Dassault prides itself on providing an exceptional customer experience for all our Falcon operators. The global diversity of the “Falcon Family,” among both our operators and Falcon team members, demands that our Customer Service organization continually adapt, improve, and work in harmony to develop strategies which will provide operators with a consistent, exceptional caliber of support.

In October, Dassault Aviation was excited to unveil the newest member of its fleet, the Falcon 5X (see p. 11). We’ve taken the large cabin jet to new heights with the biggest cross-section and most advanced fly-by-wire flight control system in the industry. As we anticipate its entry into service, exciting changes and new leadership appointments within Dassault Falcon Customer Service (see p. 5) are taking place to ensure the most comprehensive level of support is made available to our growing fleet. We’ve taken care to ensure both current and future operators’ needs are met by increasing front-line support resources at our Technical Centers in the U.S. and France, as well as in the field with new Customer Service Managers (see p. 16). Dassault Aviation is also proud to become the first and only OEM to offer EASA Part 147 Practical Training at our new Dassault Training Academy in Bordeaux (see p. 20).

As our 50th year celebration comes to a close, we reflect proudly on the accomplishments we’ve made in the last half century, and look eagerly towards initiatives for enhancing the customer experience for all our operators in the future. Truly, the best is yet to come. We wish you a wonderful and prosperous new year in 2014.

Jacques Chauvet
Senior Vice President
Worldwide Customer Service
jacques.chauvet@dassault-aviation.com

COVER: Dassault Falcon’s newly launched Falcon 5X is setting a new standard for large cabin business jets. See the full story on page 11.
RAMPED UP FOR REGIONALS

MARK YOUR CALENDARS! DASSAULT FALCON CUSTOMER SERVICE IS MAKING ITS WAY AROUND THE GLOBE IN 2014 FOR ITS ANNUAL REGIONAL MAINTENANCE & OPERATIONS (M&O) SEMINARS.

Our M&O Seminars in 2013 saw a nearly 13 percent increase overall in attendance worldwide, and we are eager to share news and information with Falcon operators once more.

This year, Dassault Falcon will be presenting two-day meeting agendas at its Paris, France and Mahwah, NJ locations. Each of our M&Os will offer more valuable content than ever before—pilot sessions, as well as model-specific technical sessions broken into EASy and non-EASy topics will be covered. Presentations made at these meetings may differ based on audience composition, interest, and needs.

Operators can expect to receive electronic invitations to our M&Os in February 2014. These will include complete hotel and agenda details for each seminar.

For questions or additional information, send an e-mail to: customer.service.communications@falconjet.com.

SUCCESS WITH FALCONBROADCAST

More and more operators are recognizing the benefits of FalconBroadcast! Over 50 of them have subscribed to the program since it was launched last year. New enhancements to the program are continuously being introduced, including the recent EASy II software load, which features time-stamped CAS messages and status page faults. Learn more about FalconBroadcast through our Webinars on Demand video, located under the New Services page of the private Customer Portal.

M&O CALENDAR - SAVE THE DATE

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MILESTONE, DECEMBER 2013

2,000 — in-service Falcons
Cycling for a Cause

On September 21-22 of 2013, a team of 29 riders from Dassault Falcon, Honeywell, B/E Aerospace, CAE, SatCom Direct, StandardAero, and a few friends and family participated in the National Multiple Sclerosis Society’s 26th Annual Greater New Jersey County Bike Ride. This was our largest team ever! The annual bike ride is a huge event with almost 450 participating cyclists, all supported by a staff of dedicated volunteers who manage the entire event.

This year Team Falcon surpassed its fundraising goal and collected over $81,000 USD thanks to the generous donations of our sponsors. Over the past 26 years Team Falcon has raised over $1.5 million USD towards this worthy cause. The 2014 event will take place September 19 and 20. New riders are always welcome! If you would like to ride with Team Falcon please contact: Ron Matysik at ron.matysik@falconjet.com for details.

Service Level Up

Falcon Worldwide Spares achieved a Service Level of 98.7 percent in October of this year! “In the last seven months, the organization has added more than $5 million of high-demand spares to its 13 global distribution centers, bringing our collective inventory to more than $750 million worldwide,” said Guillaume Landrivon, Vice President of Falcon Worldwide Spares. “As a result, we’ve seen continuous improvement above our targeted Service Level commitment to operators.” Falcon Worldwide Spares defines Service Level as 100 percent on-time delivery of a complete parts order for all Falcon models. Its targeted Service Level remains the highest in the industry.

Milestone Marker:

500

— Falcon 2000 deliveries

Last September, Dassault Aviation delivered its 500th Falcon 2000. The aircraft, a Falcon 2000S, is operated by a UK-based customer. Earlier in 2013, Dassault celebrated the 20th anniversary of the Falcon 2000. Since its certification back in March 1993, the global 2000 fleet has achieved nearly 2 million flight hours, making it one of the world’s most widely used business jets. The aircraft was originally designed for the U.S. coast-to-coast market, operating at a range of 3,120 nm. It won users over with its superior performance, cabin comfort, and low operating costs. Since the original design, six versions of the Falcon 2000 have been launched, including the newly introduced 2000S and 2000LXS models.
Dassault Falcon Customer Service* is committed to providing premier product support for all Falcon operators. As new evolutions of Falcon aircraft (such as the Falcon 2000S/LXS) are introduced and the number of operators continually increases worldwide, adapting appropriately to meet the needs and expectations of our global Falcon Family is a foremost priority.

Spearheaded by Jacques Chauvet, Senior Vice President of Worldwide Customer Service, the organization is taking steps to enhance the overall “customer experience” of Falcon operators, from the moment their aircraft is purchased to the quality of maintenance they obtain, to the urgent response they receive during an AOG. In the last half of 2013, various leadership changes and new appointments have been made within Dassault Falcon Jet’s Customer Service group to strategically ensure Falcon is leading the way in providing world-class service in the years to come.

The strategy includes the appointment of Carlos Brana to the newly created position of Senior Vice President, Teterboro Operations at Dassault Falcon Jet. In this new role, Brana will oversee DFJ finance and contracts-related matters, as well as customer support activities that will be critical to Falcon’s initiatives in the coming years. His supervision of customer support at DFJ includes Dassault Aircraft Services (DAS), Dassault’s company-owned Service Center Network.

Earlier this year, Bob Sundin was appointed President of DAS, after spending the last six years as Senior Vice President and Chief Operating Officer of the network. During his tenure he helped vastly expand the network, opening major Service Center locations in São Paulo, Brazil, and Reno, Nevada. With more than 30 years of leadership experience in the MRO aviation industry, Sundin has a strong track record and is well respected by his aviation peers. He plans to use his new role to maintain a focus on ensuring DAS is always ready to do Whatever it Takes™ to support customers during unscheduled events.

*Dassault Falcon Customer Service comprises various support departments at both Dassault Aviation and Dassault Falcon Jet.
“It’s always our primary goal to keep Falcon aircraft flying and in the hands of their owners,” said Sundin. “I’m looking forward to continuing to expand our level of factory support and new product development, as well as finding ways to make it easier for our customers to do business with us. At DAS we know our customers expect the highest level of technical expertise, quality, and customer service. We accomplish this by continuing to invest in our people through training in technical, regulatory, customer service, and leadership areas. People are our best asset and the biggest differentiator in getting it done right the first time.”

In August, Frank Youngkin, Senior Vice President of Dassault Falcon Jet Customer Service, retired after more than two-and-a-half decades of service with the company (see opposite page). In his place, Dassault announced the promotion of Geoff Chick to Vice President of Customer Service. Reporting to Brana, Chick will have responsibility for all of the various Customer Service functions in Teterboro, including Engineering and
Technical Support, Spares, the ASC network, maintenance training, and Customer Service Communications. While Chick will maintain broad oversight of these departments, he’ll focus closely on developing long-term strategic plans that will positively impact the worldwide customer experience.

“Expect noticeable and positive changes,” said Chick of his new role. “We have a 5-year worldwide customer service plan being put into place that will put emphasis on enhancing and refining key areas, including customer and technical support, Spares, the Service Center network, fleet improvements, customer communications, and new products and services.”

According to Chick, consistency will be a key factor in elevating the Falcon customer experience. “Our ultimate goal is to deliver a consistently high quality of service to our operators—whether they are requesting technical assistance, ordering a spare part, or in need of AOG support—that is why I refer to the “Customer Experience,” he said. “We have a great team of dedicated professionals within the Customer Service organization and I’m excited to work together with them to improve further the work we’ve already done to exceed our customers’ support expectations.”

Chick joined Dassault Falcon Jet’s Teterboro headquarters back in 2006 as Director of Service Engineering. He accumulated more than 20 years of aviation industry experience prior to Dassault, including several management roles in the airline sector.

“IT’S ALWAYS OUR PRIMARY GOAL TO KEEP FALCON AIRCRAFT FLYING AND IN THE HANDS OF THEIR OWNERS.”

Bob Sundin President of DAS

Dassault Falcon graciously bids farewell to Frank Youngkin, Senior Vice President, Dassault Falcon Jet Customer Service, who retired last August after more than 25 years with the company. Youngkin leaves behind a legacy of contributions to Dassault Falcon, including the coordination and establishment of Falcon’s Worldwide Spares and Customer Service organizations, as well as the expansion of our Service Center Network. His leadership and dedication have undoubtedly elevated the level of service we provide our operators. The Falcon Family extends its sincerest gratitude and best wishes to Youngkin for a long and healthy retirement.
Dassault Falcon Jet has appointed new strategic leadership positions in Customer Service to enhance and refine key areas of customer and technical support.

**Remy St-Martin**
Senior Director of Customer Experience
remy.st-martin@falconjet.com

**Christian Terrasse**
Director, Engineering Support
christian.terrasse@falconjet.com

**Carlos Brana**
Senior Vice President, Teterboro Operations
carlos.brana@falconjet.com

**Geoff Chick**
Vice President, Customer Service
geoff.chick@falconjet.com

**Bob Sundin**
President, Dassault Aircraft Services
bob.sundin@falconjet.com

**ADDITONAL NEW CUSTOMER SERVICE POSITIONS FOCUSED ON REFINING CALIBER OF SUPPORT**

Dassault Falcon Jet is introducing two new management roles within the organization. Remy St-Martin was appointed the Senior Director of Customer Experience. In his new role, Remy will have direct supervision over DFJ’s technical and engineering support groups, including after-market product development, as well as spares operations. He’ll delve deeper into the business of ensuring customer satisfaction and focus the teams on tangible solutions for improvement in several areas.

“The appointment of Remy to the position of Senior Director will allow me to focus on the long-term objectives we have in Customer Service and the future needs of Falcon customers,” said Chick. “Remy’s broad experience in the aviation industry in the area of customer service are a perfect fit to help refine our approach in providing an exceptional customer experience for all Falcon operators.”

Remy brings more than 25 years of experience in operating and supporting business aircraft, including various customer service-related roles within Bombardier Aerospace. After leaving Bombardier as Director of Customer Service in 2004, Remy moved over to the support of airliners, working in an executive role for an airline maintenance, repair, and overhaul organization in North America.

Reporting to St-Martin, Christian Terrasse was named to the newly created position of Director, Engineering Support. Terrasse will oversee all aspects of DFJ newly restructured Engineering Support departments: Program Engineering, Systems & Completion Engineering, Structure Engineering, and After-Market product development. Over the last 30 years, he has held several roles in Dassault, including his most recent position as Technical Director of Dassault International, where he led the Structural Engineering team in Wilmington.
With 69 Falcons currently operating throughout the Asia-Pacific region—a figure that has more than doubled over the last year—Dassault Falcon Jet is quickly increasing its resources to support the growing needs of this rapidly emerging market.

Over the last three years, Dassault has taken significant steps to substantially elevate the caliber of support Falcon operators receive in mainland China and throughout the Asia-Pacific.

In late 2012, Dassault Falcon Jet established itself as a Wholly Owned Foreign Entity (WOFE) in China, allowing it to operate as an independent business unit and greatly enhance support levels for operators throughout the region. From there, Dassault formally established a newly expanded Customer Service headquarters in Beijing in early 2013. Led by Kathy Liu, Director of Customer Support for Asia, the office is staffed with Falcon's Asia-based Field Technical Representatives (FTRs), two type-rated Falcon pilots, and a new team of Customer Care Managers, dedicated to providing spares expertise and other customer support needs.

“As part of our mission to provide premier product support seamlessly for this growing market, we have implemented a spares support team of Customer Care Managers who will work in tandem with our worldwide Spares teams in Teterboro and Le Bourget,” said Kevin McNeill, DFJ’s Director of Spares. “Their placement in Beijing allows them to stay easily connected with Falcon operators in the region and help alleviate any time or language differentials.”

Working closely with Liu, Min Liu, YuHong (Tracy) Wang, and JinJua (Justin) Jia comprise Falcon's three new Customer Care Managers (addition of a fourth team member is currently underway). Armed with aircraft experience and extensive knowledge of local airworthiness regulations, as well as fluency in both the Chinese and English languages, the trio underwent widespread training last June in system logistics and
Falcon Update

Allocating Resources in Asia

Dassault Falcon Jet has increased its support resources in the Asia-Pacific region with new Customer Care Managers (CCM) dedicated to providing Falcon operators based in and transiting through the region with spares-related support. CCMs Min Liu and Justin Chia (center) underwent extensive training with the Falcon Spares team in Teterboro last June.

processes with Dassault Falcon’s spares team in Teterboro. As Customer Care Managers, their proficiencies will extend beyond spares-related matters to include expertise in everything from warranty administration to FalconCare claims. The team will also be able to visit in-person with Falcon operators throughout the region, providing a truly comprehensive level of support and an exceptional customer experience.

“Dassault Falcon’s Customer Care Managers in Beijing are, first and foremost, the voice of the operator,” said Liu. “Having a team of local spares specialists in Asia is instrumental for us to provide a substantial support network for Falcon operators the moment they need it. As soon as an AOG in that part of the world occurs or an operator needs some kind of spares-related assistance, Falcon’s Customer Care Managers will be able to intervene immediately by providing assistance both logistically as well as face-to-face, if needed.”

In addition to increasing its support resources for spares operations, Dassault is also working to increase parts availability in the Asia-Pacific region at its major distribution centers in Singapore, Hong Kong, Shanghai, and Australia. “We’ve taken a lot of care to properly provision parts in mainland China, and placed nearly $25 million in spares at our stocking centers throughout the Asia-Pacific region,” said McNeill. “We’ll continue to make investments and do whatever it takes to achieve our goal of exceeding our target service level of 98 percent.”

In 2013, Dassault also implemented strategies which allow spare parts to ship faster and reach operators quicker within the Asia-Pacific region by speeding through the customs process. Additional initiatives to enhance Falcon’s spares operations in the Asia-Pacific are also being developed for the year ahead. These include provisions for a full complement of rental tools to be made available in China and Singapore, as well as placement of qualified local repair agents to perform recalibration of the tools.

FALCON WORLDWIDE SPARES SUPPORT

For questions on spares operations, freight, warranty, FalconCare, technical training, inspections, and AOG support in the Asia-Pacific, contact our locally based Customer Care Managers.

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FOR AOG SPARES SUPPORT
24/7/365, CONTACT US AT:
+1 800-800-4036
or +1 201-541-4809 (Teterboro),
or +33 1 48 35 56 78 (Le Bourget)
On October 21, 2013 Eric Trappier, Chairman and CEO of Dassault Aviation introduced an all-new twinjet that will offer the largest cross-section and the most advanced fly-by-wire flight control system in business aviation.
Unveiled at this year’s NBAA (National Business Aviation Association) Convention in Las Vegas, Nevada, the new aircraft, christened the Falcon 5X, will offer the largest cabin cross section of any purpose-built business jet and fuel efficiency up to 50 percent better than competing long-range models.

Able to accommodate up to eight passengers on board, the 5X will have a range of 5,200 nm (9,600 km) at Mach 0.80, sufficient to connect a large percentage of the most frequently used intercontinental routes. It can fly from Los Angeles to London, New York to São Paulo, Shanghai to Sydney and Geneva to Chicago. At 6 feet, 6 inches (1.98 m) high, and 8 feet, 6 inches wide, the Falcon 5X will be the tallest in the industry, considerably bigger than previous generation large cabin jets such as Gulfstream’s G450 and Bombardier’s Global 5000 (and on a par with Gulfstream’s new 650 global jet). However, thanks to new-generation engines, a lightweight structure, and advanced aerodynamic features, including an all-new wing, the Falcon 5X will offer fuel economy far better than any of these aircraft.

Despite its big cabin, the Falcon 5X will feature a level of operational flexibility typical of the Falcon line, enabling it to serve more airfields than any other large cabin jet. The aircraft is expected to have a balanced field length of 5,250 ft/1,600 m (MTOW, ISA, SL) and an approach speed of 105 kts at typical landing weight. It will be capable of touching down at 95 percent of its maximum take-off weight, and operating at approaches up to 6 degrees, allowing it to serve challenging airfields like London City Airport.

The Falcon 5X will be powered by a pair of 11,450-pound thrust Silvercrest high-bypass engines that will be 10-15 percent more fuel efficient than any other business jet engine. The Silvercrest will be 10-15 percent more fuel efficient than any other business jet engine of comparable thrust and permit a significant reduction in NOx emissions, community noise, and maintenance costs.

Both aircraft and power plant will be equipped with the most advanced inflight health monitoring capabilities in the industry, maximizing availability and minimizing maintenance costs. The ForeVision system provided for the Silvercrest engines, previously available only on commercial airliners, will be able to predict maintenance requirements several flight hours in advance. Engine maintenance will be on-condition, permitting longer on-wing intervals and significantly reducing maintenance time and cost. The Dassault monitoring system, FalconScan, will be connected to all onboard computers, enabling it to monitor more than 10,000 parameters, two orders of magnitude better than on existing Falcons.
Like all Falcons, the 5X will feature state-of-the-art aerodynamics, including an all-new wing providing the highest lift/drag ratio on any Falcon jet. The wing will feature a 33-degree swept angle and a unique curved trailing edge and will make it possible to increase buffeting margin by at least 15 percent compared to current generation Falcons without impacting weight or flexibility. It will be the first Falcon wing designed from the outset with winglets.

**THE EASY COCKPIT WILL OFFER MORE SPACE AND STORAGE ROOM, AS WELL AS A MORE COMFORTABLE WORKING ENVIRONMENT FOR THE CREW.**

As on the ultra-long range 7X tri-jet that preceded it, the 5X will come with a host of new technological features, including the industry's most advanced inflight diagnosis systems, a new wing, and an enhanced cockpit and digital flight control system. The Falcon 5X will be equipped with the third generation of Dassault's EASy interactive cockpit, including a new flight management system and two Electronic Flight Bags embedded in the front instrument panel. Among the enhancements will be a larger, new generation Elbit Systems head-up display capable of providing wider views and showing combined Enhanced Vision System and Synthetic Vision System data, and a new Honeywell RDR 4000 radar that can detect turbulence up to 320 miles away.

The EASy cockpit will also offer more space and storage room, as well as a more comfortable working environment for the crew. Pilots will enjoy greater head and leg room and be able to recline their seats up to 130 degrees for short crew rest breaks. And, thanks to four large windshields that provide a 30 percent increase in window area, visibility will be much better.

Assembly of the first Falcon 5X fuselage section is set to begin shortly, and the aircraft is expected to make its first flight in the first quarter of 2015, with certification anticipated by the end of 2016.
NEW AVIONICS UPGRADES TO ENHANCE AIRCRAFT CAPABILITIES, HELP COMPLY WITH MANDATES

As part of Dassault's customer service philosophy to provide state-of-the-art options and solutions for its legacy fleet, Dassault is now offering Falcon Elite II, an avionics upgrade package designed to significantly enhance aircraft capabilities for Falcon 900C and 900EX operators, and help comply with air traffic mandates such as ADS-B Out and FANS 1/A. The package also aims to reduce flight crew workload and enable the use of new beneficial approach procedures such as WAAS-LPV and RNP.

Developed by Dassault engineering in conjunction with Honeywell, Falcon Elite II is comprised of a baseline STC for installing WAAS/SBAS-capable GPS units (a prerequisite for both ADS-B Out and WAAS-LPV), along with a series of current and upcoming optional STCs. The program allows for installation to be completed as a package or an ad-hoc basis in order to cater to each Falcon operator's operational needs and maintenance schedules.

The avionics package also replaces the existing Cathode Ray Tube (CRT) cockpit displays with more modern and reliable LCD displays. Combined with a new cursor control device, this upgrade utilizes the processing power of LCD displays to support electronic moving maps, electronic charts, XM weather charts, and other new flight deck features.

One of the options currently available with Falcon Elite II includes an FAA-approved STC for installing the long-awaited FMS 6.1 upgrade for the Falcon 900EX. When installed with the package's baseline STC, these certifications will significantly enhance operational capabilities, and fulfill prerequisites for future functionalities such as ADS-B Out and FANS 1/A (both are scheduled for completion in 2014 and will be available as EASy II options).

Falcon Elite II can be installed at any of Dassault's company-owned Service Centers or an Authorized Service Center (ASC) network facility. To learn more about the STCs included with Falcon Elite II, send an e-mail to: stc@falconjet.com, or visit www.dassaultfalcon.com/STC for additional upgrades available for the in-service fleet.

DASSAULT AVIATION DELIVERS FIRST FALCON 7X EQUIPPED WITH FALCON SPHERE

Delivery of the first Falcon 7X equipped with Falcon Sphere, Dassault's new-generation paperless flight software suite, has been completed. Introduced in late 2012, Falcon Sphere is designed for use with the popular CMA 1100 Electronic Flight Bag (EFB) provided by CMC. The software consists of a Dassault-designed touchscreen user interface and a full set of Falcon-tailored EFB applications, including the new Falcon Manuals app. This app allows a flight crew to access cross-referenced flight documentation customized to each aircraft configuration for quick, easy browsing and a virtually paperless cockpit.

Falcon Sphere also supports a full range of EFB applications, including Dassault-engineered performance calculation apps such as Falcon Perf and the Electronic Performance Manual (which facilitate take-off and cruise performance computations, respectively). It also supports CMA 1100-compatible third-party apps, including Jeppesen FliteDeck and Honeywell WINN/XM Weather.

"Falcon Sphere brings highly interactive, next generation flight documentation into the EASy cockpit," said Frédéric Leboeuf, Vice President, Falcon Operational Support. "Combined with Dassault performance computation software and other applications, this new suite adds unprecedented operational value to the CMA 1100 EFB."

Falcon Sphere will be standard for all new 7X aircraft delivered with CMA1100 EFBs. A version for Falcon 900LX, 2000S, and 2000LX models is expected to be released in early 2014, and plans are currently underway for a retrofit of Falcon EASy aircraft already equipped with CMA 1100 EFBs.
Dassault holds worldwide commitment to support operators as quickly and effectively as possible during an AOG. Whenever a Falcon operator needs assistance or information, Dassault Falcon’s Technical Centers in Teterboro, Boise, and St. Cloud work in concert to provide comprehensive support around-the-clock. To further enhance the caliber of service we provide our operators, Dassault has increased resources at each of its Technical Center locations worldwide.

Dassault recently added Elia Dragone as Operations Manager for both the Teterboro and Boise Technical Centers. He replaces longtime Falcon employee Rudy Loria, who retired earlier this year (see box below). Dragone, who previously held management positions at Cessna and JSSI, will focus largely on the AOG process to ensure customers’ needs and expectations are met. He’ll work closely alongside his counterpart in St. Cloud, Frederic Doyen, to help guide the worldwide team towards improving customer satisfaction.

“Elia brings a wealth of industry knowledge and experience to the table in helping us enhance the customer experience,” said John Loh, Director of Technical Support. “His genuine concern for the customer, as well as his practical experience in the industry, makes this a win for everyone — the company, his teammates and employees, and, most importantly, the customer.”

To ensure all Falcon operators receive a consistently high caliber of service every day of the week, each of Falcon’s Technical Centers worldwide is providing additional support resources during weekend hours. In St. Cloud, three additional Customer Service Engineers (CSE) have already been added on the weekend. These CSEs bring an average of nearly 25 years of experience in aviation, both in hands-on field experience and back-office engineering. Falcon’s Technical Centers in Boise and Teterboro are also set to boost weekend support coverage early this year.
FIELD SERVICE REPS OPTIMIZING FRONT-LINE SUPPORT IN CENTRAL AND EASTERN EUROPE

WHO’S IN YOUR CORNER?

FOCUS ON: CENTRAL EUROPE

Falcon Family Contacts are based all over the world and assist operators in all corners of the globe. Each issue of this column highlights a different geographical location and identifies the Falcon Family Contacts dedicated to supporting operators based in and transiting through the region.

DASSAULT HAS INTRODUCED THREE NEW CUSTOMER SERVICE MANAGERS

Marc Douton is another welcome addition to the Falcon Family based in Paris, France. Douton offers more than 17 years of experience in aircraft maintenance for Falcon operators based in Serbia, Bulgaria, Lithuania, Latvia, Estonia, Romania, Hungary, Republic of Moldova, Slovenia, Ukraine and Monaco. Prior to Dassault, Douton spent four years as a Customer Support Representative for Airbus. He holds an EASA Part 66 B1+C license.

Jérôme Buquet joins the Falcon Family as a Customer Service Manager. Based in Paris, France, Buquet will provide technical support and expertise to Falcon operators in Azerbaijan, Turkey, and Greece. He previously spent 9 years at Sogitec as a Maintenance Analyst & Technical Publication Coordinator and holds degree in Aeronautics Engineering.

Daniel Garcia joins the Compagny as Customer Service Manager for Falcon operators in Spain and Portugal. Based in Paris, France, Garcia offers 17 years of technical expertise, gained through his previous experience at Delta Airlines, where he began as an Aircraft Technician and later became a Maintenance Supervisor. He holds both an EASA Part 66 B1 license and an A&P license.
NEW LEADERSHIP AT DASSAULT AIRCRAFT SERVICES

Dassault Aircraft Services (DAS) has filled two new leadership positions at its facilities in Wilmington and Sorocaba. Reporting to new DAS President, Bob Sundin, Michel Ménard was named Vice President/General Manager at DAS—Wilmington. With more than 15 years of business aviation experience, Ménard most recently served as Vice President/General Manager for StandardAero, a Falcon Authorized Service Center in Springfield, IL. He holds a bachelor’s degree in Mechanical Engineering Materials and is a four-year veteran of the Canadian Air Force.

At DAS—Sorocaba, Ana Laura Rebello was appointed Director of the facility. Reporting to Jim Zarvos, Vice President/General Manager of DAS—Little Rock, Rebello brings more than 18 years of aviation industry experience. She holds an Executive MBA as well as a master’s degree in Mechanical Engineering. Rebello is fluent in English and Portuguese, and can communicate in Spanish, French, and German.

DAS OFFERING FANS READY SATCOM RETROFIT SOLUTION FOR EASY FALCON FLEET

Today, with EASy II now certified, Falcon operators are requesting more from their Satcoms: Future Air Navigation System 1/A (FANS 1/A) and Automatic Dependent Surveillance-Contract (ADS-C) capabilities. Installing a Satcom that is capable of FANS 1/A & ADS-C operations is more than technical; it also requires the proper certification level when interfaced with modern avionics such as the Honeywell EASY II cockpit.

To help meet the demand, Dassault Aircraft Services (DAS) recently announced development of a new factory-standard Type Certificate (TC) retrofit solution for the Honeywell MCS-7120 Satcom system. The system combines a stand-alone satellite terminal (model HD-710) with a cabin Communications Gateway System (CGS) providing integrated voice and high-speed data communications for cabin and cockpit applications over a wide range of services. MCS-7120 was developed for Falcon aircraft models equipped with EASY avionics. It is designed to retrofit the Honeywell MCS-7120 as if it had been installed during completion.

Offering a turn-key “office in the sky” with Wi-Fi connectivity, the solution includes SwiftBroadband connectivity and end-to-end VoIP telephony. DAS has obtained certification for this solution from the FAA, EASA, China, and Brazil airworthiness authorities.

“With the fast pace of today’s business world, executives cannot afford to be inaccessible while traveling,” said Bob Sundin, President of DAS. “The MCS-7120 allows Falcon customers to stay connected just as if they were back in the office.”

To date, 11 Falcons have been retrofitted by DAS and DFS with the MCS-7120 solution.

For more information on the FANS ready Satcom Solution or to schedule a retrofit of your aircraft, contact your DAS Regional Sales Manager or send an e-mail to: DASCustomerService@falconjet.com.
DFS SUCCESSFULLY Installs Major Aircraft Modification On Falcon 2000EX Easy

Recently Dassault Falcon Service (DFS) in Paris-Le Bourget demonstrated its ability to successfully manage regularly scheduled maintenance during major aircraft modifications when it performed a major airframe inspection, repainting job and upgraded entertainment/cabin management system installation on a Falcon 2000EX EASy during a routine ‘C’ check.

The highlight of the major modification was the first-ever installation of Venue, an entertainment and cabin management system consisting of high-definition touchscreens, Bose sound system, Wi-Fi capability, and a variety of mobile device technology compatibilities. Developed with Rockwell Collins, Venue allows passengers to control their cabin environment and access audio/video content with touchscreen technology. The upgrade also included installation of Skybox, which brings the full experience of Apple products to life. Enabling passengers to watch movies, view pictures, or work on business documents off of their mobile device through Airplay technology, Skybox elevates the cabin experience by providing the comfort and convenience of the home or office.

DFS is part of Dassault’s company-owned Service Center Network and is capable of providing comprehensive support for all Falcon models.

To schedule your aircraft for maintenance at DFS, send an email to sales@dassault-falcon.com

Dassault Expands Service Center Network In Moscow

Falcon’s company-owned global support network is expanding with the addition of a Satellite Service Station at Vnukovo Airport in Moscow, the leading airport for business aviation in Russia, as well as a major hub servicing Asia, the Middle East, and Europe. The facility is capable of performing line maintenance on all Falcon models, holds EASA and FAA approvals, and provides AOG support for operators 24/7. To contact the Moscow team, call +79 16 20 85 827 or e-mail: dfsmoscow@yahoo.com.

In addition to its five major Service Centers, Dassault now operates a total of seven satellite stations around the globe, including facilities in St. Louis, West Palm Beach, Van Nuys, London, Rome, Nice, and Moscow.

J.E.T.S. London Joins The Dassault Falcon Authorized Service Center Network

Dassault recently appointed J.E.T.S. Biggin Hill Ltd. in London to its Authorized Service Center (ASC) network. The facility is able to provide line maintenance support for Falcon operators at its expanding London Biggin Hill Airport base. J.E.T.S. acquired the former Jet Aviation facility in December 2012, enabling it to significantly increase its maintenance capabilities for the Falcon 20, 50, 900 Series, and 2000 Series. The facility includes private aircraft handling, crew rooms, and a well-appointed FBO lounge. It currently holds EASA, FAA, Aruba, Bermuda, Cayman, Nigeria, and Togo repair station certifications.
DASSAULT AVIATION BECOMES FIRST OEM TO OFFER EASA PART 147 PRACTICAL TRAINING

Dassault Falcon’s Practical Training program has received EASA approval to operate as a Part 147 Practical Training Center, making Dassault Aviation the first and only business jet OEM to offer such a program. The approval comes just in time to comply with new EASA regulations which require operators to obtain practical training under Part 147 rules.

As part of its Part 147 approval, the Company is unveiling the Dassault Training Academy, a new dedicated training center site in Merignac, France. The training center will run the company’s successful registered training program under the new approval. Falcon operators and Service Centers alike have shown strong demand for the program since its launch in April 2007. It includes practical, hands-on training for the Falcon 900EX EASy series, 2000EX EASy series, and the 7X. To date, more than 370 trainees have graduated from the program, which targets mostly technicians and mechanics.

“Our goal is to maintain the high quality of our Practical Training program under the new Part 147 approval,” said Guilhem Rouset, Quality Manager at Dassault Training Academy.

Conducted over a two-week period, Dassault Falcon’s Practical Training program is structured to complement Theoretical Training provided by Dassault’s training partners CAE and FlightSafety International. The program uses a “hands-on” approach in teaching trainees to perform real maintenance tasks, including engine run up and APU operations. Trainees are able to physically work on an actual Falcon aircraft in its pre-completion phase, allowing for easy access to all of the plane’s components. By using a real production aircraft for training, the program is able to provide very realistic working conditions for the most comprehensive maintenance training.

As Dassault Aviation approaches entry-into-service for its new Falcon 5X, EASA Part 147 Practical Training will be made available at the Dassault Training Academy for operators of the new aircraft. For upcoming Practical Training dates, see our calendar below.

### TRAINING OPPORTUNITIES

**DASSAULT TRAINING ACADEMY**

**FALCON 7X (10 DAYS):**
Feb 10 / March 31 / June 2

**FALCON 900EX EASY (10 DAYS):**
Feb 24 / June 16

**FALCON 2000EX EASY (10 DAYS):**
March 10 / April 28

**CONTACT INFO**
Guilhem Rouset
guilhem.rousset@dassault-aviation.com

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**FlightSafety**

**PW307 LINE & BASE MAINTENANCE TRAINING (5 DAYS)**
February 3 / March 24 / Dallas, Fort Worth TX
February 17 / Paris, France

**PW308 LINE & BASE MAINTENANCE TRAINING (5 DAYS)**
January 13 / March 10 / Dallas, Fort Worth TX
February 3 / Paris, France
February 3 / Wichita, KS

**CONTACT INFO**
+1 514-631-2084 or +1 800-573-4025
montreal@flightsafety.com
www.flightsafety.com

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**CAE SimuFlite**

**FALCON 7X EASY II PILOT RECURRENT (4-5 DAYS)**
February 24 / March 17, 28 / Morristown, NJ

**FALCON 900EX EASY PILOT INITIAL (23 DAYS)**
March 31 / Morristown, NJ

**FALCON 2000EX EASY PILOT RECURRENT (3-5 DAYS)**
March 13, 14, 20, 27 / Burgess Hill, UK

**FALCON 7X MAINTENANCE INITIAL (18 DAYS)**
February 10 / Bordeaux, France

**CONTACT INFO**
Bill Dougherty +1 973-581-7455
bill.dougherty@cae.com
www.cae.com

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**FlightSafety**

**FALCON 2000EX EASY II PILOT DIFFERENCES TRAINING (2 DAYS)**
Feb 6 / Feb 8 / Feb 24 / Mar 1 / Teterboro, New Jersey

**FALCON 900LX RECURRENT**
Jan 20 / Feb 11 / Mar 13 / Teterboro, New Jersey

**FALCON 7X PILOT EASY II RECURRENT**
Jan 27 / Feb 3 / Mar 3 / Teterboro, New Jersey

**CONTACT INFO**
+1 800-827-8058 (U.S. and Canada)
crystal.blackwell@flightsafety.com
www.flightsafety.com

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OAB ROUND-UP: NEW CHAIRMAN AND VICE CHAIRMAN APPOINTED

Dassault Falcon’s last worldwide face-to-face Operator Advisory Board (OAB) meeting took place in Paris on June 27. The two-day meeting was attended by 16 operators, during which the OAB bid farewell to Bill McBride, who retired as the group’s Chairman after nearly three years.

While McBride will remain an active member of the OAB’s Working Groups, his contributions as Chairman have been innumerable and Falcon wishes him all the best in his future endeavors. In his place, the OAB elected David Van den Langenbergh as its newest Chairman and Ron Nelson as its Vice Chairman.

As the former Vice Chairman and current Maintenance Manager for ABELAG Aviation in Belgium, David brings a wealth of experience to lead the group. In his new role, Van den Langenbergh hopes to get more Falcon operators to engage with OAB members on issues and concerns affecting engineers and technicians, and to enlist pilots. “Dassault Falcon pays particular attention to the concerns raised by the OAB and appears to have a close relationship with owners and operators, setting it apart from other OEMs,” said David. “When the Board presents issues or recommendations to Dassault, we see that many of these concerns are quickly addressed. The OAB is not an exclusive ‘member’s club’ but an active group that works diligently to truly be the voice of the customer.”

As Vice Chairman, Ron brings a pilot’s voice and perspective to the OAB—a first for the Board at this level. As Director of Aviation for Blue Spruce Capital in Houston, Texas, Ron’s diverse experience and tenure in the business aviation industry are sure to have a positive impact on the success of the OAB.
NEW ISSUES
During the June meeting the OAB raised a number of operating issues including:
• Harmonization of EMM scheduled maintenance requirements with aircraft MPD
• Presentation of Pratt’s new compressor wash procedure

NEW RECOMMENDATIONS
A number of Working Group (WG) and board recommendations were approved, including expansion of some Western Hemisphere M&O seminars to 1.5-2 days, and maintenance and operating concepts for future WGs. A number of steps will be taken to assist CAMO (Continued Airworthiness Management Organization), such as enhancing aircraft configuration data, maintenance scheduling, communications and access to relevant information, and helping operators anticipate and implement regulatory changes.

NEW DISCUSSIONS
Operators identified several issues that merit further investigation. Among them:
• Additional guidance and training for FalconBroadcast and an expanded (5-year) subscription period
• Enhancements to the descriptive section of Maintenance Documentation
• Falcon spares parts pricing concerns

NEW WORKING GROUPS
Dassault Falcon indicated it will prepare four new WGs to address airmanship, CAMO, completion improvement/innovation issues, and EFB and flight docs.

TOPICS FOR DISCUSSION AT THE NEXT FACE-TO-FACE
Dassault Falcon will bring the OAB up-to-date on FalconCare coverage, fleet coverage, and tip-to-tail programs.
OAB members also provided feedback on a number of points they would like to see addressed at the next meeting. These include:
• Discrepancies in maintenance manuals
• Need for more descriptive backup and explanation to facilitate troubleshooting
• Standardization of crew training
• The use of acronyms in flight documentation not recognized by ICAO
• The need for videos to detail option availability

The next OAB face-to-face meeting will take place in New Jersey in early February.

SINCE JUNE, THE OAB HAS WELCOMED THREE NEW MEMBERS TO THE GROUP:

ROGER REED
Maintenance Director for Pilot Corporation

MARK Saporito
Operations Manager for Villages Equipment Company

ROLF ZELLER
Group Head of Executive Air Transport

Their diverse experiences in the business aviation industry will enable them to make valuable contributions to the group going forward.

A link to all OAB Members’ contact information, including telephone numbers, e-mail addresses, geographical location, and type of Falcon(s) they operate, automatically appears on your Customer Portal homepage. Simply click the OAB Members link at the bottom of your homepage, under the gray bar labeled, “My Contacts”.
A JET FOR EVERY PLAY

WHATEVER YOUR GAME PLAN, THERE’S A FALCON FOR YOU

Get more done. Arrive at the top of your game. Falcon 7X, our flagship 5,950 nm trijet. Our 4,750 nm trijet Falcon 900LX. Our twinjets, the 4,000 nm Falcon 2000LXS and 3,350 nm Falcon 2000S. And the 5,200 nm Falcon 5X, with our most spacious, most comfortable cabin yet.

Get all the stats at falconjet.com
THE TECHNICAL CENTER ALWAYS REMAINS YOUR FIRST CALL FOR AOG ASSISTANCE!

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