4-5 days)  April 11, May 6 Morristown, NJ USA

MAINTENANCE

Falcon 900EX EASy Maintenance Initial (18 days)  May 23 Bordeaux - Méridiçac, France
Falcon 7X Maintenance Initial (24 days)  May 10 Bordeaux - Méridiçac, France

FLIGHTSAFETY INTERNATIONAL (MAINTENANCE & PILOTS)

900EX EASy II Pilot Initial (25 days)  April 4, May 2
Dallas Fort Worth, TX USA; Teterboro, NJ, USA; Paris, France
2000EX EASy II Pilot Initial (24 days)  April 4, May 2
Dallas Fort Worth, TX USA; Teterboro, NJ, USA; Paris, France
7X EASy II Maintenance Initial (20 days)  April 4
Dallas Fort Worth, TX USA; Teterboro, NJ USA; West Palm Beach, FL USA; Paris, France
PW307 LINE & BASE MAINTENANCE (5 days)  May 2, May 9
Dallas Fort Worth, TX USA; Paris, France
PW308 LINE & BASE MAINTENANCE (5 days)  May 16
Dallas Fort Worth, TX USA; Paris, France; Wichita, KS USA

For more information contact: lori.parrish@flightsafety.com

CAMP (MAINTENANCE)

Advanced Module Maintenance (1 Day)  April 12, June 7 Paris, France
Advanced Camo & Quality Control Aspects (1 Day)  April 13, June 8 Paris, France

For more information visit www.campsystems.com

For more information contact: ken.stokes@cae.com (maintenance)
bill.dougherty@cae.com (pilots).
**FALCON WORLDWIDE CUSTOMER SERVICE**

The Falcon Command Center always remains your first call for AOG assistance!

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**24-HOUR AOG COMMAND CENTER**

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+1 800 2FALCON (232 5266)  
commandcenter@falconjet.com

Paris, France  
+33 1 47 11 37 37  
commandcenter@falconjet.com

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**24-HOUR AOG SPARES SUPPORT**

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+1 800 800 4036  
customer.care@falconjet.com

Le Bourget, France  
+33 1 48 35 56 78  
dafsorders@dassault-aviation.com

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**FALCON PILOT SUPPORT**

For information or non-AOG assistance with pilot operations,  
falconpilot@dassault-aviation.com

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**Field Service Contacts**  “Listed with mobile phone numbers”

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*CONTACTS listed by regional base location. Actual territory coverage spans a broader region in addition to base location.*

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**FALCON PILOT SUPPORT**

For information or non-AOG assistance with pilot operations,  
falconpilot@dassault-aviation.com

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March 2016  —  Falcon Update #92
HUNDREDS OF PEOPLE. THOUSANDS OF PARTS. TWO INDUSTRY FIRSTS.

Falcon customers deserve the best in every way, including service. From our 24/7 command center to our mobile repair teams to our extensive parts inventory, you’re covered. Our new portfolio of AOG support services includes two long-range, large cabin Falcon 800s with everything needed to put an AOG back in service, or provide alternative lift for passengers. Something you can only get from Dassault. Whatever it takes™.