Embraer leads for jets, Mitsubishi remains in top turboprop spot

Readers responding to AIN’s 2016 Product Support Survey rank Embraer at the top, with the highest combined overall average (8.4) for newer and older aircraft. Dassault Falcon and Gulfstream (both midsize- and large-cabin jets) tie for second place at 8.2. In third place this year is Bombardier’s Challenger series at 8.1, up 0.1 but matching last year’s third-place finish.

Two manufacturers tied for fourth place, both with a 7.9 rating, up 0.2 from last year, and these are Bombardier’s Globals and Textron Aviation’s Citations. Bombardier’s Learjet support climbed to a 7.8 rating, up from last year’s 7.7, leaving it with a fifth-place ranking.

Textron Aviation’s out-of-production jets see a divergence this year, with the smaller jets climbing by 0.2, to 7.4, but the midsize Hawkers dropping to 6.9.

In the turboprop arena, Mitsubishi’s MU-2s climbed to 9.3 from last year’s 9.1 to top this category, followed by Pilatus’s PC-12s (7.6) and Textron Aviation’s King Airs (7.1), the same placements as last year.

Rotorcraft rankings start with Bell Helicopter at the top of the list (7.5), as it was last year, but with a lower rating (down 0.4), then Airbus Helicopters holding the number-two place (down 0.3 from last year). Sikorsky moved up one place this year to third with 6.5, up 0.2, followed by AgustaWestland with 6.3.

Newer Jets
Three OEMs but an unprecedented four jet series earned an 8.4 rating to rank first place in the newer business jets category this year, and all showed an improvement from last year’s rating. First-place rankings this year were Dassault Falcon, Embraer and both Gulfstream’s midsize and large-cabin jets. Embraer moved into second place, up 0.2 from last year and also up two places from last year’s fourth.

Contributing to Dassault’s first-place finish this year were its top rankings for parts availability (8.6, up 0.2 from last year) and overall aircraft reliability (up 0.1 to 9.0).

Embraer’s rankings were bolstered by an 8.6 for authorized service centers (up from 7.5), 7.3 for cost of parts (from 7.0 last year), 9.0 for technical manuals (up from 8.5) and 9.0 for overall aircraft reliability (up from 8.6).

Gulfstream midsize jets earned top scores as a result of an 8.4 for factory-owned service centers, up from last year’s 7.7; 9.0 for AOG response, up from 8.6; and 9.2 for technical reps, up from 8.1. For large-cabin jets, Gulfstream received a 9.1 for warranty fulfillment, up from 9.0; 9.0 (up from 8.6) for maintenance-tracking programs; and 9.0 for overall aircraft reliability for large-cabin jets, up from 8.9.

Bombardier’s Challengers moved into second place, up 0.2 from last year and also up two places from last year’s fourth.
Citations, climbing 0.3 to 8.1 and up from last year’s fifth place. Bombardier’s Globals received the same 7.8 rating as last year, but this year moved up to fourth place from the fifth-place tie with the Citations. This year, the Learjets and Textron’s Hawker 400XPXPs ranked in fifth place. The larger Hawkers climbed 0.2 points this year.

**Older Jets**

In the older jets category, Bombardier made a big move up to first place with an 8.1 rating for the Globals. The company’s Challengers came in second place with the same 8.0 as last year, followed by Learjet in third, climbing 0.4 to 7.9, and tied with Dassault Falcon (down 0.1) and Gulfstream’s large-cabin jets (down 0.4). The Globals and Challengers tied for top ranking in the factory-owned service centers category with 7.3, up from the Challengers’ 6.4 last year. (The Globals did not receive enough ratings in the older jets category to be included last year.) Top ranking for authorized service centers was for the Challengers at 8.1, climbing sharply from 6.4 last year.

The Globals secured an 8.2 ranking in parts availability and a 9.3 for technical reps. Challengers were ranked at 8.7 (up 0.3) for maintenance-tracking programs. Learjets achieved top rankings in cost of parts (6.3), AOG response (8.5) and technical manuals (8.4), up 0.3, 1.1 and 0.5 respectively.

Falcons also scored an 8.2 for parts availability (down 0.3 from last year); 8.6 for warranty fulfillment (up 0.5); and 8.9 for overall aircraft reliability (down 0.1). Gulfstream’s large-cabin jets tied with Falcon’s 8.9 for overall aircraft reliability (down 0.2 from last year). Top ranking for authorized service centers was for the Challengers at 8.1, climbing sharply from 6.4 last year.

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Each year, AIN asks aircraft manufacturers to submit summaries of key improvements in their product support implemented during the past year, and the following reflects the responses of those that chose to participate.

**Fixed-wing**

**Airbus**

Airbus implemented its worldwide ACJ service center network last year. Owners of the 180 Airbus corporate jets in service can have their aircraft maintained at Airbus’s own Airbus Corporate Jet Centre in Toulouse, France; Comlux America in Indianapolis; Haeco Private Jet Solutions in Xiamen, China; Sepang Aircraft Engineering in Kuala Lumpur, Malaysia; at Jet Aviation Basel, Dubai and Singapore; and at ST Aerospace in Singapore. All of these facilities offer line and heavy maintenance, cabin refurbishing and cabin and system upgrades.

ACJ owners can now tap into the Camp Systems maintenance-tracking service under an agreement between Airbus and Camp. The new Camp for ACJ service combines Airbus’s maintenance program optimization with Camp’s computer-based maintenance management services.

Since the ACJ can host a large antenna, another new option for ACJ owners is installation of high-speed Ka-band satcom, which is capable of data speeds of up to 50 Mbps. The Ka-band system became available for ACJ installations in this year’s second half.

**Bombardier Business Aircraft**

Bombardier’s focus, according to Andy Nureddin, Bombardier Business Aircraft v-p and general manager of customer services, “is on speed, capacity and technological innovation driving down the bottom line.”

Bombardier says it tries to ensure that customers are as close as possible to a Bombardier facility, either factory-owned or part of its authorized service facility network. If one of those isn’t available, then a service truck or mobile maintenance team can help take care of the customer. This drives what Nureddin calls a “virtuous cycle,” because customers appreciate nearby service and are then more likely to bring their maintenance to Bombardier or an affiliated facility.

To that end, Bombardier added six service trucks in the U.S. and two in Europe during the past year. This model doesn’t work, yet, in China, where Bombardier has opened a new factory-owned service center in Tianjin, but that should change eventually. “You will find us rapidly coming up with a mobile operation that is appropriate for the Chinese market,” he said.

In June, Bombardier announced that it will establish a fully owned heavy maintenance service center at London Biggin Hill Airport. Operations should begin by this year’s fourth quarter. The location will also boost parts availability for Bombardier’s European fleet. “Biggin Hill is a market we couldn’t afford not to be in,” Nureddin said.

Newer Bombardier jets are now entering service equipped with its Smart Link data connectivity, monitoring and inflight reporting service. The Learjet 75 is the first to be equipped, and Smart Link is rolling out on the Challenger and Global and will be standard on the upcoming Global 7000. Retrofit kits are available in Bombardier service centers. “Connected airplanes are able to give us reams of data,” he said. “We can see trends and fine-tune the maintenance programs. It’s revolutionary how it helps us support and respond and troubleshoot airplanes.”

Efforts such as Smart Link, Smart Parts, Smart Maintenance and so on are not just about cost saving, he explained, but “more about budgeting and predictability, peace of mind. It’s an ever-present struggle, how to take cost out and ensure [we] develop maintenance

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**By the Numbers 2016**

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents who rated aircraft</td>
<td>809</td>
</tr>
<tr>
<td>Respondents who completed the survey in its entirety</td>
<td>720</td>
</tr>
<tr>
<td>Aircraft rated</td>
<td>2,927</td>
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<tr>
<td>Aircraft models receiving ratings</td>
<td>150</td>
</tr>
<tr>
<td>Minimum ratings required to be included in the data</td>
<td>20</td>
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</tbody>
</table>
programs that are not too burdensome on customers. Thankfully it’s in our DNA; being a regional/commercial manufacturer, we’ve honed these capabilities of iterative improvements to the maintenance program.”

To further manage costs, Bombardier works with suppliers to limit future expenses. For example, negotiating a cap on costs for a landing gear overhaul “to provide some sort of cap to the customer, so it doesn’t keep them up at night,” Nureddin said. “Ultimately everybody benefits. Residual values stay up, suppliers benefit, and they are seeing more repairs through their own shop because they underwrite these programs.”

**Dassault Falcon**

Falcon owners will soon realize lower maintenance costs, thanks to a new streamlined 12-month check, which replaces the nine-month A check. The first model to implement the new interval is the 7X, and the 2000 and 900 series will follow “soon thereafter.”

Other recent efforts include enhancements to the Falcon Response AOG service support, such as more mobile tech teams, release of the Falcon Response mobile app for 24/7 access to the global support network and “streamlined AOG response/deployment protocol based upon customer feedback,” according to the company.

Heeding advice from its operator advisory board, Dassault Falcon has developed two new mobile apps, Flight Documentation and Maintenance Documentation.

Dassault’s two new Falcon 900 airborne support aircraft have flown 160 support missions and 50 alternate transportation missions for customers. One of the 900s is located in France and the other in the U.S.

To continue meeting customers’ parts needs, the company opened distribution facilities in Louisville, Ky., and Lagos, Nigeria. The Falcon spares service level is currently 98.6 percent.
Embraer
Embraer has delivered 1,000 business jets, and its global network now numbers 75 service centers. Embraer’s 24/7 Customer Service Center is located at company headquarters in São José dos Campos, Brazil, and it also owns service centers in Sorocaba, Brazil; Mesa, Ariz.; Fort Lauderdale, Fla.; Windsor Locks, Conn.; and Paris.

The Sorocaba facility received FAA repair station approval in May, covering the entire Embraer business jet line. Last year the company added an authorized service center, ExecuJet Aviation Nigeria, based in Lagos. ExecuJet Aviation is approved as a Phenom 300 line maintenance service center for western Africa.

Gulfstream
Last year Gulfstream added MRO services at Jet Aviation’s facility in Teterboro, NJ. Eleven technicians are based at Jet Aviation and provide line maintenance, airframe and avionics services and 24/7 AOG assistance. Parts are locally available from a $60 million inventory located at Teterboro-based FlightPath Services. The Teterboro technicians can maintain all Gulfstream jets registered in the U.S., European Union countries, Bermuda and the Cayman Islands.

Gulfstream opened two maintenance hangars last year, a 110,000-sq-ft facility that doubles the company’s capacity in Brunswick, Ga., and a newly renovated 19,000-sq-ft hangar at its Long Beach, Calif., campus. The Brunswick facility incorporated “several sustainable and green design features, such as recycled content, water-saving lavatories and showers, energy-efficient indoor/outdoor lighting and heating/cooling systems and preferred parking spaces for low-emission, fuel-efficient vehicles,” according to Gulfstream.

At its Savannah, Ga., service center, Gulfstream opened a new paint facility last September, greatly speeding the painting process for in-service aircraft, which previously had to be slotted into the production aircraft paint facility. The new facility is air-conditioned and heated and has a crossdraft bay for paint stripping, sanding and priming, and a downdraft bay for painting.

Another environmentally friendly building at the Savannah campus is the new product support distribution center (PSDC), which opened in June. Enclosing more than 400,000 sq ft, the PSDC is the “centerpiece” of Gulfstream’s parts distribution network, which “manages 500,000 unique part numbers for 18 aircraft models at 11 warehouses and service centers worldwide,” according to the company. A new distribution center was also opened near Al Maktoum International Airport in Dubai.

In Europe, Gulfstream has added product support capabilities at Jet Aviation Vienna and Altenrhein Berlin, as well as line maintenance and AOG services at Stansted Airport northeast of London. The company also moved a mobile repair vehicle to Stansted from the Luton service center.

Earlier this year, Gulfstream added a diagnostic tool available by subscription for MyCMP maintenance-tracking customers.

The new tool “integrates a customizable diagnostic reasoning engine and a database of known equipment faults and troubleshooting procedures,” according to Gulfstream, and it is based on the CaseBank Technologies SpotLight. “The MyCMP diagnostics tool starts with user input of an initial observed symptom, which launches a ‘troubleshooting dialog,’ similar to an expert on a call-in help desk, to arrive at a solution,” said Derek Zimmerman, president of Gulfstream product support. “By dynamically generating decision logic based on fault-isolation technical data and user-submitted solutions, the program quickly identifies the cause of issues to guide the user to the corrective action.”

Gulfstream has made the new tool available to operators of the G650 and G550 and plans to offer it on the upcoming G500 and G600.
### ABOVE AND BEYOND

We asked AIN Product Support participants to list their favorite support providers and what they like about the service they receive. Here are some of the companies and people respondents chose to recognize. Read the full list at www.ainonline.com/above-beyond-2016.

### OEMS

<table>
<thead>
<tr>
<th>Name</th>
<th>Comment</th>
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<tbody>
<tr>
<td>Jeffrey Pearl, Leonardo Helicopters</td>
<td>Despite the way Agusta (Leonardo) handles its business, Jeffrey Pearl has always worked to get our aircraft up and running and answer any question I’ve ever had. An excellent tech rep.</td>
</tr>
<tr>
<td>Amanda Bondar, Airbus Helicopters</td>
<td>Has helped us out on the weekend to get parts to us above and beyond her normal duty time.</td>
</tr>
<tr>
<td>Dean Eechaute, Bombardier</td>
<td>Dean, Learjet FSR, knows the aircraft he is responsible for (primarily the Learjet 40/45/70/75) better than anyone we have come across. He will not stop until the issue is resolved regardless of the complexity. The phrase “I don’t know” isn’t in his vocabulary. But if he has to use it, it is followed by “I will find out and let you know.”</td>
</tr>
<tr>
<td>Shane McCabe, Citation</td>
<td>Shane is the mobile service mechanic and takes ownership of the airplanes he maintains. Excellent mechanic with a wealth of knowledge.</td>
</tr>
<tr>
<td>Gene Woods, Dassault</td>
<td>Gene and his team have constantly exceeded my expectations and constantly deliver my company a completed and reliable aircraft. They always strive to deliver my aircraft early and if I ask for the airplane early they will go above and beyond to make it happen. I can always count on anybody on his team to go the extra mile and to treat my aircraft like it was their own.</td>
</tr>
<tr>
<td>Sanjay Pandey, Embraer</td>
<td>Never had a technical rep call me every week to ask how the aircraft is. He wants to know my every trip to ensure he or someone else is monitoring the flights. When problems arise during our trips, Sanjay is always coordinating and making sure all questions are answered or making sure one of the Embraer Service Facility (employees) is taking care of us... even if it’s 3 or 4 a.m. The whole Embraer team in Singapore is always supportive and goes beyond the call of duty.</td>
</tr>
<tr>
<td>Jim Beebe, Gulfstream</td>
<td>Jim continues to go above and beyond in his pursuit to help out the customers in his region. He truly responds 24/7 and even drives three hours each way to our facility to lend assistance when needed. Great person to work with.</td>
</tr>
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### AUTHORIZED SERVICE CENTERS

<table>
<thead>
<tr>
<th>Name</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Janet Beazely, Duncan Aviation Lincoln</td>
<td>Janet is the best project manager I’ve ever dealt with. She’s always active and involved in her projects. She always knows the status of the airplane and everybody in the facility respects and likes her and helps her get my airplane completed on schedule.</td>
</tr>
<tr>
<td>Mark James, Intercontinental Jet Service Center</td>
<td>I have every possible contact number for Mark. He is always available to help 24/7/365 and his knowledge base is unbelievable.</td>
</tr>
<tr>
<td>Gordon Ross, Pentastar Aviation</td>
<td>Gordon went above and beyond ahead of a visit to make sure the project would run smoothly. He even went so far as to spend his company’s money to make sure my fabric would pass burn cert when they did not even have a signed contract. This small action won the company the whole project as well as referrals.</td>
</tr>
<tr>
<td>Dan McKillips, West Star</td>
<td>Dan’s attention to detail and going the extra mile is great!</td>
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**Mitsubishi Heavy Industries America**

This year Mitsubishi Heavy Industries America (MHIA), which supports the roughly 270 MU-2s that are still flying, and its U.S. contractor Turbine Aircraft Services (TAS) held three Pilots Review of Proficiency (Prop) seminars in the U.S. The seminars are free, anyone is welcome to participate, and they are designed to help new and current MU-2 operators share information and learn more about how to operate their twin turboprops safely. Representatives of 170 MU-2s attended the Prop seminars this year, according to Pat Cannon, president of TAS, which helps MHIA support the MU-2.

Recently, TAS and MHIA completed FAA approval of an Alpha Systems angle-of-attack (AOA) system for the MU-2, under new Part 23 regulations that do not require an STC. The AOA system is calibrated for all MU-2 flap configurations and it provides visual and aural warnings, including vocal warnings such as “too slow” and “stall.” The new AOA system costs $5,000 to $6,000, according to Cannon.

TAS is completing final editing of a new icing video, which was announced last year. MU-2 pilots are required to undergo icing training by watching the video under the supervision of an instructor every two years, and this is usually done as part of the Prop seminars. Now the FAA is allowing MHIA to provide the icing training online, and pilots will be able to view the video and answer questions without having to travel or make other arrangements with a qualified instructor. The new video is completely redone, with professional narration by
MHIA’s strong support and the MU-2’s outstanding performance are attracting new owners, and they are spending on upgrades and refurbishment. “New owners are coming in droves, and there’s probably been a record number of sales this year,” Cannon said. Popular panel upgrades are Garmin’s G600 flight displays and GTN 650/750 touchscreen navigators. “It’s fantastic what people are doing to their airplanes,” he said.

Pilatus Aircraft

The PC-12 fleet has passed 1,400 and has logged 5.6 million flight hours. The latest version—the PC-12/47E (NG)—has seen 630 deliveries, and these airplanes

SURVEY RULES AND METHODOLOGY

As with AIN Publications’ previous annual Product Support Surveys, the objective this year was to obtain from the users of business jets, turboprop airplanes and turbine-powered helicopters statistically valid information about the product support provided by business aircraft manufacturers over the last year and to report this information to our readers. The ultimate goal of the survey is to encourage continuous improvement in aircraft product support throughout the industry.

This survey was conducted via a dedicated website, created by AIN from the ground up to provide improved ease of use and to encourage greater reader participation. AIN emailed qualified readers a link to the survey website and also sent a postcard invitation with login credentials to the survey website.

The survey website was open from May 2 to June 15. Respondents were asked to rate individual aircraft and provide the tail number, age (less than 10 years old or more than 10), primary region of service and whether they used factory-owned or authorized service centers, or both. Respondents were also asked to rate, on a scale from 1 to 10, the quality of service they received during the previous 12 months in the following categories:

- Factory-owned Service Centers—cost estimates versus actual, on-time performance, scheduling ease, service experience.
- Authorized Service Centers—same as above.
- Parts Availability—in stock versus back order, shipping time.
- Cost of Parts—value for price paid.
- AOG Response—speed, accuracy, cost.
- Warranty Fulfillment—ease of paperwork, extent of coverage.
- Technical Manuals—ease of use, formats available, timeliness of updating.
- Technical Reps—response time, knowledge, effectiveness.
- Maintenance Tracking Programs—cost, ease of use, accuracy, reliability.
- Overall Product Reliability—how the product’s reliability and quality stack up against the competition.

Respondents were also asked to recognize individuals who have provided them with exceptional product support and service. The full list of these people is available online at www.ainonline.com/above-beyond-2016.

The 2016 AIN Product Support Survey results for aircraft are published in this issue, avionics will be featured next month and engines will follow in October.
have already reached one million flight hours.

Last year, Pilatus added Chile’s Aerocardal as a PC-12 authorized service center. Aerocardal is based at Santiago International Airport, where it operates an FBO.

Pilatus has been expanding its customer support team around the world, for all of its general aviation models (PC-6, PC-12 and the upcoming PC-24 jet). Enhancements to the MyPilatus.com portal include new publications such as fault isolation guides for the PC-12NG and 10th series and performance information leaflets. Pilatus has also published an EASA-approved master minimum equipment list and master maintenance and operating procedures manual.

To help pilots become more familiar with the PC-12NG’s Honeywell Apex flight deck, Honeywell’s Pilot Gateway provides a pilot integrated learning guide, task trainer and instructional videos.

**Textron Aviation**

Textron Aviation’s service network now includes 21 factory-owned facilities, 65 mobile service units and three dedicated support aircraft.

Earlier this year, Textron Aviation launched the 1Call AOG response team, which allows customers to place a single call to marshal resources to get their Citation, King Air and Hawker back in the air as quickly as possible. “Customers calling this dedicated line for unscheduled maintenance events can receive prioritized technical support, order expedited parts, have alternative lift quickly dispatched or schedule a mobile service unit,” according to the company.

In Europe, Textron Aviation placed a CJ3 to provide expedited service. This supplements the company’s six service centers, five line service stations and European parts distribution center, as well as locally based design engineers and supplier representatives.

To help keep customers flying, Textron Aviation has invested in its parts distribution network with a new forecasting system that improves accuracy and has led to “significant increases in fill rate,” according to the company. Delivery performance is better thanks to consolidation of warehouse and shipping operations.

On the technical publications front, Textron Aviation is launching a system called 1View, which it developed in collaboration with customers. The system allows customers to sign on just once for access to all maintenance manuals, flight documents, service information and e-commerce features for all Textron Aviation aircraft types. Documents are linked for quick access, and users can annotate and draw on data and graphics in the documents.

**Rotorcraft**

**Airbus Helicopters**

Airbus Helicopters customer support efforts are focused on “improving technical publications, better tracking of customer inquiries and issues, bigger parts inventories and vast improvements in the last two years in on-time parts deliveries.” Last year the company implemented customer focus groups to learn more about “customers’ irritants and their expectations,” and then to respond to their concerns.

During the past two years, Airbus Helicopters has added to its worldwide spares supply, improved component repair and standard exchange offers via its HCare system, bolstered technical support at its three hub facilities in France, Dallas and Singapore and added technical reps. Customers can submit a technical request 24/7 and receive an answer “quickly from one of the three hubs,” no matter where the customer is located, and the hubs will work together to follow up with additional resources and expertise.

Technical publications are now easier to use with the Orion viewer and have better content. Airbus is also working on “improving technical irritant resolution and maintenance programs.”

Parts inventories have grown, including $20 million worth of additional spares at the Dallas/Fort Worth logistics hub. This reflects a strategy to locate fast-moving parts near customers and to place parts where demand tends to be erratic in centralized locations, according to Airbus. On-time delivery of parts is improving, with deliveries of unplanned parts orders meeting the requested date 95 percent of the time, and on-time delivery for parts ordered 15 or more days in advance reaching 98 percent.
Airbus Helicopters has released the e-Tech Pub for the H125/H130, available on iPads and most web browsers. Users can now conduct full-text searches using the offline version. Customers can learn how to use the e-Tech Pubs and Orion viewer by logging into webinars that Airbus Helicopters is developing.

**Bell Helicopter**
Bell's new Customer Advantage Plans offer fixed-cost-per-flight-hour options for operators that use the company's maintenance and support services. The service is available for the entire lifecycle of the helicopter, and it is also transferable to new owners. In addition to helping owners manage maintenance costs, the plan offers optional non-standard kit coverage and preferred rates from 100 Bell service centers or authorized customer service facilities.

During the past year, Bell has worked on improving its logistics capabilities, the company noted, “so that both our internal and external networks are performing better than anyone else in the world for rotorcraft parts.” Bell says its recently acquired Able Aerospace Services facility in Mesa, Ariz., will also help it improve its component repair and overhaul capabilities.

**Leonardo Helicopters (formerly AgustaWestland)**
Last year Leonardo Helicopters expanded into growing markets in China, South America and Australia. Customer feedback has helped the company improve support and training worldwide, and this is a result of developing “a more robust and user-friendly e-commerce and online parts ordering system,” redesigning the service contract “with clear performance guarantees” and implementing lean processes in its maintenance facilities to help meet customers’ turnaround time requirements.

Parts “delivery schedule adherence” has reached 90 percent for AOG customers and 94 percent “when taking into account warranty fulfillment and routine ordering along with AOG requests.” According to the company, these numbers have continued improving year-over-year.

Leonardo plans to continue investing to shrink component repair turnaround times and to keep spare parts pricing below the consumer price index and other manufacturers’ offerings.

**Sikorsky**
Sikorsky says its efforts during the past year to improve customer satisfaction through enhancements to customer interface teams, parts inventory mix and added shipping capacity have led to shorter delivery times and better parts availability.

The company’s new Customer Care Center in Trumbull, Conn., opened in March. Offering 24/7 availability and a single phone number to reach “a focused, interdisciplinary team of experts,” the center has helped Sikorsky improve AOG response time by 30 percent.

Also opening in March was Sikorsky’s new forward stocking location in Stavanger, Norway, which supports S-92s in “one of the largest S-92 operating regions in the world,” according to the company. Other forward stocking locations are planned, and the second one opened last month.
Jets: 1 Embraer, 2 Gulfstream, 3 Dassault, 4 Citation-Textron, 5 Bombardier, 6 Hawker Beechcraft-Textron

Turboprops: 1 Pilatus, 2 Daher TBM, 3 Beech, 4 Piper.

Pro Pilot staff report
Data compiled by Conklin & de Decker

There are 2 parts to operating a business aircraft – how well the aircraft suits customers’ missions and backup from the OEMs to allow those missions to be accomplished. That backup is product support and Professional Pilot started surveying aircraft operators 26 years ago to learn who’s best at it.

Jets

Embraer keeps the crown for the 2nd year in a row. Embraer has made a big effort to show operators that they care. Overall scores for Embraer improved to 8.58 this year from 8.51 in 2015. For 2016 Embraer places 1st in cost of parts, tech manuals, tech reps and service satisfaction categories.

Gulfstream remains in 2nd place. Overall score increased to 8.37 this year from 8.30 in 2015. Their FAST service with both trucks and aircraft continues to please their operators. Big G places 1st in company response time, spares availability and speed in AOG service for 2016.

Dassault moved up to 3rd this year after placing 4th in 2015. Dassault makes an impressive improvement in overall scores with 8.12 for 2016 compared to 7.90 in 2015. Operators are pleased with new FalconResponse Team that brings parts and techs for AOG Falcons.

Citation slips to 4th place this year after being 3rd in 2015. Overall score 7.97 from 7.98 in 2015. Textron has strong support for operators through their 21 service ctrs, aircraft, MSUs and 1Call.

Bombardier keeps 5th spot for 2016 as in 2015. Overall score for Bombardier dipped to 7.69 this year from 7.71 in 2015. They improved scores in company response time, cost of spare parts and in service satisfaction.

Hawker Beechcraft scores 6th in 2016 as they were in 2015. Overall tally for 2016 is 6.96 compared to 7.04 in 2015. 1Call line is the point of contact for Beech, Citation and Hawker.

Turboprops

Pilatus 1st for 15 years, or since the TP division was initiated. Overall 2016 score is 8.42 contrasted with 8.32 in 2015. Pilatus earned 1st in company response time, spares availability, speed in AOG and service satisfaction.

Daher TBM is 2nd place in TP support for 8 consecutive years. Overall for 2016 is 8.28 and was 7.96 in 2015. Daher ranks 1st in tech manuals and tech reps in this year’s survey.

Beech retains the 3rd place TP support with 7.61 for 2016, same as 2015.

Piper 4th for TPs in 2016. They improved in overall score of 7.51 this year from 7.06 in 2015. Piper also 1st in cost of parts – always a sensitive issue among aircraft operators.

2016/2015 OEM comparison

<table>
<thead>
<tr>
<th>Manufacturers</th>
<th>Responses</th>
<th>Company response time</th>
<th>Spares availability</th>
<th>Cost of parts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Embraer</td>
<td>98</td>
<td>8.84 0.12</td>
<td>8.35</td>
<td>0.14</td>
</tr>
<tr>
<td>Gulfstream</td>
<td>283</td>
<td>8.86 0.03</td>
<td>8.36</td>
<td>0.05</td>
</tr>
<tr>
<td>Dassault</td>
<td>189</td>
<td>8.48 0.30</td>
<td>8.32</td>
<td>0.18</td>
</tr>
<tr>
<td>Cessna Citation</td>
<td>394</td>
<td>8.38 0.02</td>
<td>8.14</td>
<td>0.05</td>
</tr>
<tr>
<td>Bombardier</td>
<td>260</td>
<td>7.97 0.10</td>
<td>7.49</td>
<td>-0.06</td>
</tr>
<tr>
<td>Hawker Beechcraft</td>
<td>137</td>
<td>7.32 -0.03</td>
<td>6.46</td>
<td>6.59 -0.13</td>
</tr>
</tbody>
</table>

2016 Pro Pilot Corporate Aircraft Product Support Survey

26 years of surveys for turbine
The table below shows the corporate aircraft manufacturers rated from 1991 to 2016, with a focus on jets and turboprops. The survey included 26 years of data for turbine corporate aircraft manufacturers rated from 1991–2016.

### Jets

<table>
<thead>
<tr>
<th>Manufacturers</th>
<th>Speed in AOG service</th>
<th>Tech manuals</th>
<th>Tech reps</th>
<th>Service satisfaction</th>
<th>Overall scores</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gulfstream</strong></td>
<td>2016: 8.73</td>
<td>2016: 8.64</td>
<td>2016: 8.93</td>
<td>2016: 8.64</td>
<td>2016: 8.37</td>
</tr>
<tr>
<td><strong>Cessna Citation</strong></td>
<td>2016: 8.18</td>
<td>2016: 8.11</td>
<td>2016: 8.41</td>
<td>2016: 8.15</td>
<td>2016: 7.97</td>
</tr>
</tbody>
</table>

### Turboprops

<table>
<thead>
<tr>
<th>Manufacturers</th>
<th>Speed in AOG service</th>
<th>Tech manuals</th>
<th>Tech reps</th>
<th>Service satisfaction</th>
<th>Overall scores</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Piper</strong></td>
<td>2016: 7.00</td>
<td>2016: 8.11</td>
<td>2016: 8.00</td>
<td>2016: 7.85</td>
<td>2016: 7.51</td>
</tr>
</tbody>
</table>

**From 1991–2001 rating included both jet and turboprop**

**Corporate aircraft manufacturers rated 1991–2016**

- **Cessna Citation**
- **Bombardier**
- **Hawker Beechcraft**

Jet mfrs rated by 75 or more. Turboprop mfrs rated by 20 or more.
### 2016 scores by product division for jets and turboprops

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Responses</th>
<th>Company response time</th>
<th>Spares availability</th>
<th>Cost of parts</th>
<th>Speed in AOG service</th>
<th>Tech manuals</th>
<th>Tech reps</th>
<th>Service satisfaction</th>
<th>Overall average</th>
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<tr>
<td><strong>Jets</strong></td>
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<tr>
<td>Bombardier</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Challenger/Global Express</td>
<td>193</td>
<td>8.00</td>
<td>7.58</td>
<td>6.47</td>
<td>7.76</td>
<td>7.97</td>
<td>8.41</td>
<td>7.98</td>
<td>7.74</td>
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<tr>
<td>Learjet</td>
<td>172</td>
<td>7.94</td>
<td>7.28</td>
<td>6.01</td>
<td>7.96</td>
<td>7.83</td>
<td>8.43</td>
<td>7.69</td>
<td>7.59</td>
</tr>
<tr>
<td>Cessna</td>
<td>394</td>
<td>8.38</td>
<td>8.14</td>
<td>6.43</td>
<td>8.18</td>
<td>8.11</td>
<td>8.41</td>
<td>8.15</td>
<td>7.97</td>
</tr>
<tr>
<td>Gulfstream</td>
<td>228</td>
<td>8.89</td>
<td>8.45</td>
<td>6.41</td>
<td>8.74</td>
<td>8.66</td>
<td>8.97</td>
<td>8.70</td>
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<tr>
<td>Beechjet</td>
<td>29</td>
<td>7.71</td>
<td>7.21</td>
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<td>7.72</td>
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<td>7.64</td>
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<td>6.76</td>
<td>7.84</td>
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<tr>
<td>Premier I</td>
<td>25</td>
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<td>5.80</td>
<td>3.71</td>
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<td>8.05</td>
<td>7.92</td>
<td>7.00</td>
<td>6.67</td>
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<tr>
<td><strong>Turboprops</strong></td>
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<td></td>
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<td></td>
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<tr>
<td>Beechcraft</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>King Air</td>
<td>155</td>
<td>7.95</td>
<td>7.79</td>
<td>5.89</td>
<td>7.70</td>
<td>8.04</td>
<td>8.12</td>
<td>7.80</td>
<td>7.61</td>
</tr>
</tbody>
</table>

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

### Methodology

This is the 26th year Pro Pilot has used a paper questionnaire to ask corporate turbine aircraft operators to rate the quality of after-sale service provided by aircraft manufacturers. For the 15th year jet and turboprop aircraft support has been rated in different divisions. There are 7 categories listed on the survey form—company response time, spares availability, cost of parts, speed in AOG service, tech manuals, tech reps and service satisfaction.

During Apr 2016 a target mailing of 8674 survey forms was mailed out to a random selections of corporate operators from the Pro Pilot subscription list. A supplemental mailing of 719 was sent to other turbine aircraft operators. A total of 1901 survey forms, representing a 20.2% return, came back to the Pro Pilot office before July 26 cutoff date. A total of 1408 were properly filled out, providing a total of 1730 line evaluations with 1399 for the jet division and 331 for the turboprop division. A total of 493 survey forms were disqualified due to inconsistencies, errors, duplications 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. Responsibility for Cessna, Beechcraft and Hawker is now under Textron. Pro Pilot’s policy is to rate newly-acquired product lines separately for 3 years. Therefore Cessna and Hawker Beechcraft are being rated separately this year.

Pro Pilot rules for this 2016 survey required a minimum of 75 evaluations to rank in the jet division. There were 6 manufacturers that met the criteria and therefore were rated in this division—Bombardier, Cessna, Dassault, Embraer, Gulfstream and Hawker Beechcraft. Other manufacturers who received evaluations but did not tally enough returns to rank in the survey were Airbus (2 evaluations), Boeing (25), Dornier (1), Eclipse (4), Sabreliner (2) and Worthington Aviation/Westwind (4). For the turboprop division manufacturers needed a minimum requirement of 20 evaluations to be ranked. Only 4 TP aircraft manufacturers met the criteria—Beechcraft, Daher, Pilatus and Piper. There were 6 manufacturers that received some evaluation but not enough for ranking—Aero Commander (8 evaluations), Cessna TP (12), Mitsubishi (7), Fairchild/Swearingen (3), Piaggio (2) 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 Decker of Orleans MA acted as research agent and performed independent data analysis.
Nears perfect is the way I'd score both the robust Phenom 300 we fly as well as the outstanding OEM support we receive from Embraer. We're very happy with both the aircraft and the company backup.

David O'Maley
ATP. Phenom 300
Pilot & Company Member
N583KD Flight Dept LLC
Cincinnati OH

This is a goods solid airplane that has been super reliable. For any issues that might arise for correction on our Phenom 300, we have the repairs currently covered without cost by Embraer because our aircraft is still under warranty.

Phillip Scheel
Comm-Multi-Inst. Phenom 300
Chief Pilot
Bedrock Aviation
Grass Lake MI

On my survey questionnaire I give Embraer 10s across the board because the company provides outstanding service for our Phenom 100 here in Brazil.

Sabino Freire
ATP. Phenom 100
Captain
Usibrás-Usina Brasileira De Óleos
De Castanha
Fortaleza CE, Brazil

Here in Indonesia we operate an Legacy 600. I was impressed when techs from Embraer came to our base to see our aircraft and quickly fix an AOG. Embraer doesn't forget us as a customer even though we're way out in Southeast Asia. If we send e-mails to the factory, helpful response comes in less than 12 hours.

Yoyo Soebiyanto
ATP. Legacy 600
Lead Pilot
Mayapada Group
Bekasi, Indonesia

Embraer is a great company, producing superior products and providing super service from people who really care. Our initial Embraer service for our Phenom 100 at the Hartford CT factory service center was so good I couldn't help but wonder if they were trying extra hard to make a good first impression. However, we just completed 72 months of use on our Phenom 100, and our current service experience is even better!

William Midon
ATP. Phenom 100
Chairman & CEO
Intervist Intl
Concord MA

Happy to say that product support from Embraer for our Phenom 300 has been outstanding. And this is easily the best airplane we have ever owned. It's a joy to fly and backup is right there when you need it.

Jay Obernolte
ATP. Phenom 300
President
FarSight Technologies
Big Bear Lake CA

Embraer makes a real commitment to achieving customer satisfaction. They've developed a unified approach to product support in a team concept. The customer is made to feel that Embraer really cares and that the factory support will be there with the customer to meet all his operational requirements. And for sure Embraer customer support doesn't end when the warranty expires.

Robert Hutto
ATP/CFII. Legacy 600
Av Dept Manager
New Macau Landmark Mgmt
Macau, China

Company response time is excellent and the Embraer's attention in listening to their aircraft owners is simply the best. We had an outstanding tech rep who we enjoyed working with until last year but unfortunately he was replaced.

Guilherme Schmidt
ATP. Phenom 300
Chief Pilot
Bravo Bravo Investments
Edina MN

Glad to report we're pleased with the support provided by Embraer tech reps serving us. However, when it comes to parts availability we've had problems. That's because needed parts for our Embraer aircraft have been in short supply and prices for them are high.

Ryan Isaacs
ATP. Legacy 600/Phenom 300
Captain
Leon Air
Pembroke FL

In my 40 years of aircraft ownership I have never experienced this high level of product support. Embraer has exceeded my expectations in every way.

Keith Christensen
Comm-Multi-Inst. Phenom 100
President
Christensen Industries
Salt Lake City UT
The aftersale service received from Gulfstream is simply the best. When our G550 was first delivered we had some issues but Gulfstream went above and beyond to make sure that our G550 was perfect in all respects. Our flight ops now are very trouble-free.

Matthew Petry
ATP, Gulfstream G550
Captain
Executive Jet Management
Cement City MI

We know from the experience we’ve had with our G450 that Gulfstream is the unique “step up” aircraft company that prizes the customer and is attentive to his needs. We have a super reliable airplane but on occasions when we’ve needed Gulfstream to solve issues, especially on a rare AOG problem, support has been outstanding.

Kevin Flood
A&P, Gulfstream G450
Aircraft Maintenance Mgr
American Family
Madison WI

Need to say we’re very pleased with Gulfstream’s product support and their solid parts network. And our Senior FSR Mark Solomon is absolutely phenomenal. We couldn’t be happier with our business jets G550/G450 and Gulfstream’s product support system.

Anson Mount
Comm-Multi-Inst/A&P, Gulfstream G550/G450 & King Air 300
Flight Engineer & Crew Chief
Abbott Labs
Arlington Heights IL

I fly a G550 internationally for our company. In Hong Kong the Gulfstream Tech Service Rep Eli Gaultney is one of the best I have ever dealt with.

Paul Sternberg
ATP, Gulfstream G550
Captain
Travel Space
Van Nuys CA

For product support you can’t beat Gulfstream. We have 3 fine-flying Gulfstreams and I rate the company very high on service satisfaction. But it seems to me that the cost for needed spare parts have been increasing. In fact I think parts prices are now going through the roof.

Paul Stiling
ATP, Gulfstream G550/V/III
Asst Dir F1t Ops
Franklin Templeton
Alameda CA

Based on my experiences I can report that Gulfstream does a superb job supporting both our G450 and G280. Technical help is flawless and I appreciate the attitude of the Gulfstream techs who demonstrate friendly personal relationships. As a Gulfstream customer I enjoy communicating with my FSR and working with him as well as the service center to achieve a satisfying maintenance experience.

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

Yes, there have been a few maintenance issues with our Gulfstream G280. But they’ve been minor and Gulfstream has handled them quickly and professionally to our complete satisfaction.

Richard Ford
ATP, Gulfstream G280
Captain
Cox Enterprises
Decatur GA

Gulfstream has never failed us. We have a great airplane plus we have excellent service all around.

Thomas Frank
A&P, Gulfstream VSP
Dir of Maintenance
Debartolo Aviation
Tampa FL

Response from Gulfstream with their FAST team has been outstanding. We needed help on 2 different occasions for our G650. In both events we received quick on-the-scene assistance from highly qualified personnel with short time solving of our problems. Also I find Gulfstream tech publications including PlaneBook and PlaneBalance to be very useful tools that are easy to use and I can tie them into my iPad for instant accessibility.

Darren Paul
ATP/CFI/A&P, Gulfstream G650 & Global Express
Captain
Executive Jet Management
Granada Hills CA

As DOM for our company I’m responsible for the overall maintenance of our G550. And I can report that it’s a pleasure to work with Gulfstream since the customer is foremost in their thoughts. We receive world-class support.

Daniel Fitzpatrick
A&P, Gulfstream G550
Dir of Maintenance
Thermo Fisher Scientific
Portsmouth NH

Our Gulfstream IV is extremely reliable. We’ve never missed a flight due to an aircraft maintenance problem. I’m sure this is because we have a well-designed and strongly built business jet backed by unquestionably fine product support.

Ron Buccarelli
ATP/CFI, Gulfstream IV
President
Precious Metal Engineering
Hollywood FL
Based on the attention we have received from Dassault in customer support during the past few years, I can report a definite and strong improvement.

Christophe Michaux  
ATP, Falcon 900EASy  
Captain  
Vipjet  
Mougins, France

Dassault has dramatically improved their AOG support for operators through the establishment of their Falcon Command Center and the new Airborne Support Program.

Marty Grier  
A&P. Falcon 900EX/2000LXS  
Sr Mgr Maintenance  
Home Depot Av Dept  
Atlanta GA

For us with our fleet of 3 Falcons the Dassault customer service has been incredible. All we have to do is reach out to them with our issue and their knowledgeable service techs go to work for us until our concern is fully resolved.

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

I fly a Falcon 7X for our company. Dassault has great products and an outstanding customer support program. I am very happy because Dassault service takes good care of our Falcon.

Peter Laurin  
ATP, Falcon 7X  
Captain  
BAA Co  
Staefa, Switzerland

We operate 90% in and out of the USA in a Falcon 7X that was one of the earlier models of this aircraft. At the start we had some problems. But Dassault took very good care of us and has continued to give us excellent support. Now we have great reliability with this aircraft. We’ve logged a lot of hours and are looking forward to completing our C-check.

Anthony Complo  
ATP/CFII  
Falcon 7X  
Captain  
Flying Lion  
Hollywood FL

We’ve been a Dassault operator since 1996. We now have both a 7X and a 2000EASy and they are both joys to fly with fabulous flight decks. But also the product support has zoomed up to be better than any customer service we had before. Attention we’re now receiving is outstanding. Praise is coming from us and other Dassault operators throughout the business aviation industry. Dassault’s latest effort in creating an airborne parts/technical services Falcon Response delivery system has proven its value to our operation as well as for countless others. Timeliness in solving operator problems is what it’s all about.

Mitchell Vuernick  
ATP, Falcon 7X/2000EASy  
Dir of Aviation  
Cigna  
Windsor Locks CT

No doubt that Dassault’s product support has improved immensely. The company has always designed and built great flying aircraft with superb quality. But now it’s evident that attention from the top has been focused on customer service with the goal of being the best in backup. Behind Dassault products and service are knowledgeable people who show in their prompt responses that they care for their customers.

Jorge Lara  
ATP, Falcon 2000LX  
Dir Flt Ops  
Corbantrade Cia  
Quito, Ecuador

### 2016 Pro Pilot Corporate Aircraft Product Support Survey

#### Company response time

<table>
<thead>
<tr>
<th>Jets</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Gulfstream</td>
<td>8.86</td>
</tr>
<tr>
<td>Embraer</td>
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</tr>
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</tr>
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<tr>
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<td>7.97</td>
</tr>
<tr>
<td>Hawker Beechcraft</td>
<td>7.32</td>
</tr>
<tr>
<td>Pilatus</td>
<td>8.91</td>
</tr>
<tr>
<td>Daher</td>
<td>8.74</td>
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<tr>
<td>Beechcraft</td>
<td>7.95</td>
</tr>
<tr>
<td>Piper</td>
<td>7.68</td>
</tr>
</tbody>
</table>

Jet mfrs rated by 75 or more. Turboprop mfrs rated by 20 or more.

<table>
<thead>
<tr>
<th>Turboprops</th>
<th></th>
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</thead>
<tbody>
<tr>
<td></td>
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</table>

#### Spares availability

<table>
<thead>
<tr>
<th>Jets</th>
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</thead>
<tbody>
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<tr>
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<td>Dassault</td>
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<td>Cessna Citation</td>
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<td>Bombardier</td>
<td>7.49</td>
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<td>Hawker Beechcraft</td>
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<td>Pilatus</td>
<td>8.58</td>
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<td>Daher</td>
<td>8.02</td>
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<td>Beechcraft</td>
<td>7.79</td>
</tr>
<tr>
<td>Piper</td>
<td>7.16</td>
</tr>
</tbody>
</table>

Jet mfrs rated by 75 or more. Turboprop mfrs rated by 20 or more.
The achievement from Dassault to provide customers with the airborne Falcon Response Team to solve AOGs and also speed passengers on their way is excellent. Product support from Dassault is the best.

David Mari
ATP/Helo, Falcon 7X,
Airbus EC135T3 & MD520N
Chief Pilot
Valkyrie
Seattle WA

Evidently Dassault has made an important commitment to become the benchmark for a customer centric culture. Our recent use of their FalconResponse Team proved to be a satisfying experience with complete and pleasant problem solving. And while we were AOG there was a steady flow of contact maintained from their command center ensuring we’d have all help and resources needed to get back in the air.

Stephen Perlini
Dir of Maintenance
Allstate Insurance
Wheeling IL

As the DOM for a Falcon 2000EX I can report that this aircraft is incredibly reliable. And what makes it the best over all the rest is Dassault’s unequaled customer support.

Drew Oetjen
Mgr of Aircraft Maintenance
Union Pacific Railroad
Omaha NE

The Cessna Mobile Service Units (MSUs) are great and when they come they bring us excellent product support for our Citation Excel. I’m also pleased with their technicians who are very knowledgeable and highly skilled.

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

We’re the happy operators of a Citation XLS+ and are pleased with both the performance of the airplane and the product support from Cessna. Let me give a special salute to Senior VP for Customer Service Brad Thress and his Citation support team as they do a great job for us.

Richard Abernathy
ATP/CFII/A&P. Citation XLS+
Pilot & DOM
Commerce Bank
Kansas City MO

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<tr>
<th>Jets</th>
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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.
Primarily I deal with Citation Service Center at SAT for the maintenance and parts for our CJ1. I'm delighted with this center's service. They do such a great job!
Willy Carroll
ATP, Citation CJ1
Chief Pilot
LDB Corp
Kerrville TX

Although Cessna's aftersale product support has been constantly improving I find their cost of spare parts to still be very high.
Thomas White
ATP/Helo/CFII.
Citation Sovereign
Chief Pilot
Rio Vista Aviation
Cibolo TX

Our flight dept operates a Citation Ultra. I find it to be a very reliable aircraft. It's a great performer in all respects and it can get in and out of fairly short runways. We can operate it in and out of 4000 ft. And I find all the aircraft systems to be well thought out. In my opinion it's the best airplane in the sky. Hats off to Cessna!
Daniel Carrigan
ATP/CFII/A&P.
Citation Ultra
Chief Pilot
Mikal C Watts
San Antonio TX

Great service! We're always well treated when we bring our CJ2 to the Citation Service Center at IWA (Mesa AZ). Our CJ/CE525 series is so popular that you can find qualified A&P mechs who can competently work on them at many FBOs. And our CJ2 has been so reliable that we've never experienced an AOG. Of course we take good care of our CJ2 and make sure it's always properly maintained and correctly operated.
John Keller
ATP/Helo/CFI.
Citation CJ2
Owner & Chief Pilot
Keller Aviation Services Intl
Cave Creek AZ

Following the acquisition of Hawker Beechcraft by Textron with the Cessna Citation Service Centers becoming Textron Aviation Service Centers, I was worried that the product support for our Citation CJ3 would suffer. But I was pleasantly wrong. I now think that our backup service has gotten better as a whole.
Good job Mesa Service Center!
Sean Gast
ATP, Citation CJ3
Chief Pilot
Pacific Intl Marketing
Castrovile CA

Pro Parts for Cessna Citations is a wonderful program that we find invaluable for budgeting our maintenance costs. And we also save time in not having to shop elsewhere for spares.
Leslie Briggs
ATP/CFII.
Citation CJ4
Chief Pilot
Overland West
Ogden UT
Bombardier

Bombardier has made real strides in putting the customer first. Tech Rep Chris Richard from Bombardier works closely with us as though he’s a regular staff member in our flight dept.

Jamie Stember
ATP. Challenger 605 Aviation Dept Mgr CP Management Glen Burnie MD

Learjets are good airplanes. They’re well designed, sweet to fly and easy to service with Bombardier’s backup. But with the old Learjet 25 we operate, it does become increasingly difficult to receive service and parts. However, Bombardier has been very helpful in keeping us flying.

Charles Motz
ATP. Learjet 25/35 & Gulfstream G100 Dir of Ops & Chief Pilot Pierce Airlines Sandy UT

Clear to see Bombardier is making real progress in customer service. We appreciate the support we receive from our FSR Chris Richard. Also Sylvain Cote from the Montreal-based Bombardier Customer Support Team has helped us out on several occasions. All our interactions with Bombardier tech personnel in their various locations have been pleasant. And we really enjoy flying our Global.

Frank Mattioli
A&P. Global Express Dir of Maintenance Route 66 Ventures Dulles VA

We recently retrieved our Challenger 300 following its 2000 hr check from the Bombardier ICT facility. Well-qualified techs completed the work on time and our lead mechanic was satisfied.

Wendy O’Malley
ATP. Challenger 300 Captain Executive Jet Mgmt Alameda CA

A contract pilot who does a lot of flying in a Challenger 605 I can attest to the fact that Bombardier has made great improvements in backup service during the last few years.

Chris Parker
ATP. Challenger 605 Contract Pilot Challengercrew.com Torrance CA

I think the biggest asset for us in operating our Learjet 45 is the backup we get from the Bombardier service team. In particular Dean Eechaute is our “go-to” guy to solve any problem we might have with our Learjet. We have yet to stump him with an issue. Count on Dean to keep working on a problem until it’s resolved. And he always answers his phone, too! Great job Dean!

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

During the past several months we’ve had noticeably better support from Bombardier. However, I’d sure like to see costs of parts come down to more realistic levels. Currently the spares we order carry high price tags.

Lane Clayson
ATP. Global 5000 Chief Pilot Idaho Investments Rigby ID

My experience with Bombardier service has been quite good. We have tough aircraft that don’t break but they still need looking after. So I’m impressed with the attention we receive from Bombardier in product support.

Michael Curtis
ATP/CFI. Challenger 650S Training Captain NetJets Reno NV

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.

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2016 Pro Pilot Corporate Aircraft Product Support Survey
Our company is flying a Learjet LR45XR. We’re pleased with the airplane and the technical knowledge and problem-solving service we receive from our Bombardier tech rep Eric Gunderson.

Roger Reed
Comm-Multi-Inst/A&P.
Learjet 45XR & Falcon 50EX
Dir of Maintenance
Pilot Corporation
Alcoa TN

Quicker response from Bombardier has been the order of the day with faster answers to questions, faster delivery of needed parts and welcome on-site tech service. Overall maintenance assistance from Bombardier has been great with a super FSR team we can depend on.

Emil St Hilaire
ATP. Global Express/Challenger 604 & Gulfstream G200
Lead Captain
DCAF
Dubai, United Arab Emirates

Our Challenger 605s – 3 of them – have a high 99.9% dispatch reliability record. We’re extremely pleased with our 605s for being solidly built aircraft with fine product support. The 604s we formerly operated gave us similar great performance and backup service.

Dan Wolfe
ATP/CFII. Challenger 605 Aviation VP & Gen Mgr
Nationwide Insurance Co
Columbus OH

We’ve had such a good reliability in the operation of our Hawker 800XP that mx needs have been rare. So it’s hard for me to judge factory-sponsored product support. But I know we’ve been pleased with the HBC service we’ve received during the few occasions when it’s been required.

Shawn McQuade
ATP. Hawker 800XP
Pilot
Aarons
Gainesville GA

Parts for our Premier IA are becoming increasingly more difficult to obtain. I need the parts but I find that along with the scarcity the prices for spares are continually increasing.

Tommy Freeze
ATP. Premier IA
Chief Pilot
JRC Investments
Wilkesboro NC

Parts for our Premier IA are becoming increasingly more difficult to obtain. I need the parts but I find that along with the scarcity the prices for spares are continually increasing.

Thomas Schaad
ATP. Premier I
CEO
Diamair Ltd
Biberist, Switzerland

My main concern with factory service is the ability to obtain needed parts for our out-of-production aircraft from Hawker Beech. I worry about that and believe there is a lot of uncertainty from other operators as well concerning the future of parts as well as service from Hawker Beech for older Hawkers such as our 800A.

Tim Bamford
ATP/CFII. Hawker 800A
Captain
Gosee
Hartly DE
TURBOPROPS

Pilatus

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 and his e-mail is pwolak@pibal.com.

Have been in the Pilatus program since 1995. My current PC12 is the 3rd Pilatus aircraft that I’ve owned. And in 21 years of both business and pleasure flying I might have had 3 or 4 mx issues that caused a cancelation. But with help from Pilatus product support those issues were corrected within a brief time frame. In 39 years of flying many aircraft I can report that nothing beats the PC12.

Aaron Henschel
Comm-Multi-Inst. Pilatus PC12
Owner
HS Air
Englewood NJ

Pilatus does an outstanding job of both building a fine aircraft as well as giving it great support. Also Epps Aviation being a Pilatus authorized service center provides excellent maintenance work for our PC12NG.

Jeff Babin
ATP, Pilatus PC12NG
Chief Pilot
Century Aircraft
Huntsville AL

Our PC12NG has been bulletproof in the 3 yrs we’ve been owners. It has given us 100% dispatch reliability.

Christopher Anderson
ATP/CH. Pilatus PC12NG
Av Dept Mgr & Chief Pilot
Sky Lodge Air
Indianapolis IN

Ifly an older Pilatus PC12/45. I had the panel upgraded with Garmin avionics. My Pilatus has been extremely reliable with only 1 or 2 AOG problems in 13 years of operation. It still looks and performs like new. Our PC12/45 has been scrupulously maintained by Atlas Aircraft Center at PSM (Portsmouth NH), a Pilatus authorized service center. Parts have never been a problem since Pilatus Business Aircraft at BJC and Atlas both stock substantial parts inventories at their facilities. I commend Pilatus also for developing a number of pilot friendly apps for the PC12 and for posting a variety of useful publications on their website for easy download to ForeFlight and other aviation connectivity sites.

Daniel Muller
Comm-Multi-Inst. PC12/45
President
JKL International
Far Hills NJ

Recently we purchased our 3rd new PC12 for the company. There’s a testimonial right there for what we think of this airplane. And I have to say that Pilatus continues to impress us both with the aircraft’s performance and the company’s outstanding backup service. I believe that the Pilatus PC12 is without competition in its workhorse single engine turboprop niche.

Joey Larrabee
ATP/CFII/A&P, Pilatus PC12NG
Chief Pilot
Johnston Enterprise
Enid OK

Nothing but praise for the flight characteristics of our Legacy PC12/47 along with the support from Pilatus from the factory as well as from authorized service centers. We’ve had another year of 100% dispatch reliability with both scheduled and unscheduled maintenance addressed in an expeditions manner. All people involved with Pilatus show a pride in their workmanship that’s easy to see and always appreciated by us as a customer.

Tommy Jernejcic
ATP/CFII, Pilatus PC12/47
Chief Pilot
Triple G Air
Goodyear AZ

KCAC Aviation at OJC (Olathe KS) is what Pilatus is all about. We go there for service for our PC12 and we’re certainly very satisfied with their technical attention. KCAC is a Pilatus authorized service center and provides great maintenance and support for our aircraft. Their professional techs are always willing to go above and beyond to keep our PC12 in perfect shape.

Grant Bartow
ATP, Pilatus PC12
Chief Pilot
Shottenkirk Holdings
Burlington IA

I’ve owned Cessna, Beechcraft and other aircraft over the years. And Daher TBM is by far the best aircraft I’ve flown with the additional capability of this fine turboprop being backed up with excellent product support. I happily give Daher a series of solid 10+ scores in all categories on our survey.

Ralph Ragland
Comm-Multi-Inst/Helo/CFII. Daher TBM 850
Owner
Ragland Aviation
Fredericksburg TX

Daher continues to bring out advancements to make their aircraft faster, safer and in various areas better for TBM operators. And at the same time they make available some of these advancements for retrofit for older TBM models such as the 700 that I fly.

Ian Runge
Comm-Multi-Inst. Daher TBM 700
President
Runge Aviation PTY
Breckenridge CO

Very impressed by Daher’s fine product support. They make their tech manuals available online at no charge. And any time I’ve e-mailed my requests they’ve replied in minutes. Parts are expensive though. However Daher will do a price review when required. I’ve used this feature successfully whenever I’ve needed it.

David Kaplan
ATP, Daher TBM 850
VP & Partner
Cloverleaf Cold Storage
Sioux City IA
Hawker Beechcraft IND has provided us with product support since 1972. They've always done exceptional maintenance service with qualified technicians who clearly demonstrate their willingness to accommodate to our needs.

William King
Comm-Multi-Inst. King Air 90
Chief Pilot
Omni Company
Huntingburg IN

As operators of a very old King Air B90 we've logged a lot of hours and have proven the value of this aircraft. We continue to need this airplane to serve us regularly and reliably. I'm happy to report that Hawker Beechcraft at both the factory and at our authorized service center here in San Juan take very good care of us.

Thomas Rivera
ATP. King Air B90
President, CEO & Owner
ATR Realty
San Juan PR

I think our King Air 350 is the king of turboprops in the industry. It has it all. It gives us the speed we need, the cabin capacity, range. You name it and we've got it with our KA350. And of course this fine turboprop is backed up by Beechcraft's attentive aftersale support.

Kenneth Smith
ATP. King Air 350
Owner
KLS Aviation Services
Lake Wales FL

Our company operates a King Air 350 and for maintenance I deal with Beechcraft service centers in both Wilmington and Tampa. I've found both facilities to be extremely competent with knowledgeable and experienced techs who can handle any issues with airframes, avionics or powerplants. These centers also work closely with Beechcraft in Wichita for factory support and that has been helpful for us as well. Hence, I can report that I have total confidence in any repair they perform on our KA350 and after service I leave their facilities with an extremely high comfort level.

Chaz Harris
ATP. King Air 350
Flt Dept Mgr
Polar Beverages
Worcester MA

Texton's 1Call is a great addition to their product support capabilities. It allows customers like us who have both a KA350 and a Citation Excel to have a single point of contact for our maintenance needs regardless of whether the aircraft we operate is a Beech, Citation or Hawker. Net result is better service.

Shannon Jackson
ATP. King Air 350 & Citation Excel
Flt Ops Mgr
Novant Health
Clemmons NC

Our local factory-authorized maintenance facility has provided us with superb service. But these days we don't deal directly with the manufacturer and it seems to me that our older King Air doesn't receive the same attention as newer models. I've also noticed that since Texton acquired Hawker Beechcraft the pricing for spares has increased.

Allen Lambert
ATP. King Air 200
Chief Pilot
Allen Lambert Pilot Service
Roanoke VA

Seems to me that backup service on our King Air has improved since the Texton takeover. Certainly quality control has gotten better. We've experienced various improvements in all aspects of the maintenance provided for our King Air 200 at the Hawker Beechcraft facilities. We're happy with the better backup we're now receiving.

Paul Bradham
ATP/CFI. King Air 200 & Gulfstream G150
Flt Dept Mgr & Chief Pilot
Pendue Farms
Salisbury MD

Very pleased with the product support we've received from Beechcraft to assist us with maintenance needs for our King Air 350.

Jonathan Carden
ATP. King Air 350
Mgr of Flight Ops
Murray Energy
Carlinville IL

Product support and parts availability for our King air 90 have been poor. I'd like to see better service from Hawker Beech.

Dallas Chopping
ATP. King Air 90
Pilot
A and E Co
Casper WY

Very happy with the Piper Meridian I own. I fly it extensively throughout Europe. Almost no parts have been needed. And product support received for our aircraft from Piper when required has been very good.

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

As the operator of a Piper Cheyenne IIIA I like the aircraft but one must find a shop that specializes in Cheyennes in order to have this twin turboprop maintained properly. It's a good airplane but it's been out of production for a long time so that Piper does not provide much in the way of factory service.

John Thompson
Pvt-Multi-Inst. Cheyenne IIIA
Chief Pilot
Thompson Travel
West Columbia SC

I have operated my Piper Meridian for the past 8 years without any major problems. Since the Meridian is such a good aircraft there has been very little need for Piper factory support.

Ronald Ziller
ATP. Piper Meridian
President
Airworthy Services
Pompano Beach FL

Even though our Meridian had some problems this year parts were available and downtime was minimal. We're very pleased with Piper's after sale product support.

Kevin Stewart
Comm-Multi-Inst/CFI. Meridian
Chief Pilot
The Freeman
Morehead KY