News from Falcon Customer Service

DASSAULT UNVEILS THE Falcon 6X
A class all its own
see page 6

2018 M&O ROADSHOW IS AROUND THE CORNER
see page 3

DASSAULT FALCON SERVICE FBO MAKEOVER
see page 16

EASA VALIDATES FANS 1/A+ STC
see page 18
As you open up this issue of Falcon Update, you may notice that it's slightly bulkier than recent editions. Well, we have so much news and so many exciting developments to share that we needed a few extra pages this time around.

The biggest newsmaker of late was the announcement of our brand new Falcon 6X ultra widebody aircraft, the subject of this month’s feature story. The new twin-engine jet is poised to be a true game-changer in business aviation, and we will keep you fully informed of its progress and milestones in coming editions of Falcon Update.

You will also read about recent accomplishments aimed at further enhancing your Falcon Experience. We once again provided in-person customer support at major global events, including the Super Bowl and the Winter Olympic Games. For the World Economic Forum in Davos, Switzerland, we not only offered onsite support but hosted Falcon operators and guests at a lovely evening reception.

In addition, you will learn about a prestigious award we received for our FalconEye technology. And you’ll find photos and details of upgrades at our Company-owned service center facilities. We are pleased to have opened a new design center showroom at the Wilmington, Delaware facility of Dassault Aircraft Services, and to have completed an exquisite makeover of our award-winning FBO at Dassault Falcon Service’s Paris-Le Bourget base.

Finally, as you know, we cherish any opportunity to receive feedback on how we’re doing – what we’re getting right as well as where we can do better. So we encourage you to participate in the forthcoming product support surveys from AIN and Professional Pilot. You can find more on this topic in the News & Notes section. Similarly, we hope to see many of you this spring at one of our eight regional M&Os, yet another great occasion for exchanging insights and sharing information on our Falcon products and services.

In short, as we head into spring, there are many innovative and interesting things happening at Dassault; I hope you will enjoy reading about all of them in this issue of Falcon Update.

Jacques Chauvet
Senior Vice President, Worldwide Customer Service
jacques.chauvet@dassault-aviation.com
It’s time for our annual Falcon Regional M&O Seminar series, which will be making its way to eight cities on four continents beginning April 4th.

As in previous editions, this year’s M&O series will provide in-depth information on Dassault’s latest products and services – including new performance software and app solutions, as well as the popular Falcon Response portfolio of AOG support services. Model-specific and general technical sessions will be interactive, covering topics ranging from troubleshooting to reliability improvements and STC updates.

Dedicated pilot sessions led by the Falcon Pilot Support team will keep flight crews abreast of the latest developments in flight operations.

“Each spring, M&Os around the world provide us with crucial insights that allow us to continuously improve the Falcon Customer Experience,” said Jacques Chauvet, SVP, Worldwide Customer Service. “Meeting our customers face to face and exchanging ideas and information at these seminars is immensely valuable for our customers, our partners and our company.”

The 2018 Falcon Customer Service & Operator Directory and Hotline Card are now available online to view, download or print! From Field Service to Spares to Authorized Service Centers, the Directory offers details and contact information necessary to get all the support you need.

Falcon customers can access the Directory through the Customer Portal. Don’t have access? Visit www.dassaultfalcon.com and click on the “How to Gain Access” link under the “Support” tab and “Online Services” section.
**AvDef’s Falcon 20 Celebrates Golden Anniversary**

AvDef’s Falcon 20 (S/N 103, F-GPAA) has turned 50 and just completed an 8C+MCI Inspection Check at its home base in Nîmes-Garons LFTW in France.

Initially owned by the Canadian Armed Forces, this aircraft performed its first flight operation on March 27, 1968. After being retired from the Canadian fleet in 1990, S/N 103 was flown by Cobham Aviation for three years before landing with AvDef in 1993. AvDef was created in 1989 to provide airborne training support for military personnel. In addition to Falcon 20 maintenance, including C Checks, AvDef offers Airworthiness management, engineering and aircraft modification through its EASA Part-145, Part M-G and Part 21J Certifications.

The modification of Falcon 20, S/N 103, at Cobham Aviation included provision of a four position underscore capability, the addition of an auxiliary fuel tank to extend the aircraft’s range and the installation of extra racks for power supplies and radio equipment. The aircraft also underwent a modernization of the Collins Proline IV avionics suite, installed in 2001 by Dassault Falcon Service at Le Bourget, to bring it up to current navigation standards. As the first in a fleet of three Falcon 20 aircraft operated by AvDef, F-GPAA served primarily for target towing, threat simulation, electronic warfare and as a flying test bed.

After completing its 8C Inspection in December 2017, the aircraft resumed service and is accredited with having accumulated 18,600 flight hours and 14,200 landings since its initial flight. Today, after having flown around the globe from AvDef’s homebase for 25 years, we’re confident that S/N 103 will continue to support AvDef’s operations well into the future.

**Falcon Customer Briefing in India**

Dassault Aviation was pleased to host a Falcon Customer Briefing in Mumbai, India on March 6. This exclusive event offered Indian operators an opportunity to meet face to face with Dassault specialists, engineers, partners and vendors. This important meeting focused on the latest news about Falcon products and technical items. And as always, it was extremely valuable to get feedback directly from customers so that issues important to them can be suitably addressed. Thanks to all who attended the event!
Dassault Falcon aircraft make their presence known throughout the year at key industry exhibitions around the world, as customers, vendors, partners and prospects share the Falcon Experience and enjoy first-rate Falcon hospitality.

A wide range of events, from aircraft displays to virtual cabin tours and live flight demos, guarantee visitors a taste of the incomparable Falcon style.

Recently, we featured our new flagship, the Falcon 8X, at the Singapore Airshow – the largest aerospace and defense show in the Asia Pacific region – held February 6–11 at Changi Airport. It was the first appearance of our ultra-long range aircraft at this event, at which we also showcased our Falcon 2000LXS twinjet. The Falcon 8X then took center stage February 26–28 at the Abu Dhabi Air Expo; the Falcon 8X was subsequently on display March 8–10 at Wings India, Hyderabad, the largest exhibition in India dedicated to the civil aviation and aerospace industry. We then headed to Panama with our Falcon 2000LXS twinjet on March 21–22 where we took part in the Aero Expo Panama Pacífico, the largest trade show and marketing forum for business and private aviation in Central America.

We’ll be back with the Falcon 8X in Asia at ABACE (Asian Business Aviation Conference & Exhibition) April 17–19 and at Aero Expo Toluca April 19–21, where we’ll be showing off our newest flagship to customers and prospects in Mexico.

TELL US HOW WE’RE DOING

Dassault is dedicated to raising the caliber of support for each and every operator. When you speak, we listen, and whether it’s face to face at one of our many global events or through our various communication channels, we continually develop and refine products and services based on your input.

As this year’s product support surveys are about to be sent to subscribers of Aviation International News (AIN) and Professional Pilot magazine, we encourage you to take the time to complete these surveys and let us know how we’re doing. If you haven’t already subscribed, please scan the QR codes below to sign up for complimentary subscriptions and the opportunity to receive a survey form.

We were pleased with the survey results from last year and are committed to doing everything possible to further enhance your Falcon Experience. We promise to listen – and respond – to your particular needs, so we hope you’ll let your voice be heard.
DASSAULT UNVEILS THE FALCON 6X
A class all its own
Dassault unveils the Falcon 6X  FEATURES

"We wanted to further push the boundaries with this new aircraft, to provide the best flight experience possible using today’s aviation know-how."

Eric Trappier
Chairman & CEO of Dassault Aviation

On February 28, before a large gathering of journalists from around the world, Dassault proudly announced the next big thing in business aviation: the ultra widebody Falcon 6X.

Speaking at Le Bourget Airport in Paris, Dassault Aviation Chairman and CEO Eric Trappier detailed all the aircraft’s superlatives, which include several revolutionary benefits for passengers and pilots alike.

Due to begin deliveries in 2022, the Falcon 6X offers best-in-class comfort and performance, with the longest range, roomiest and quietest cabin in the 5,500 nm (10,186km) segment and most advanced digital flight controls.

"The Falcon 6X represents a revolutionary aircraft using proven technology," said Trappier. "We will bring this new aircraft to market in record short time and it will be fully reliable from the very start."

The widest cabin in the industry

The Falcon 6X cabin is 6 feet, 6 inches (1.98m) high and 8 feet, 6 inches (2.58m) wide – the highest and widest cross section in a business jet – and is nearly 40 feet, 8 inches (12.3m) long. The aircraft can accommodate up to 16 passengers in three distinct lounge areas, with ample room to work, room to entertain and room to sleep.

Every element of cabin style and design has been totally re-imagined, the result of an extensive survey of customer tastes and inputs from Dassault Aviation’s own in-house Design Studio. Flowing, uninterrupted lines enhance the feeling of space and declutter the cabin. Abundant natural light floods the cabin thanks to 31 extra-large windows, including a unique galley skylight – a first in business aviation – that provides additional brightness in an area usually devoid of natural light.

To meet strong customer demand for in-flight connectivity, the Falcon 6X cabin incorporates the latest broadband communications systems providing seamless high-speed access to Internet and corporate networks. Dassault/ Rockwell Collins’ FalconCabin HD+ Cabin Management System delivers crisp, high-definition audio and video content throughout the cabin and allows passengers to control all functions right from their seat.

And thanks to the quietest cabin in the sky – a Falcon hallmark – continuously refreshed healthy cabin air, and pressurization at a 3,900-foot altitude, passengers will arrive at their destination with minimal fatigue.
**FEATURES**

**Dassault unveils the Falcon 6X**

The roomy, hi-tech flight deck

In addition to the spacious cabin, there’s more space for the pilots, too — more headroom, easier entry and egress into their seats and more storage space. FalconSphere II Electronic Flight Bags are integrated into the console and, perhaps most significantly, there is 30% more window space, enabling greater situational awareness, both on the ramp and enroute.

Dassault Aviation SVP of Civil Aircraft Olivier Villa remarked that pilots are going to love the advancements on the Falcon 6X flight deck. A new iteration of the Digital Flight Control System (DFCS) that Dassault first introduced to business aviation a dozen years ago on the Falcon 7X provides better maneuverability and aircraft protection on both primary and secondary flight controls. The Falcon 6X is the first aircraft in business aviation to use flaperons, active high-speed deflection control surfaces that can act either as flaps or ailerons. Derived directly from Dassault’s experience with front-line fighters, flaperons considerably enhance roll authority and help maintain optimum control on approach, especially on steep approach profiles.

The revolutionary FalconEye combined vision system (CVS) – the first Head-Up Display (HUD) to blend synthetic, database-driven terrain imaging and actual thermal and low-light camera images into a single view – will be standard on the Falcon 6X. Proven on the Falcon 8X, the 2000 and 900 series, the Dassault/Elbit Systems FalconEye provides an unprecedented level of situational awareness to flight crews in challenging weather conditions in all flight conditions.

Another safety feature – and another business aviation first – is a pressurized fuel system using inert nitrogen to fill the space above remaining fuel, providing a higher level of protection against fuel tank fires and explosions.
Dassault unveils the Falcon 6X

**FEATURES**

**Designed for peak performance**

The Falcon 6X has a top speed of Mach 0.90 and a maximum range of 5,500 nautical miles (10,186km), longer than any jet in its category. It can fly directly from Los Angeles to Geneva, Beijing to San Francisco or Moscow to Singapore at a long range cruise speed of Mach 0.80. At a cruise of Mach 0.85, it can fly 5,100 nm (9,445.2 km) and connect New York to Moscow, Paris to Beijing or Los Angeles to London.

Need to pick up colleagues in another city? With the capability to land at 80% of its Maximum Take-Off Weight, the Falcon 6X can do a short hop to an interim airport, pick up passengers, and continue across the ocean – without refueling.

The Falcon 6X’s cruising speed, range, and short-runway landing and take-off agility derive from a combination of Pratt & Whitney’s proven PurePower® PW812D turbofan engine and a new ultra-efficient wing. The wing architecture features a 33-degree swept angle and curved trailing edge that increases buffet margin and sharply reduces the effect of turbulence.

"The Falcon 6X will offer a mix of range, comfort and capability no other large cabin business jet can match while guaranteeing fully mature systems and a proven powerplant."

*Eric Trappier*
Chairman & CEO of Dassault Aviation

---

**Range from Paris with 8 Pax, 3 crew at M. 80**

Standart Aircraft / 85% Boeing Annual Wind Reliability, NBAA-IFR Reserves

**Range from New York with 8 Pax, 3 crew at M. 80**

Standart Aircraft / 85% Boeing Annual Wind Reliability, NBAA-IFR Reserves
2017 Customer Service Achievements

---

**EVENT**

**CLASSIC CONFERENCE**

On February 1 in Dallas, Texas, we held a Classic Falcon Worldwide Conference to honor our Classic fleet and the global community of customers who operate these storied aircraft.

---

**SERVICE CENTER NETWORK**

**NEW AUTHORIZED SERVICE CENTER IN KUALA LUMPUR**

Hawker Pacific is named a Dassault Authorized Service Center (ASC) for Falcon 7X/8X, Falcon 2000EX EASy and Falcon 900EX EASy series aircraft in Kuala Lumpur, Malaysia.

---

**OPERATOR ADVISORY BOARD**

**ANNUAL OAB MEETING**

The Board met for two days in Paris, where Dassault team members and operators discussed all aspects of the Falcon Customer Experience.

---

**OPERATIONAL SUPPORT**

Dassault Pilot Ops began a weekly presence at training facilities in Le Bourget, France; Teterboro, New Jersey; and Morristown, New Jersey.

---

**SERVICE CENTER NETWORK**

**DASSAULT FALCON SERVICE CELEBRATED ITS 50TH ANNIVERSARY.**

---

**EVENT**

**FALCON M&O SEMINARS**

The 2017 Maintenance & Operations seminar season consisted of 11 regional events on four continents and gathered nearly 1,700 members of the Falcon Family.
PROGRAM

FALCON 8X GAINS LONDON CITY APPROVAL
The ultra-long-range Falcon 8X received approval to operate at London City Airport (LCY), one of the world’s most challenging airfields.

EVENT

LE BOURGET PARIS AIRSHOW
Dassault’s Falcon 8X and Rafale military aircraft appeared side by side, conducting daily flight demos at the Paris Airshow, the world’s oldest and largest event dedicated to the aviation and space industry.

SERVICE CENTER NETWORK

NEW AUTHORIZED SERVICE CENTER IN VIENNA
Dassault welcomed Vienna-based Aero-Dienst to its Falcon Authorized Service Center network for Falcon 900EX and Falcon 2000EX series models.

FALCON SMART

FALCON TALK
Dassault Aviation developed a new in-flight application, FalconTalk, which allows passengers to make and receive calls on board a Falcon aircraft, using their own smartphone.

EVENT

EBACE
Dassault Aviation made several announcements, including the increased Customer Service network, FalconTalk and the Honeywell Jetwave solution available for retrofits and new Falcon aircraft.

FALCON RESPONSE

NEW CUSTOMER SERVICE OFFICE IN ST. LOUIS
Dassault Aviation opened a new customer service office in St. Louis.
FALCON SPARES

FALCON SPARES TEAM MOVES FROM LE BOURGET TO BORDEAUX-MÉRIGNAC
To ensure further efficiency and responsiveness, the Le Bourget frontline team relocated to Bordeaux-Mérignac. The move reinforces our commitment to delivering the best and most timely service to Falcon owners, operators & ASCs.

EVENT

A FLIGHT TO ECLIPSE ALL OTHERS
On August 21, all of North America was captivated by a total solar eclipse. Fourteen Falcon employees based in Little Rock, Arkansas, took to the skies on board the new Falcon 8X for a unique view.

CUSTOMER EXPERIENCE

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

EVENT

NBAA-BACE
Dassault was very well represented at the annual NBAA convention in Las Vegas. The many customers and partners were able to explore such features as Falcon Touch and the Falcon Experience, a Virtual Reality advanced tool allowing a tour of our cabin interiors.

FALCON RESPONSE
The two Falcon Airborne Support aircraft answered a different kind of call and flew in to support hurricane victims in the southeastern U.S. and the Caribbean.

FALCON SPARES

FALCON SPARES #1 IN AIN
For the third year in a row, we attained our highest-ever score in Pro Pilot and earned the top OEM ranking in parts availability and cost of parts in AIN.

FALCON SPARES TEAM MOVES FROM LE BOURGET TO BORDEAUX-MÉRIGNAC
To ensure further efficiency and responsiveness, the Le Bourget frontline team relocated to Bordeaux-Mérignac. The move reinforces our commitment to delivering the best and most timely service to Falcon owners, operators & ASCs.
PROGRAM

MAINTENANCE INTERVALS EXTENSION

FALCON 7X/FALCON 8X
- A inspection extended to 12M/800FH for the Falcon 7X; for the Falcon 8X, the interval has been 12M/800FH since first delivery
- For the current 36M/2400FH inspection, extension to 48M/3600FH is on track for completion in 2018

FALCON 50/50EX
- A inspection extended to 12M/500FH

FALCON 900 SERIES
- A inspection extended to 12M/800FH

FALCON 2000 SERIES
- A inspection extended to 12M/800FH

FALCON RESPONSE

2017 FACTS & FIGURES
Highlights from FalconResponse®, our comprehensive portfolio of AOG support services:
- 77 alternative lift missions
- 35 saved customer missions
- 992 flight hours

FALCON TRAINING

COMPOSITE TRAINING IN AEROCAMPUS, LATRESNE, FRANCE
A new training course is developed to ensure the highest level of skills for technicians working on the composite part of Falcon aircraft.

SERVICE CENTER NETWORK

NEW AUTHORIZED SERVICE CENTER IN TORONTO
Dassault introduced Skyservice Toronto as a new Authorized Service Center, offering line maintenance and AOG support for Falcon 900EX EASy and Falcon 2000EX Easy series aircraft.

FRONT LINE SUPPORT

NEW TROUBLESHOOTING TOOLS INTRODUCED IN THE FALCON COMMAND CENTER
Virtual Reality technology gives technical representatives access to aircraft configurations and tools in real time, improving their ability to troubleshoot and resolve customer issues.
DEPARTMENTS  Front Line Support

FALCON CUSTOMER SERVICE SUPPORT AT MAJOR GLOBAL EVENTS

Dassault puts a comprehensive range of resources at Falcon customers’ disposal during major cultural and sporting events worldwide.

This year’s special event support activities kicked off January 23–26 at the World Economic Forum in Davos, Switzerland, where we had support personnel on the ground and hosted a cocktail dinner for Falcon pilots. That was followed by Super Bowl LII in Minneapolis on February 4 and the Winter Olympic Games in South Korea February 9–25.

Next up will be the 2018 FIFA World Cup, June 14 – July 15, held at 12 venues across Russia. Dassault Aviation Customer Service team members and Dassault Falcon Service technicians will be on hand, ready to support you and your Falcon.
David Muhleisen has been promoted to the role of Manager, Command Center Operations, where he will supervise activity in both United States-based Command Center locations, including AOG support operations for the Western Hemisphere.

David Muhleisen has worked closely with the Command Center for the past two years as Falcon Airborne Support Coordinator. His expertise and knowledge have equipped David with the necessary skills to efficiently lead our Command Center operations. Prior to joining Dassault, David served as the Operations Center Manager and Manager of Flight Operations at leading corporations, giving him extensive dispatch and call center experience, as well as the ability to manage technical teams in diverse and challenging environments.

In addition to a Bachelor’s degree in Aviation from Thomas Edison State College and a Master’s in Aeronautics from Embry-Riddle, David holds FAA A&P and Dispatcher licenses.

The new Falcon Response app is now available for download; all you have to do is remove the old app and download the latest one for free.

In addition to utilizing a user’s geolocation function that facilitates contact with our Dassault-owned Service Centers, Authorized Service Centers and Field Technical Reps, the Falcon Response App offers instant touch-calls to our hotlines, Command Center, spares resources and global field service network. Plus there is a handy AOG form you can fill in to whisk pertinent information and photos to our AOG support team.

The new Falcon Response app is available for iPhones® and iPad® via the Apple App Store, and Android™ phones through Google Play.

Julien Fabre is now the Customer Service Manager for Falcon operators in France, Morocco, Djibouti, Tunisia and Pakistan.

Julien joined Dassault Aviation in 2007 as an Options & Completion Technical Support specialist, and then quickly moved on to other positions, including Hydraulic, Flight Controls and Landing Gear specialist (Technical Support department) and Field Technical Representative in Hanover, Germany (his most recent position), where he provided technical and onsite troubleshooting support to customers in the region.

The new Falcon Response app is available for iPhones® and iPad® via the Apple App Store, and Android™ phones through Google Play.
DFS FBO STEPS INTO THE FUTURE

The Dassault Falcon Service (DFS) FBO – voted #1 at Paris-Le Bourget airport in 2017 by Aviation International News (AIN) and European Business Air News (EBAN) – just received a magnificent makeover.

The transformation takes the facility into the future with a fully redesigned crew area that substantially improves the comfort and quality of services offered to passengers and crew members. The refurbishment features a large open space offering abundant natural light, spacious lounges and a relaxation area with a private zone (snooze room) for total serenity. It also includes a TV lounge, a bedroom with private bath, revamped conference and meeting rooms and a new crew work zone equipped with Wi-Fi.

In addition to FBO services, DFS delivers a broad range of maintenance, cabin interior upgrade, STC and air charter services for the Falcon community. It is the largest maintenance service facility in the world dedicated solely to Falcon business jets.

DAS HAS A NEW SALES MANAGER FOR THE WESTERN REGION

Dassault Aircraft Services (DAS) has appointed Eric Petersen as Sales Manager for the Western Region. A business aviation veteran with more than 30 years of experience, Eric is a graduate of Spartan School of Aeronautics in Tulsa, Oklahoma and holds an FAA A&P License. In his long aviation career, Eric has served in numerous positions from Aircraft Technician to Director of Maintenance and Chief of Maintenance. For the last 14 years, he has been the Regional Sales Manager for a major business aircraft OEM.

Based in Spokane, Washington, Eric will be responsible for DAS maintenance and modification sales in 16 states – Alaska, Colorado, Idaho, Iowa, Kansas, Missouri, Minnesota, Montana, Nebraska, Nevada, North Dakota, Oregon, South Dakota, Utah, Washington and Wyoming – as well as Western Canada.
New Design Center at DAS-Wilmington

Dassault Aircraft Services (DAS) has opened a new Design Center in Wilmington, Delaware that will serve as a focal point for interior and exterior refurbishment design across the entire DAS network.

Inspired by DAS’ in-house Interior Designer, Kingsley Simendinger, the Design Center features a tasteful layout with a spacious neutral environment and pleasant lighting modes that cater to each customer’s individual taste and style. The space offers a broad selection of leather, carpet, fabric and veneer samples and is outfitted with a large digital monitor that enables customers to confer with Falcon specialists on exterior renderings and design concepts in real time via video conference. The Design Center is large enough to host up to eight guests comfortably and its location, near the FBO lobby, ensures that DAS customers can come and go with complete discretion.

This addition to the interior and paint sales offering has been applauded by Falcon owners and operators and puts DAS far above the competition in offering a personalized, unique and inviting experience.

DEADLINE APPROACHING FOR TRANSITION TO EXTENDED A-INSPECTION INTERVAL

The proposed 12-month period for transitioning to the new 12 month/500 flight hour inspection interval for the Falcon 50/EX is approaching fast (July 2018). And as the new MPD (Maintenance Planning Document) provides a considerable improvement in operational availability, Dassault Aviation recommends moving to it as soon as possible.

Please note that Dassault will stop supporting the old MPD beyond the 12-month transition period. So if you have not already begun implementation, the time to transition is now!

For more information on the transition process, please refer to FSA-05-10-003-R02-C (A-Inspection Interval Extension). Or take advantage of the tutorial on the Customer Portal, Maintenance Documentation/Technical Information page, which offers “Transition Help” software.
Dassault is pleased to announce that FANS 1/A+ STCs are now EASA approved for Falcon 900A/B, Falcon 900C/EX, Falcon 50/EX and Falcon 2000/EX aircraft.

FANS 1/A+ (Future Air Navigation Systems) is a platform for direct datalink communications between aircraft and ATC, over both continental and oceanic airspace. It includes functionalities such as Controller-Pilot Datalink Communications (CPDLC), which is similar in concept to text messaging between ATC and pilots, and Automatic Dependent Surveillance Contract (ADS-C), which provides automatic aircraft position reports in remote regions that are out of radar coverage.

FANS 1/A+ aims to improve surveillance of en-route aircraft, increase traffic handling capability in remote areas and provide direct controller-pilot communications in airspace where it was not previously available, thus increasing airspace safety and efficiency.

The FANS 1/A+ EASA STC validation was obtained for the Falcon 50/EX (ST04044CH) through EASA STC N° 10064499; for the Falcon 2000/EX (ST03586NY) through EASA STC N° 10064495; for the Falcon 900C/EX (ST02974NY) through EASA STC N° 10064378; and for Falcon 900B aircraft equipped with LCD displays (ST01785WI) through EASA STC N° 10064158. EASA validation for Falcon 900B aircraft without LCD displays (ST01824WI) is still pending. FANS 1/A+ EASA will allow EASA registered aircraft to be FANS 1/A+ compliant, allowing them to take advantage of more efficient FANS routes, per the North Atlantic Track System (NATS) Mandate (2020).
Falcon Innovathon: a collaborative approach to innovation

Last autumn, Dassault Aviation, in collaboration with startup agency BeMyApp, hosted its first-ever “Innovathon” – an innovation marathon.

Themed “the enhanced Falcon cabin experience,” the event was aimed at conceptualizing proposals for cabin enhancements within 48 hours. Under the supervision of 30 skilled Dassault specialists, 13 teams of 60 participants (developers, designers, marketers, startup entrepreneurs and idea holders) turned concepts into prototypes, utilizing various innovative methods to achieve their goal.

The teams then demonstrated their prototypes to a seven-member panel of judges comprised of representatives from the Operator Advisory Board, Dassault Aviation Directors, and DGA Lab team members. Éric Trappier, Chairman and CEO of Dassault Aviation, presented the first prize to the four-member ‘Faster Falcon Coach’ group for its proposal for a digital assistant – a video, augmented reality and intelligent search tool intended to simplify the use of the cabin by passengers and crew.

“The Innovathon is perfectly aligned with the Digital Transformation and Innovation plan developed to enhance the Falcon Customer Experience,” said Trappier. And in congratulating the winners, he concluded by encouraging the participants to "stay curious and inventive, because that's what transforms the world of tomorrow.”

Based at BeMyApp, the winning group will work closely with the agency and Dassault Aviation technical teams for two months to turn its prototype into reality.

NEW DIRECTOR OF AFTERMARKET PROGRAMS

Olivier Langeard has been appointed Director, Aftermarket Programs and Business Development for Dassault Falcon Jet.

Olivier joined DFJ Wilmington in 2003 as a Structural Engineer and has since taken on several positions with increasingly greater responsibilities.

In his most recent role, Olivier was responsible for Business Development at Dassault Aircraft Services (DAS). In his new position, Olivier will lead his team in addressing all STC and aftermarket solutions for DFJ, working closely with DAS and the DAS ODA (Organization Designation Authorization) to ensure global project harmonization and efficiency. Olivier will also be in close contact with Program teams and Dassault Falcon Service (DFS) in France, working to help coordinate technical solutions affecting the entire Falcon fleet while keeping customers’ needs at the forefront.

Olivier holds a Masters in Mechanical Engineering from The Georgia Institute of Technology, as well as an Engineering degree from Ecole Nationale Supérieure des Arts et Métiers (ENSAM), in Paris.

The STC team at Dassault is continually developing new programs aimed at elevating the value of your aircraft while maximizing its efficiency and performance. This means collecting feedback from the fleet to survey your operating needs. Contact them anytime at stc@falconjet.com.
RENO WAREHOUSE BEGINS OPERATION

Falcon Spares is pleased to announce the commencement of operations at a new Regional Distribution Center (RDC) in Reno, Nevada; it is the 16th such facility in our global spare parts network.

Intended to provide top quality spares support for our West Coast customers, the Reno distribution center is stocked with high-demand parts and critical components such as batteries, wheels and lights. In addition to serving local and transient customers, the new warehouse will support area GoTeams and aircraft undergoing maintenance at our Reno Company-owned Service Center.

With nearly $1M in parts inventory in Reno, we continue to align strategic parts support for our customers and strive to deliver reliable parts to the right place for the right price at our industry-leading Spares Service Level of 98.5%.

Meet the spares Frontline Team in Mérignac

The Falcon Spares Back Office team in France is located in Bordeaux-Mérignac, France, close to the Dassault production line and design office and the new Company-owned Service Center. Bordeaux-Mérignac also houses a Spares Frontline Team that relocated from Le Bourget at the end of last year to ensure improved efficiency and responsiveness and smoother communications.

Available 24/7, the Frontline Teams are strategically positioned in Teterboro, New Jersey; Bordeaux-Mérignac, France; and Beijing, China, enabling them to support Falcon customers anywhere, anytime.

The Falcon Spares commitment is to deliver the best and most timely service to Falcon owners, operators and Authorized Service Centers across the globe. You can reach us on our hotline at +33 1 48 35 56 78 or email us at dafsorders@dassault-aviation.com.

New Customer Account Representatives

- **Thomas Dos Santos**
  Switzerland
  +33 5 56 18 44 15
  thomas.dos-santos-martins-rodrigues@dassault-aviation.com

- **Alexandre Massardy**
  France, United Kingdom
  +33 5 56 18 16 78
  alexandre.massardy@dassault-aviation.com

- **Julien Potez**
  Switzerland
  +33 5 56 18 16 73
  julien.potez@dassault-aviation.com

- **Justine Saint-Avit**
  Italy, Switzerland
  +33 5 56 18 44 08
  justine.saint-avit@dassault-aviation.com

- **Typhanie Fruch**
  Austria, Eastern Europe, Estonia, Germany, Italy, Latvia, Lithuania, Portugal, Spain, Switzerland, Turkey, United Kingdom
  +33 5 56 13 41 95
  typhanie.fruch@dassault-aviation.com

- **Alexandre Massardy**
  France, United Kingdom
  +33 5 56 13 91 68
  stephane.morin@dassault-aviation.com

- **Alexandra Wenger**
  Switzerland
  +33 5 56 13 41 85
  alexandra.wenger@dassault-aviation.com

New Management Team

- **Philippe Taymont**
  Customer Service Manager
  +33 5 56 13 42 44
  philippe.taymont@dassault-aviation.com

- **Jean-Claude Nguyen**
  Customer Service Supervisor
  +33 5 56 13 41 90
  jean-claude.nguyen@dassault-aviation.com

- **Stéphane Morin**
  France
  +33 5 56 13 91 68
  stephane.morin@dassault-aviation.com

- **Alexandra Wenger**
  Switzerland
  +33 5 56 13 41 85
  alexandra.wenger@dassault-aviation.com
NEW FALCON TUTORIAL VIDEOS

In response to a recommendation made by Falcon customers and the Operator Advisory Board, Dassault has created numerous tutorial videos to support customers in optimizing their Falcon’s performance and reliability. The video tutorial page on the Customer Portal offers videos arranged by category (Flight Ops, Maintenance and General) under the Library > Tutorials > Videos and Presentations section.

Given the success of already-available instructional videos, such as the one on Corrosion Inhibitor Compound application methods (more than 500 views since its publication), Dassault Aviation is pleased to announce the addition of three new tutorials on Parking, Mooring and Towing procedures.

Portal access is available by visiting www.dassaultfalcon.com and clicking on the relevant link under the Customer Service tab. To recommend a topic or for more information, please contact us at: customer.service.communications@falconjet.com.
TRAINING OPPORTUNITIES

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

Please verify availability of classes with each Training Provider.

**MAINTENANCE PRACTICAL TRAINING**
Falcon 7X/8X Practical Training (10 days)
May 14, Jul 2* Bordeaux-Mérignac, France
Falcon 900EX EASy Practical Training (10 days)
Apr 16* Bordeaux-Mérignac, France
Falcon 2000EX EASy Practical Training (10 days)
Jul 9*

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

**CAMP (MAINTENANCE)**
Advanced Maintenance Module (1 day)
Apr 10, Jun 5, Jul 3 Paris, France
Advanced Camo & Quality Control Aspects (1 day)
Apr 11, Jun 6, Jul 4 Paris, France

For more information visit: www.campsystems.com

*Session date and training site can be modified according to aircraft availability
**The training durations do not include days off

**REALCASE**
Falcon 7X, Troubleshooting (RCT) (5 days)
May 21, Little Rock, AR USA
Falcon 900 EASy I/II, Troubleshooting (RCT) (5 days)
Apr 29, May 27, Jun 18
Burgess Hill, UK; Burgess Hill, UK; Whippany, NJ USA
Falcon 2000 EASy I/II, Troubleshooting (RCT) (5 days)
Apr 9, Jun 11
Bordeaux-Mérignac, France; Whippany, NJ USA

**PILOT**
Falcon 7X Pilot Initial (22 days)
May 7, May 20, Jun 4
Burgess Hill, UK; Dubai, UAE; Burgess Hill, UK
Falcon 900 EASy I/II Pilot Initial (21 days)
May 6, May 28, Jun 28
Dubai, UAE; Burgess Hill, UK; Whippany, NJ USA
Falcon 2000 EASy I/II Pilot Initial (21 days)
May 1, Jun 1
Dallas-Fort Worth, TX USA; Whippany, NJ USA

**MAINTENANCE**
Falcon 7X Maintenance Initial (18 days)
May 29, Jul 10
Bordeaux-Mérignac, France; Little Rock, AR USA
Falcon 900 EASy I/II Maintenance Initial (15 days)
Jun 11, Jul 9
Bordeaux-Mérignac, France; Little Rock, AR USA
Falcon 2000 EASy I/II Maintenance Initial (20 days)
Jun 18
Bordeaux-Mérignac, France

For more information contact: bill.dougherty@cae.com

**PW307 LINE & BASE MAINTENANCE (5 days)**
May 14, Jun 18 Dallas-Fort Worth, TX USA
PW308 LINE & BASE MAINTENANCE (5 days)
May 28, Jun 4 Paris, France; Dallas-Fort Worth, TX USA and Wichita, KS USA

For more information contact: lori.parrish@flightsafety.com
The Falcon Command Center and the Falcon Response App* are your best resources for AOG assistance!

### FIELD SERVICE CONTACTS

**SOUTH AMERICA**
- Carlos da Silva +55 11 99767 3431
- Johnny Sucre +1 551 206 4831
- Sergio Ribeiro +55 11 98265 8777
- Ivan Juchimiuk +55 11 99707 0214
- Diana Barsanti +55 11 99646 1606

**MEXICO, CARIBBEAN, CENTRAL AMERICA**
- Jose Martinez +1 908 872 6376
- Juan Gutierrez +521 722 659 7329

**ASIA, PACIFIC RIM**
- Kathy Liu, Director +86 136 0126 2249
- KC Chan +65 9384 2559
- Peng Jiang +86 188 1105 8896
- Dan St. John +852 6352 4717
- Pinjie "Joe" Qiao +86 189 1011 5291
- Ting Ming Wu +86 189 1011 1637

**USA**
- Arizona +1 516 459 1277
- Arkansas +1 201 421 5543
- Brandon Atkinson +1 908 601 3208
- John Taylor +1 501 438 1143
- Steve Forwe +1 201 661 1296
- Dan Perry +1 914 261 5319
- Miguel Germani +1 551 206 4807
- Tim Noble +1 201 282 8377
- Bob Young +1 551 265 6004

**COLORADO**
- Jeff McLain +1 201 673 2915
- Scott Bohl +1 908 246 6249

**DELWARE**
- Jay Sigmann +1 201 264 1781

**FLORIDA**
- Randy Boyles +1 201 956 7939
- Paul Gutzman +1 201 264 1612
- Tony Hulsebus +1 908 347 5476
- Shawn Karnes +1 973 224 8744

**GEORGIA**
- Lloyd Hardwick +1 908 246 0686
- Dave Rackley +1 973 769 5807

**ILLINOIS**
- David Bollow +1 201 527 8896
- Paul Gutzman +1 201 264 1612
- Tony Hulsebus +1 908 347 5476
- Shawn Karnes +1 973 224 8744

**MICHIGAN**
- Roger Courcy +1 908 208 2625
- Tim Sobania +1 908 601 2895

**MINNESOTA**
- Andrew Townshend +1 908 461 7872

**NEW CAROLINA**
- David Graham +1 551 206 4832
- Gary Tchorzewski +1 201 566 8197
- Ed Fiorentino +1 201 566 8197
- Brian Ray +1 201 370 9375

**NEW YORK**
- Bill Masloski +1 914 261 5157
- Dave Lustgarten +1 914 261 5478
- James Healy +1 201 452 8011
- Gregory Thompson +1 973 476 7529

**OHIO**
- Jeff Leisey +1 201 407 5408
- Dan Lucas +1 201 264 1366
- George Marsh +1 973 769 4034

**TEXAS**
- Mike Hoffman +1 551 206 4835
- Nathan Jones +1 908 347 5159

**WASHINGTON STATE**
- Pat Reardon +1 973 769 6327

---

**FIELD SERVICE CONTACTS**

<table>
<thead>
<tr>
<th>Region</th>
<th>Contact Person</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SOUTH AMERICA</strong></td>
<td>Carlos da Silva</td>
<td>+55 11 99767 3431</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Johnny Sucre</td>
<td>+1 551 206 4831</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sergio Ribeiro</td>
<td>+55 11 98265 8777</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ivan Juchimiuk</td>
<td>+55 11 99707 0214</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Diana Barsanti</td>
<td>+55 11 99646 1606</td>
<td></td>
</tr>
<tr>
<td><strong>MEXICO, CARIBBEAN, CENTRAL AMERICA</strong></td>
<td>Jose Martinez</td>
<td>+1 908 872 6376</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Juan Gutierrez</td>
<td>+521 722 659 7329</td>
<td></td>
</tr>
<tr>
<td><strong>ASIA, PACIFIC RIM</strong></td>
<td>Kathy Liu, Director</td>
<td>+86 136 0126 2249</td>
<td></td>
</tr>
<tr>
<td></td>
<td>KC Chan</td>
<td>+65 9384 2559</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Peng Jiang</td>
<td>+86 188 1105 8896</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dan St. John</td>
<td>+852 6352 4717</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pinjie &quot;Joe&quot; Qiao</td>
<td>+86 189 1011 5291</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ting Ming Wu</td>
<td>+86 189 1011 1637</td>
<td></td>
</tr>
<tr>
<td><strong>USA</strong></td>
<td>Arizona</td>
<td>+1 516 459 1277</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Arkansas</td>
<td>+1 201 421 5543</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Brandon Atkinson</td>
<td>+1 908 601 3208</td>
<td></td>
</tr>
<tr>
<td></td>
<td>John Taylor</td>
<td>+1 501 438 1143</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Steve Forwe</td>
<td>+1 201 661 1296</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dan Perry</td>
<td>+1 914 261 5319</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Miguel Germani</td>
<td>+1 551 206 4807</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tim Noble</td>
<td>+1 201 282 8377</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bob Young</td>
<td>+1 551 265 6004</td>
<td></td>
</tr>
<tr>
<td><strong>COLORADO</strong></td>
<td>Jeff McLain</td>
<td>+1 201 673 2915</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Scott Bohl</td>
<td>+1 908 246 6249</td>
<td></td>
</tr>
<tr>
<td><strong>DELWARE</strong></td>
<td>Jay Sigmann</td>
<td>+1 201 264 1781</td>
<td></td>
</tr>
<tr>
<td><strong>FLORIDA</strong></td>
<td>Randy Boyles</td>
<td>+1 201 956 7939</td>
<td></td>
</tr>
<tr>
<td><strong>GEORGIA</strong></td>
<td>Lloyd Hardwick</td>
<td>+1 908 246 0686</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dave Rackley</td>
<td>+1 973 769 5807</td>
<td></td>
</tr>
<tr>
<td><strong>ILLINOIS</strong></td>
<td>David Bollow</td>
<td>+1 201 527 8896</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Paul Gutzman</td>
<td>+1 201 264 1612</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tony Hulsebus</td>
<td>+1 908 347 5476</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Shawn Karnes</td>
<td>+1 973 224 8744</td>
<td></td>
</tr>
<tr>
<td><strong>MICHIGAN</strong></td>
<td>Roger Courcy</td>
<td>+1 908 208 2625</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tim Sobania</td>
<td>+1 908 601 2895</td>
<td></td>
</tr>
<tr>
<td><strong>MINNESOTA</strong></td>
<td>Andrew Townshend</td>
<td>+1 908 461 7872</td>
<td></td>
</tr>
<tr>
<td><strong>NEW CAROLINA</strong></td>
<td>David Graham</td>
<td>+1 551 206 4832</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gary Tchorzewski</td>
<td>+1 201 566 8197</td>
<td></td>
</tr>
<tr>
<td><strong>NEW YORK</strong></td>
<td>Bill Masloski</td>
<td>+1 914 261 5157</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dave Lustgarten</td>
<td>+1 914 261 5478</td>
<td></td>
</tr>
<tr>
<td></td>
<td>James Healy</td>
<td>+1 201 452 8011</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gregory Thompson</td>
<td>+1 973 476 7529</td>
<td></td>
</tr>
<tr>
<td><strong>OHIO</strong></td>
<td>Jeff Leisey</td>
<td>+1 201 407 5408</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dan Lucas</td>
<td>+1 201 264 1366</td>
<td></td>
</tr>
<tr>
<td></td>
<td>George Marsh</td>
<td>+1 973 769 4034</td>
<td></td>
</tr>
<tr>
<td><strong>TEXAS</strong></td>
<td>Mike Hoffman</td>
<td>+1 551 206 4835</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Nathan Jones</td>
<td>+1 908 347 5159</td>
<td></td>
</tr>
<tr>
<td><strong>WASHINGTON STATE</strong></td>
<td>Pat Reardon</td>
<td>+1 973 769 6327</td>
<td></td>
</tr>
</tbody>
</table>
Get ready to experience the largest, tallest and widest cabin in business aviation. The Falcon 6X has a 5,500 nm (10,186 km) range and a top speed of Mach .90. In setting a higher, wider standard, it truly stands alone. **Falcon 6X. The roomiest, most productive 5,500 nm you’ll ever experience.**