IMMERSIVE TRAINING
Aviation’s most innovative classroom
April 2017

From celebrating the 100th anniversary of Marcel Dassault producing the Eclaire propeller to delivering our first Falcon 8X, we marked several important milestones in 2016. Accordingly, in this issue of Falcon Update, you’ll find a detailed timeline that chronicles all of our Customer Service achievements in support of Falcon operators around the world.

We are equally excited about our fast start in 2017. In this issue, you’ll find an article on our Classic Falcon Worldwide Conference in Dallas in February, which drew customers from across the globe to meet and learn from fellow Classic Falcon operators. Meanwhile, half a world away just two weeks later, we participated in the Aero India Air Show, where we greeted many Falcon operators from the region. And we are about to kick off our 2017 M&O series, in which we will meet with hundreds of customers in eight cities across four continents.

Additionally, we continue to invest in resources, facilities and technology that will enhance our service to you.

We’ll introduce you to the new President of Dassault Aircraft Services, as well as new team members in key frontline positions. We’ll tell you about our new Louisville Regional Distribution Center, as well as our latest Authorized Service Center, in Malaysia. And we will share updates on an array of new and updated products to make operating a Falcon even safer and simpler.

So many of the steps we have taken – and will continue to take – to provide you with the best possible service arise from your feedback. We treasure the opportunity to hear about what we are doing well, and ways in which we can offer still better service. Thank you, as always, for sharing your thoughts with us, and I hope you enjoy reading through this issue of Falcon Update.
NEWS & NOTES

FALCON EASY II 3RD CERTIFICATION

Based on feedback from over 700 Falcon EASyII equipped aircraft, Dassault Falcon, in partnership with Honeywell, has developed the EASy II 3rd certification for the Falcon 2000EX EASy series, Falcon 900EX EASy series and Falcon 7X fleet. The new EASy II certification brings a maximum level of avionics functionality into your cockpit.


The EASy II 3rd certification is a software upgrade only, and does not require replacement of avionics modules. The installation takes approximately eight hours and can be carried out at any Dassault Service Center or Authorized Service Center.

Additional Service Bulletins will be released in the coming months, announcing the rollout of the EASy II 3rd certification for the remaining fleet. For more information, please refer to FSA 31-10-007, available on the Customer Portal.

AERO INDIA 2017 AIR SHOW

Dassault Aviation’s Rafale (military aircraft), along with Falcon 8X and Falcon 2000LXS business jets, were front and center at this year’s Air Show in India, held on February 14th.

Recently certified and with deliveries underway, the remarkable ultra-long range 8X features industry-leading technology, the roomiest cabin in the Falcon Family, and the legendary engineering the world has come to expect from Dassault. In parallel with the delivery of the first Falcon 8X in India, Marc Douton, the region’s Mumbai-based Customer Service Manager, was at the event to meet and greet Falcon operators in attendance.

LUXAVIATION-BELGIUM UNVEILS NEW HANGAR

A longtime Falcon operator, Luxaviation Belgium (part of the Luxaviation Group), unveiled its new 4,000-square-meter hangar facility at Kortrijk-Wevelgem International Airport, Belgium, in November 2016.

With hangar space for 15 aircraft, the new facility is capable of accommodating large-body business jets such as Falcon 2000EX and 2000LXS, as well as housing its Belgian MRO facility, ExecuJet (also part of the Luxaviation Group). Located on the south side of the airport, Luxaviation Belgium’s new hangar is 100 meters long, 40 meters wide and 12 meters high, making it the largest building at Kortrijk-Wevelgem International Airport.

“The new hangar will enable larger aircraft to enter effortlessly, and will offer a more efficient, optimized work space for the maintenance department,” said Dominiek Deman, Sales Director, Luxaviation Belgium. “We will continue to offer exceptional standards of Customer Service, but at a wider and more expansive level, due to the increase in the number of aircraft we can accommodate.”
TELL US HOW WE’RE DOING

Dassault Falcon is dedicated to raising the caliber of support for each and every operator. When you speak, we listen, and whether face to face at our annual Regional Seminars or through the Product Support surveys, we develop – and refine – products and services based on your input.

As this year’s Product Support surveys are currently being sent to subscribers of Aviation International News and ProPilot magazine, we encourage you to take the time to complete these surveys to let us know how we’re doing. If not already subscribed, please scan the QR codes below to sign up for complimentary subscriptions and the opportunity to receive a survey.

Your feedback is invaluable, and you can rest assured that Dassault Falcon Customer Service promises to listen – and respond – to your needs!

A CLASSIC AFFAIR

On February 1st in Dallas, Texas, we held a Classic Falcon Worldwide Conference. It was a wonderful event and a huge success!

Designed to honor our Classic fleet – Falcon 10/100, Falcon 20/20-5/HU25, Falcon 200/Gardian and Falcon 50/50EX/SURMAR – and the global community of customers who operate these storied aircraft, this unique event drew more than 250 attendees from around the world for a day of celebration and knowledge sharing.

In addition to presenting Falcon operators with an opportunity to meet face to face, the conference was a chance for Dassault Falcon to understand how we can better support our customers’ needs. And just as importantly, it gave us an opportunity to sincerely thank our Classic operators for their commitment to us, and to pledge our commitment to them to keep their Falcons airborne.

2017 CUSTOMER SERVICE & OPERATOR DIRECTORY

The 2017 Falcon Customer Service & Operator Directory is now available online to view, download or print! From the Falcon Response App to Spares and Dassault Authorized Service Centers, the Directory offers details and contact information to get the support you’re looking for.

The Directory is available to customers through the Customer Portal. Falcon operators can gain access by visiting www.dassaultfalcon.com and clicking on the “How to Gain Access” link under the “Customer Service” tab. Go on, discover all the Customer Portal has to offer!
IMMERSIVE AND AMAZING

Dassault Aviation provides premier instruction for Falcon aircraft maintenance engineers and technicians. Our training solutions are designed by highly experienced cross-functional teams of specialists – applying global best practices and expertise – ensuring superior training delivery in accordance with aviation authority standards worldwide.

The Dassault Training Academy in Bordeaux-Mérignac, France now offers Falcon Immersive Practical Training, utilizing proprietary 3D technology to deliver an innovative learning experience in a Virtual Reality (VR) environment.

Intended as a supplement for engineers and technicians undertaking certified practical training for Falcon jets, the Falcon Immersive Practical Training features a full digital mockup of the aircraft. With high-tech VR headsets and sensors, the system allows the trainees and the instructor to see each other in the virtual world, complete with full hand motions. The trainer can demonstrate tasks simultaneously, giving multiple trainees virtual access inside the tightest areas of the aircraft for an in-depth look behind panels and equipment, along with the opportunity to observe wiring installation, parts removal and equipment handling. The system also allows the instructor to show images with a 360-degree view of the many locations inside the aircraft, such as the nose cone, bays, S-duct and below the engines, matching the 3D mockup.

“In a normal training session with up to 10 trainees, each attendee would wait to take turns to go inside the mechanical bay and other tight spaces on a real aircraft,” said Jacques Chauvet, Senior Vice President, Worldwide Customer Service at Dassault Aviation. “However, with our immersive training tool, all trainees simply put on their headsets and find themselves in the same virtual spot, even in tight spaces, with a perfect view of what the instructor is demonstrating. Dassault is proud to pioneer advanced training solutions, such as the 3D virtual instruction, for our customers.”

The first two-week Practical Training session to include the Falcon Immersive Practical Training* was successfully completed in October 2016 for the Falcon 7X, and the first differential course with Falcon Immersive Practical Training for the Falcon 7X and 8X was conducted in February 2017. The rollout of the training for Falcon 900LX and 2000S/LXS aircraft is expected within the year.

* Approved Initial Type-training (Theoretical) must be completed before enrolling in the Practical Training with FPT instruction.
2016 
CUSTOMER SERVICE ACHIEVEMENTS

FEATURES 2016 Customer Service Achievements

2016 CUSTOMER SERVICE ACHIEVEMENTS

CUSTOMER EXPERIENCE
A CENTURY OF INNOVATION
One hundred years since company founder Marcel Dassault produced the Eclair propeller. His unique spirit of innovation and passion lives on in every Falcon.

FALCON TRAINING
NEW 2000LXS PILOT TRAINING SIMULATOR IN PARIS-LE BOURGET
Dassault Falcon Training Center introduced new 2000LXS full flight simulator in Paris-Le Bourget, France.

OPERATOR ADVISORY BOARD
WORKING GROUP MEETING
Two OAB working groups – Completion Improvement & Innovation, and CAMO (Continuing Airworthiness Management of Aircraft) – met in Paris for two days of brainstorming geared toward innovative solutions for an optimal customer experience.

SERVICE CENTER NETWORK
NEW AUTHORIZED SERVICE CENTER IN DINARD
Sabena Technics named Dassault Falcon Authorized Service Center for Falcon 10, 20 and 50 Classic aircraft in Dinard, France.

FALCON RESPONSE
NEW MOBILE REPAIR UNIT (MRU) IN DALLAS
New MRU launched in the Dallas, Texas region, staffed by two GoTeam technicians 24/7 to ensure optimal response to AOG events.

OPERATOR ADVISORY BOARD
ANNUAL OAB MEETING
As the voice of the operator, the Board met for a two-day session in Newark, New Jersey, highlighted by a Dassault-led discussion on future innovation and strategy, Board recommendations and guidance, and a collaborative effort to tackle current and future challenges.

PROGRAM
FALCON 8X GLOBAL FLIGHT TEST CAMPAIGN
From extreme cold to desert heat, the Falcon 8X passed its Global Flight Test Campaign with flying colors, under the watchful eye of Dassault Falcon Customer Support Engineers.
**FALCON SMART**

**FALCON CLASSIC SOLUTIONS**
Completion of FANS 1/A+ certifications and acquisition of Rockwell Collin's Pro Line 21 avionics upgrade solution providing our in-service fleet with Next-Gen technology.

**FALCON TRAINING**

**AVAILABILITY OF FALCON PERFORMANCE SOFTWARE AT AUTHORIZED TRAINING CENTERS**
CAE and FlightSafety featured Falcon software suites on Falcon 7X, Falcon 900 EASy and Falcon 2000 EASy series – enabling instructors to incorporate the tools into the simulator training.

**OPERATIONAL SUPPORT**

**FREQUENTLY ASKED QUESTIONS (FAQ) AVAILABLE ON THE CUSTOMER PORTAL**
A new FAQ section allows pilots to submit questions and see answers to many flight-related topics.

**EVENT**

**FALCON 2016 M&O SEMINARS**
The 2016 Maintenance & Operations seminar season consisted of 11 regional events in five countries, gathering almost 800 operators.

**CABIN SUPPORT**

**NEW CABIN SUPPORT EMAIL**
Falcon customers can contact falconcabin@dassault-aviation.com for cabin familiarization training inquiries, and any other questions regarding the cabin and galley operation.

**FALCON TRAINING**

**FALCON SMART**
Dassault Falcon introduced the Maintenance Doc App allowing quick and easy access to the latest maintenance documentation on a customer's iPad®.

**EVENT**

**EBACE**
Falcon Customer Service was front and center in Geneva, Switzerland, with the announcement of Helsinki-based Polar Aviation joining the Dassault Falcon ASC network, and the Falcon 8X's completion of flight tests and a demanding month-long global operational test campaign.

**SERVICE CENTER NETWORK**

**NEW AUTHORIZED SERVICE CENTER IN HELSINKI**
Dassault welcomed Helsinki-based Polar Aviation in Finland to its Falcon Authorized Service Center network for Falcon 900 series, 2000 series and 7X aircraft maintenance.

**OPERATIONAL SUPPORT**

**SUPPLEMENTAL TYPE CERTIFICATES**
Operated Manual Supplements for Dassault's Supplemental Type Certificates: Select II, Proline 21 and FANS 1/A+.

**FALCON TRAINING**

**NEW UPSET PREVENTION AND RECOVERY TRAINING (UPRT)**
Dassault Aviation endorsed CAE’s new UPRT program, delivering a comprehensive world-class curriculum that meets the OEM’s training guidelines in accordance with the new EASA regulation.
**CUSTOMER EXPERIENCE**

**MORE TUTORIAL VIDEOS**
Informative videos and presentations aimed at optimizing Falcon performance and reliability are added to the Customer Portal (Library section, Tutorials page).

**FALCON TRAINING**

**FIRST 8X PILOT TRAINING SIMULATOR IN PARIS-LE BOURGET**
FlightSafety International began operation of their 8X full flight simulator in Paris-Le Bourget, France.

**FALCON SPARES**

**NEW DEPOT IN MOSCOW**
Launch of new Regional Distribution Center in Moscow, Russia.

**FALCON SMART**

**SAFRAN CASSIOPOÉE SELECTED AS NEW FLIGHT DATA MONITORING (FDM) SERVICE PROVIDER**
Designed and tailored specifically for Falcon Operators, FDM minimizes risk factors and improves operational performance through the collection and analysis of specific flight parameters.

**SERVICE CENTER NETWORK**

**NEW DASSAULT AUTHORIZED PAINT FACILITY, SABENA TECHNICS, IN DINARD, FRANCE**

**FRONT LINE SUPPORT**

**NEW FRONT LINE POSITION IN MOSCOW**
Additional support at Vnukovo Airport (Moscow), Russia, with a new Field Technical Rep.

**PROGRAM**

**FALCON 7X MAINTENANCE INTERVALS EXTENSION**
Dassault Aviation moved forward on extending the interval between Falcon 7X A checks to 12 months/800 flight hours.

**EASY II 3rd CERTIFICATION BECOMES AVAILABLE**
Based on the feedback collected from more than 700 aircraft with EASY II, Dassault and Honeywell have developed an additional upgrade for select aircraft programs.

**CUSTOMER EXPERIENCE**

**AIN / PROPILOT SURVEYS**
Record-high company scores in AIN and ProPilot’s 2016 Product Support surveys.

**FRONT LINE SUPPORT**

**FALCON 8X ENTRY INTO SERVICE (EIS) AND FIRST DELIVERY**
EIS encompasses a full suite of customized services, including an introduction to Customer Service, digital solutions, flight documentation, training (flight optimization, pilot solution and cabin familiarization) and more.
FALCON TRAINING

WORLD PREMIERE SESSION WITH PRACTICAL IMMERSE TRAINING IN BORDEAUX-MÉRIGNAC

Dassault Training Academy conducted the first practical session equipped with this new technology allowing trainees to access the tightest areas of the aircraft and perform associated maintenance operations via Virtual Reality immersion in Bordeaux-Mérignac, France.

SERVICE CENTER NETWORK

NEW DFS MAINTENANCE FACILITY AT BORDEAUX-MÉRIGNAC

Dassault Falcon Service (DFS) opened a new, 54,000-square-meter, heavy maintenance facility dedicated exclusively to the service of Falcon 7X and 8X aircraft in Bordeaux-Mérignac, France.

OPERATOR ADVISORY BOARD

WORKING GROUP MEETING

Two OAB working groups – Communications and Maintenance & Operations – met in Paris for two days, focusing on identifying and prioritizing areas requiring quality and usability improvements.

EVENT

NBAA

From the trade show floor to the tarmac, Dassault Falcon Customer Service was front and center at the annual NBAA Exhibition in Orlando, Florida, USA.

PROGRAM

FAULT HISTORY DECODER

Introduction of Fault History Decoder on the Customer Portal, a new solution for online Falcon EASy aircraft troubleshooting.

FALCON SPARES

“RIGHT SIZE PRICING” PROGRAM

Our objective of having the right part at the right price continues with our “Right Size Pricing” program, with pricing analysis accomplished on 54,000 part numbers thus far, and growing every day.

FALCON RESPONSE

2016 FACTS & FIGURES

Highlights from FalconResponse®, our comprehensive portfolio of AOG support services:
- 98 alternative lift missions
- 53 customer saved missions
- 1,186 flight hours

OPERATIONAL SUPPORT

ANNOUNCING FALCON SPHERE II

Dassault unveiled Falcon Sphere II, the Dassault all-in-one suite that encompasses a great variety of features and technologies customized for each Falcon, allowing pilots, flights ops, administrators and crew to prepare and manage business jet missions.
**RECENT ENHANCEMENTS AT OUR GLOBAL COMMAND CENTER**

Dassault Falcon is committed to supporting Falcon operators worldwide as quickly and effectively as possible, especially during an AOG event. To achieve this goal, we’ve equipped our Command Center with cutting-edge technological enhancements.

When a customer contacts us for assistance or information, our Technical Representatives at our global Command Center – in Teterboro, Boise and St. Cloud – work in alignment to provide comprehensive support around the clock. The improvements include a new video wall, advanced computer system with 3Dvia (our 3D structural drawing software) capability and the ability to share data globally on a common platform. For optimal situational awareness of the AOG aircraft, the video wall features multiple maps – an AOG map, displaying AOG situations worldwide; a map showing Falcon Response aircraft in real time; and a map displaying our airborne Falcon fleet. Additionally, for our latest flagship, the Falcon 8X (EASy III equipped), we’re in the process of adding Desk Top Simulators (DTS), which will enable our Technical Representatives to virtually replicate various flight phases of the aircraft and manipulate avionics for optimal assistance during an AOG. Watch this space for more information.

Call us to visit the Command Center and meet the Team!

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Customer Service Manager (CSM)

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**Customer Service support update**

Dassault Falcon’s commitment to strengthening customer support is stronger than ever, as we strategically align resources with customer needs!

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Technical Representative, Command Center, Boise

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**James Nathan Jones**
Field Technical Representative, Dallas, Texas

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**Matthew S. Dods** has come on board as a Technical Representative at our Command Center in Boise, Idaho, USA. Matthew’s previous experience includes performing team lead and inspector duties for a multiple-aircraft Falcon operator, maintaining Falcon 50, 900, 2000 and 7X aircraft. Matthew holds an Airframe and Powerplant certificate.

**James Nathan Jones** joined us as a Field Technical Representative, based in Dallas, Texas, USA. In his previous position as a Flightline Mechanic at Dassault Falcon’s Completion facility in Little Rock, Arkansas, USA. James worked on the Falcon 900, 2000, 7X and 8X aircraft. With an Airframe and Powerplant certification and nearly 10 years of expertise in composites, interior completions, aircraft systems and powerplant operations, James will provide expert support for Falcon customers located in Arkansas, Louisiana, New Mexico, Oklahoma and Texas, USA.
Bidding farewell to longtime Falcon Employee Janis Boroznoff

In December 2016, we saw the end of an era in the Falcon Spares department (Teterboro, New Jersey, USA) with the retirement of Janis Boroznoff, Spares Parts Sales Representative, after 39 years of service.

Janis began her career in 1977 as a clerk with Falcon Jet Corp. and later transitioned to Falcon Spares as an Account Rep in 1987. With the change of Falcon Jet Corp. to Dassault Falcon Jet in 1994, Janis assumed the position of Sr. Customer Account Rep, and subsequently went on to hold multiple roles within Falcon Spares, including Regional Customer Service Supervisor and Sales Account Rep. In each position, she lent dedicated support to customers and colleagues, while gaining their respect and trust along the way. “Janis’s unparalleled commitment has served us well, and while both customers and fellow employees alike will miss Janis, we wish her well in her future endeavors,” said Eric Smith, Director of Falcon Spares Teterboro.

Something to brag about

Since 2011, Falcon Spares has maintained an industry-leading service level, ensuring on-time delivery of a Reliable part, to the Right place, with the Right price!

We use the Service Level as a measurement of our parts delivery performance – tracking the part from the moment the order is placed to the time the part is delivered to the customer. At Falcon Spares, we leave nothing to chance and are constantly analyzing prices, improving processes and strategically aligning inventory to achieve the highest level of customer satisfaction. It is no wonder that our customers voted us #1 for Parts Availability for in-production and classic aircraft in AIN's 2016 Product Support Survey.

Louisville Warehouse begins operation

Falcon Spares is pleased to announce the opening of its new Regional Distribution Center (RDC) located in Louisville, Kentucky, USA. Tactically situated at the UPS Worldport hub (UPS’s largest air facility), this latest RDC is quickly ramping up to serve as a major distribution source for parts shipped within the United States. It will permit us to extend our ordering deadline to 11:00PM ET for 8:00AM delivery to most of North America.

Realizing the multiple customer advantages attributed to the opening of our new RDC in Louisville, and given the small number of same-day local delivery orders, Falcon Spares has decided to close the warehouse in San Jose, California, USA, effective March 31, 2017. Falcon customers currently supported by the San Jose RDC can rest assured that they will not experience any lapse in service. And to maintain our commitment to parts availability, we are currently evaluating plans for a new satellite RDC on the West Coast, so watch this space for more information.

With over $850M in parts inventory at our 15 distribution centers around the globe, we’re confident that our customers will benefit from our RDC realignment, as we continue to deliver reliable parts to the right place with the right price with a 98.6% Spares Service Level.

LOUISVILLE WAREHOUSE BEGINS OPERATION

Falcon Spares is pleased to announce the opening of its new Regional Distribution Center (RDC) located in Louisville, Kentucky, USA. Tactically situated at the UPS Worldport hub (UPS’s largest air facility), this latest RDC is quickly ramping up to serve as a major distribution source for parts shipped within the United States. It will permit us to extend our ordering deadline to 11:00PM ET for 8:00AM delivery to most of North America.
Falcon Sphere II is the Dassault all-in-one suite that encompasses a great variety of features and technologies customized for each Falcon, allowing pilots, flights ops, administrators and crew to prepare and manage business jet missions.

Falcon Sphere II – available on EFB-equipped Falcon 8X and Falcon 900LX aircraft – offers a vast array of new apps, including Mission Folder, Aircraft ID and Falcon Flight Manuals, and is compatible with Weight and Balance Module, Electronic Performance for Cruise Computations, Falcon performance for Take-off and Landing Operations and interactive charts.

"Falcon Sphere II offers a fully customized integrated EFB solution that enables flight crews to minimize workload and gain access to data that is automatically updated on a continuous basis, optimizing paperless cockpit operations," said Frédéric Leboeuf, Vice President, Falcon Operational Support. "It will yield a substantial time and cost savings and a considerable improvement in operating safety and efficiency while providing an innovative and unique user experience."

For more information, email us at: falconpilot@dassault-aviation.com

Fault History Decoder

Dassault is delighted to introduce the Fault History Decoder (FHD), a new solution for Falcon EASy aircraft troubleshooting. FHD is a simple, easy-to-use decoder of the Fault History Database, available on the Falcon Customer Portal. It features:

• One-click Fault History Database decoding
• Easy-to-read summary report with color coding and phases of flight filtering
• Microsoft Excel export
• Compatibility with EASy LDI databases in service

Fault History Decoder facilitates aircraft troubleshooting, providing a user-friendly interface to read and analyze aircraft fault history. With data decode capability, the FHD will not only improve Authorized Service Center and operator autonomy, it will enable Falcon Command Center easy data access for efficient troubleshooting.

The FHD tool is free of charge and is available to all Falcon Customer Portal users. For more information, please refer to FSA-45-10-004-R00-A.

New Falcon Broadcast commercial program

Dassault Falcon is pleased to offer operators a new Falcon Broadcast commercial program featuring a 45% discount on the annual fee (compared to last year), zero activation fee and a free 12-month trial period for new subscribers (APM charges may apply). Designed for all Falcon EASy models, Falcon Broadcast provides customers with fast, accurate and detailed notifications of issues in real time, backed by data analysis, while in-flight, possibly averting an AOG. And all of this is achieved without compromising the confidentiality of a mission.

Falcon operators can use the EASy II 3rd certification load retrofit as an opportunity to activate the free Falcon Broadcast trial and become a part of the Falcon Broadcast community. For more information and to learn how this service can be a game-changer in a time-critical situation, please refer to FSA-45-10-003-R00-A, available on the Customer Portal.
DFS CELEBRATES GOLDEN ANNIVERSARY

Dassault Falcon Service (DFS) is happy to celebrate 50 years serving Falcon operators with their maintenance needs.

The Paris-Le Bourget-based 90,000-square-meter facility, comprised of seven hangars and an outdoor aircraft parking area, is capable of accommodating 50 Falcons. And most recently (end of 2016), DFS opened a brand new facility in Méridignac to accommodate the growing Falcon fleet with 7X and 8X aircraft. Staffed with 600+ Falcon experts, DFS delivers scheduled maintenance, structural overhaul, avionics upgrades, cockpit and cabin refurbishment, non-destructive testing and more. DFS is CAMO (Continuing Airworthiness Management of Aircraft) authorized, and Airworthiness Authorities approved (EASA, FAA, China, India, Cayman, Bermuda, etc.).

In addition to traditional maintenance services, DFS offers charter flights, aircraft management, and a Falcon Response team addressing any AOG situation around the globe. Its expanding network includes satellite service centers at Nice, France; Luton (London), UK; Rome, Italy; Libreville, Gabon; and Vnukovo (Moscow), Russia. And voted as Paris’ top-rated FBO, DFS delivers a broad range of premium services to passengers and crew arriving at Paris-Le Bourget airport.

The DFS MRO at Paris-Le Bourget is the largest maintenance service center in the world dedicated solely to Falcon business jets. Happy Anniversary, DFS!

HAWKER PACIFIC MALAYSIA APPOINTED DASSAULT FALCON ASC

Dassault Aviation has approved Hawker Pacific’s Malaysia-based facility as an Authorized Service Center (ASC) for Falcon 8X, Falcon 7X, Falcon 2000EX Easy and Falcon 900EX EASy series aircraft.

Located at the Sultan Abdul Aziz Shah Airport in Subang, Kuala Lumpur, the 36,000-square-foot facility will offer line maintenance services for local and transient operators – including repair and overhaul, retrofits, modification and upgrades. The Malaysia facility will be capable of dispatching a GoTeam, complete with appropriate tooling and equipment to address AOG events 24/7.

“Strengthening our global ASC network is vital to Dassault Aviation’s commitment to provide local support for our customers,” said Jacques Chauvet, Senior Vice President, Worldwide Customer Service.

New leadership at Dassault Aircraft Services

We are pleased to welcome Mark Ozenick as the new President of Dassault Aircraft Services (DAS). Mark will oversee DAS operations for the North, South and Central America region.

“Mark brings extensive industry experience to DAS, but more importantly he has proven his commitment to providing a great customer experience and best-in-class service quality,” said Geoff Chick, Senior Vice President of Customer Service at Dassault Falcon Jet. “We look forward to Mark integrating DAS products and services into the total customer experience.”

Most recently, Mark co-founded – and served on the board of – Heliflite Aviation Services; prior to that, he served in several senior and C-level executive roles in the aviation industry. Mark’s broad and deep expertise in customer and operational support will undoubtedly serve him extremely well in this role.
TRAINING OPPORTUNITIES

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

 APRIL 2017

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Please verify availability of classes with each Training Provider.

DASSAULT TRAINING ACADEMY

Maintenance Practical Training
Falcon 7X/8X (10 days)
Apr 24, Jun 12* Bordeaux-Mérignac, France
Falcon 900EX EASy (10 days)
Jun 26* Bordeaux-Mérignac, France
Falcon 2000EX EASy (10 days)
Jul 10* Bordeaux-Mérignac, France

Structural Repair Training
All Falcons (5 days)
Jun 26* Bordeaux-Mérignac, France
*Session date and training site can be modified according to aircraft availability

For more information contact:
dassaulttrainingacademy@dassault-aviation.com

CAMP (MAINTENANCE)

Advanced Maintenance Module (1 day)
Jun 13, Jul 4 Paris, France
Advanced Camo & Quality Control Aspects (1 day)
Jun 14, Jul 5 Paris, France

For more information visit www.campsystems.com

REALCASE

Falcon 900 EASY, Troubleshooting (5 days)
Jun 19 Morristown, NJ USA
Falcon 2000 EASY, Update (RCT) (5 days)
Jun 28 Morristown, NJ USA

FLIGHTSAFETY INTERNATIONAL (MAINTENANCE & PILOTS)

900EX EASY II Pilot Initial (25 days)
Apr 24, May 29 Teterboro, NJ & Dallas-Fort Worth, TX USA; Paris, France
2000EX EASY II Pilot Initial (24 days)
May 1, May 29, May 31 Dallas-Fort Worth, TX USA; Paris, France; Teterboro, NJ USA
7X EASY II Pilot Initial (28 days)
May 1, May 9, Jun 5 Dallas-Fort Worth, TX USA; Paris, France; Dallas-Fort Worth, TX USA
900EX EASY I/II Maintenance Initial (15 days)
May 8, May 29 Dallas-Fort Worth, TX USA; Paris, France
2000EX EASY I/II Maintenance Initial (15 days)
Jun 5, Jun 12 Wilmington, DE USA; Paris, France
7X EASY I/II Maintenance Initial (20 days)
May 29, Jun 5 Paris, France; Dallas-Fort Worth, TX USA
PW307 LINE & BASE MAINTENANCE (5 days)
May 29, Jun 19 Paris, France; Dallas-Fort Worth, TX USA
PW308 LINE & BASE MAINTENANCE (5 days)
Jun 5, Jun 12 Dallas-Fort Worth, TX USA; Paris, France

For more information contact:
lori.parrish@flightsafety.com
# Falcon Worldwide Customer Service

## The Falcon Command Center and the Falcon Response App*

are your best resources for AOG assistance!

### 24-Hour AOG Command Center

**Teterboro, NJ USA**
+1 201 541 4747  
+1 800 2FALCON (232 5266)  
commandcenter@falconjet.com

**Paris, France**
+33 1 47 11 37 37  
commandcenter@dassault-aviation.com

### 24-Hour AOG Spares Support

**Teterboro, NJ USA**
+1 201 541 4809  
+1 800 800 4036  
customer.care@falconjet.com

**Paris, France**
+33 1 48 35 56 78  
dafstores@dassault-aviation.com

### Falcon Pilot Support

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

### Falcon Cabin Support

For any question related to cabin equipment use in operations and cabin training program, falconcabin@dassault-aviation.com

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### Field Service Contacts

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*Available for download through the Apple App Store and Google Play.

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