Welcome to another issue of the Falcon Update!

Having recently completed our 2015 Regional M&O seminar series (nine events on four continents in 38 days), I can tell you that jet lag and lost baggage were small prices to pay when given the opportunity to travel around the world speaking to Falcon operators of the many ways we’re elevating the Customer Experience.

The M&Os served as an ideal platform to promote our latest initiatives, including the new Flight Doc app, establishment of a Pilot Operational Support Team in Teterboro, and FalconResponse, our expanded portfolio of AOG support services. For sure, many of our recent accomplishments showcase the latest technologies, engineering “know how” and industry firsts. But as I spoke with customers at our regional M&O in Paris, I was reminded of something that drives our “Whatever it Takes” approach to Customer service just as much – if not more – as any online application or state-of-the-art service offering: face-to-face interaction with our customers.

In this issue, you’ll learn about many other support efforts, from Falcon Training (p. 8) to our ever-expanding service center network (p. 16). In line or thinking about a Falcon 5X or 8X? See pages 4 and 5 for the latest updates and images on new aircraft development.

Enjoy this issue of Falcon Update, and if you weren’t able to see us at this year’s M&Os, never fear. The Falcon Customer Service team is published by Dassault Falcon Jet and is distributed worldwide to Falcon owners, operators, authorized service centers, repair agents, training partners, vendors, and suppliers.

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www.youtube.com/myfalconjet
www.facebook.com/dassaultfalcon
@dassaultfalcon
www.dassaultfalcon.com

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

Jacques Chauvet
Publisher:
ROHLIA NAQVI
ROHLIA@FALCONJET.COM

IT’S A WRAP
May 14th marked the end of Dassault Falcon’s 2015 Regional M&O Seminar Series. Beginning in Seattle, Washington, we traveled around the world to meet with customers in Chicago, Paris, Shanghai, São Paulo, Toluca, Dallas, West Palm Beach and Malwati!

From our multi-model morning session to our afternoon technical breakouts, you can find every M&O presentation on the “M&O Seminars” page of the Falcon Customer Portal.

THAT’S WHERE WE’LL BE!
WHEREVER YOU ARE, see page 17

NEW DISTRIBUTION CENTER
FALCON SPARES TO OPEN see page 5

THE FALCON 5X ROLLS OUT see page 8

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COVER: As the first OEM to become EASA Part 147 approved, Dassault has provided Practical Training on green aircraft to more than 500 trainees since 2007, offering a unique environment utilizing mock-ups, part-task trainers and aircraft parts in an operational configuration. Details on page 8.

DAS DONATION
Dassault Aircraft Services (NAS) recently installed a new fluorescent penetrant inspection system and has donated the replaced equipment to Tarrant County College’s Northwest Campus Center of Excellence for Aviation, Transportation and Logistics (CEATL).

The CEATL campus is conveniently located at Alliance Airport in Fort Worth, Texas. The Aviation and Logistics programs include coursework in Aeronautical Technology, Aircraft Maintenance Technology, Advanced Composite Technology, Professional Pilot Training, and Logistics and Supply Chain Management at the newly renovated 165,000 square foot facility.

Recognizing the College’s standard of excellence and strategic location, Dassault has also moved its Non Destructive Testing refresher and Non Destructive Testing of Composites training programs to CEATL’s new facility.
DEVELOPMENT OF OUR NEWEST AIRCRAFT – THE 8X – CONTINUES TO PROGRESS!

While the first two test aircraft are both well into the certification campaign at the Dassault flight test center at Istres, near Marseille, France, the third aircraft arrived at our Little Rock, Arkansas (US) facility in early June. Here it will be fitted with full cabinetry and avionics systems and tested for cabin comfort in-line with its anticipated entry into service in the 2nd half of 2016. “We are very pleased with the way the Falcon 8X flight test program is progressing,” said Eric Trappier, Chairman and CEO Dassault Aviation. “All three aircraft have exhibited flawless handling and responded exactly as designed.”

THE FALCON 5X ROLLS OUT

The all-new Falcon 5X, which will feature the largest cabin section, is in the midst of an exhaustive ground test campaign, and had its rollout ceremony June 2 in Bordeaux, France.

Testing on our global simulation bench, which replicates the 5X’s main systems, is well advanced, as is testing of the 5X’s all new Silvercrest engine (both on the ground and on Snecma’s flying test bed).
FALCON TRAINING
Beyond the Classroom

In locations around the world, Dassault Aviation provides premier instruction for aircraft maintenance technicians and flight ops personnel on Falcon aircraft.
GET TO KNOW: FALCON TRAINING

Beyond the traditional classroom experience, Falcon operators receive state-of-the-art training programs, “hands-on” instruction and advanced-technology simulators for current and next-generation aircraft, providing the skills, knowledge and experience to maximize crew resources and operate a Falcon in the safest, most effective manner.

In addition, with a team of 20+ Pilots, Specialists, Type Rated Instructors (TRI) and Examiners (TRE) – plus the flexibility to provide customized training solutions – Dassault Aviation provides premier instruction for aircraft maintenance technicians and flight ops personnel on Falcon aircraft.

DASSAULT TRAINING ACADEMY (DTA)

Dassault Aviation has provided Practical Training on green aircraft to more than 500 trainees since 2007, offering a unique environment utilizing mock-ups, part-task trainers and aircraft parts (engine, overhead panel, EASy Modular Avionics Unit [MAU]) in an operational configuration.

As the first business jet manufacturer to be EASA Part 147 approved on Practical Training, Dassault Aviation launched the Dassault Training Academy in November 2013 to offer customers a comprehensive portfolio of training options, from entry-into-service through the entire life cycle of their aircraft.

“Ours Practical Training Program was a proactive response to feedback from Falcon operators and Authorized Service Centers requesting more manufacturer involvement in the training process,” said Eloi Dufoux, Accountable Manager at the Dassault Training Academy. “It emphasizes a ‘hands-on’ approach that allows trainees to perform real-life maintenance tasks, including engine run up.”

The approval allows Dassault Aviation to comply with new European regulations requiring that technicians be offered practical maintenance instruction in addition to theoretical training, and permits them the ability to obtain an EASA certificate for their Part 66 license.

Located in Mérignac and Le Bourget in France, the Academy offers accredited two-week, model-specific courses for technicians on Falcon 900EX EASy, 2000EX EASy series and 7X aircraft. (Falcon 8X and 5X courses will be available prior to aircraft deliveries.) All programs are EASA-certified, and taught by a team of 3 experienced instructors.

Practical Training is the first of many courses to be offered by the Academy, developed in response to feedback from Falcon operators, and intended to complement theoretical instruction provided by Dassault’s Authorized Training Providers.

PRACTICAL TRAINING PROGRAM (PTP)

“The real-life working conditions offered by the Practical Training Program make it the most useful and comprehensive program available from any OEM,” remarked Patrice Kurdjian, Training Manager at the Dassault Training Academy. “We’re already looking at ways to expand and improve training program content to meet the future needs of our operators as new regulations and technologies are introduced.”

Program material includes ATA chapters in accordance with the EASA Part 66 Appendix III, and is in strict adherence to official FIELD 5 aircraft documentation, including:

• Aircraft Maintenance Manual Task Cards (AMM)
• Aircraft Wiring Diagram
• Ground Servicing Manual
• Minimum Equipment List (MEL)

On a daily basis, trainee booklets are reviewed and filled out by the course instructor during the three-part program: Technicians Information & Signatures, Definitions & Rules, and Task Master List.

PTP REQUIREMENTS

Operators are Falcon Type Rating Qualified in accordance with EASA Part 66 Appendix III through a series of theoretical, practical and on the job training.

FEATURES

Falcon Practical Training Achievements

2015
2014
2013
2012
2007

April 2007
First Dassault Aviation Practical Training session under Part 145

November 2012
300th graduate trainee

November 2013
100 technicians trained

February 2015
Dassault Training Academy graduates 500th trainee

EASA Part 147 Approval Certification (November 2013)

June 2012
Dassault Aviation is certified EASA Part 147 (FR.147.0044) and creates “Dassault Training Academy”®

August 2012
Application date with amendment 2042/2003 (European Regulation – EASA) text dealing with Part 147 Practical Training O&M

Dassault Aviation - EASA

Dassault Aviation - EASA

EASA Regulation Affidavit

EASA Regulation Affidavit

Our Practical Training emphasizes a ‘hands-on’ approach that allows trainees to perform real-life maintenance tasks, including engine run up.”
ADDITIONAL TRAINING

THE TRAINING NETWORK
Falcon pilot and maintenance training programs are delivered through the Dassault Falcon’s authorized training providers, CAE and FlightSafety International. In 2013, both partners received certificates demonstrating full compliance with the Falcon Training Policy Manual (FTPM). The certificates cover training of pilots, maintenance personnel and cabin crew, and were awarded after a stringent evaluation intended to identify variance from FTPM policy standards and update instructor skills, courseware and training tools.

In 2014, Cabin Familiarization training was extended beyond the 7X entitlement package to F900 series and F2000 series entitlement packages.

ADDITIONAL CREW TRAINING SERVICES
Since 2013, EASA has approved the Falcon Authorized Training Organization to deliver Falcon Type Rating Instructors (TRI) and Type Rating Examiners (TRE) qualifications and Falcon Aircraft Base training (which is the flight training required by EASA flight crew licensing regulations to endorse the aircraft type rating on the pilot’s license).

For additional information on Falcon Operational Support, email falconpilot@dassault-aviation.com.

Dassault Falcon also offers a large scope of pilots’ operational support in varied fields that can be customized to the operator’s specific needs, including:
- Entry Into Service Briefings
- Aircraft Performance and Electronic Performance Tools
- Flight Documentation and Procedures
- Regulations and Ops Approvals

For additional information on Crew Training Services, email falconato@dassault-aviation.com.
An annual tradition, the 2015 Regional Maintenance & Operations (M&O) Seminar Series served as the ideal platform to educate Falcon operators on the latest Customer Service developments and share information on optimizing the efficiency, reliability and safety of their aircraft.

The M&O opening session was also an opportunity to update customers on recent Operator Advisory Board (OAB) accomplishments, current initiatives, and information on the 30 recommendations approved during the Board’s last face-to-face meeting which took place over two days February.

Many of the latest Customer Service products and services covered in the M&O sessions – Falcon Airborne Support, Flight Doc app, and New Pilot Operational Support Team in Teterboro, to name just a few – wouldn’t have been possible without significant OAB involvement. The same can be said for the improvements we made to our 2015 M&Os, which included:

- Presenter training
- Better audio/video equipment
- Streamlined technical sessions to allow for more customer Q&A

As you can see from the 2015 survey results below, we saw significant improvement in M&O customer satisfaction compared to 2014, inspiring us to continue our close collaboration with the OAB and Communications Working Group to elevate the M&O experience for customers in the years to come.

2015 M&O SURVEY RESULTS

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Seminar content was fresh and relevant.</td>
<td>87%</td>
<td>91%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Presenter demonstrated subject matter expertise, and were clear, concise and easy to understand.</td>
<td>5%</td>
<td>11%</td>
<td>11%</td>
<td>5%</td>
</tr>
<tr>
<td>I left the M&amp;O feeling my questions/concerns were addressed.</td>
<td>65%</td>
<td>91%</td>
<td>92%</td>
<td>92%</td>
</tr>
<tr>
<td>Dassault listens and responds to customer needs, concerns and expectations.</td>
<td>7%</td>
<td>7%</td>
<td>7%</td>
<td>7%</td>
</tr>
</tbody>
</table>

As the first OEM to dedicate large cabin aircraft for alternative lift missions for critical AOGs, and the first to cover such a wide geographic footprint, Dassault is pushing the boundaries of AOG service.

If a tree falls in a forest and no one is around to hear it, does it make a sound? This popular philosophical question comes to mind when taking into consideration consistent feedback from OAB and Communication Working Group members; what good is a new and innovative Dassault Falcon Customer Service offering if our current and future customers don’t know about it?

Point well taken. And so when it came to introducing everyone to FalconResponse, our expanded portfolio of AOG support services which includes two Falcon 900s, we took this advice to heart.

From full-page ads to online banners, magazine articles and the presence of our FalconResponse aircraft at industry events, we’re making sure to get the word out on this revolutionary service offering.

HONORING AN OAB MEMBER

The Mahwah, NJ M&O was an opportunity to thank one of the original “Founding Fathers” of the OAB for his work and dedication: Billy Shomaker.

Billy has been an OAB member since 2007, as well as an active member of three OAB Working Groups. Billy has been a pro-active force on the Board, driving the creation of IT Working Groups (Pilot Training, Human Factors) and numerous recommendations in the areas of technology, aircraft delivery and customer communications.

Billy will be retiring from the OAB and Lowe’s in July, where he served many years as the company’s Director of Aviation.

Thank you Billy for all your hard work. Happy retirement!
FAA expands DAS ODA’s delegated authority

In the last few months, DAS’ Organization Delegation Authorization (ODA) was granted authorization to approve Software Level B for components, including complex hardware (RTCA DO178 and DO254). DAS was also granted authorization to approve major alterations involving Air Data Systems.

Another milestone for DAS’ ODA was receiving Instructions for Continued Airworthiness (ICA) delegation – basically authorization to accept ICA’s on behalf of FAA Aircraft Evaluation Group (AEG). This is a very specialized authorization, and DAS’ ODA was the first MRO to receive this authorization in November of 2014. Not every ODA is eligible, has the necessary experience or has met the qualifications to receive this delegation. This helps the ODA to accept ICA’s in as little as a few days, versus the minimum of 30 days, which AEG requires.

RENO-TAHOE CELEBRATES A 5-YEAR MILESTONE

Earlier this year, Dassault Aircraft Services (DAS) celebrated the five-year anniversary of its Major Service Center at the Reno-Tahoe International Airport in Reno, Nevada. The facility boasts some impressive facts, including 40,000 sq. ft. of hangar space (enough to hold five Falcons!), scheduled and unscheduled maintenance capabilities, and an onsite mobile repair team at the ready 24/7 for AOG situations.

Equally impressive is the passion and dedication of every employee that DAS recognized for their valuable contributions since the facility opened in 2009:
• Joseph “Joe” McCamey
• Donald “Don” McGarrah
• Holly Adair
• Rodrick Carroll (“RC”)
• David Rossini

Congratulations and thank you to all DAS personnel for supporting Falcons around the world.

FALCON AUTHORIZED SERVICE CENTER NETWORK GROWS BY 7%

Dassault Falcon continues to realize its commitment to create support services in close proximity to Falcon customer operations!

• Ligare Aviation Engineering Limited of India has been certified as an Authorized Service Center (ASC) for AOG Service Level Maintenance for Falcon 7X.

• ExecuJet Aviation Nigeria (part of ExecuJet Aviation Group) received certification as a Dassault Falcon Authorized Service Center for line maintenance and inspections for Falcon 7X, Falcon 900 EASy and Falcon 2000 EASy aircraft.

• Our new partnership with Deer Jet, based in Beijing, will provide line maintenance and unscheduled maintenance for the Falcon 7X.

“These additions are part of our strategy to expand our global footprint and reinforce our product support network,” said Jacques Chauvet, Dassault Falcon’s Senior Vice President, Worldwide Customer Service.

WHEREVER YOU ARE, THAT’S WHERE WE’LL BE!

We’re proud to introduce you to new members of the Front Line team, and congratulate some familiar faces taking on new responsibilities.

Mike Hoffman brings more than 37 years of technical and leadership expertise to the Falcon operators he’ll be supporting in Arkansas, Louisiana, Oklahoma and Texas in his role as Customer Service Manager (CSM).

Steve Forwe will bring his 25 years of technical expertise to his new position of Delivery Specialist at Dassault Falcon Jet headquarters in Teterboro, New Jersey.

Craig Anderson and Aaron Martin are joining the Command Center Team in Boise, Idaho. Craig is an A&P certified technician with 24 years’ experience in Aviation Maintenance. Aaron comes to Dassault Falcon from Western Aircraft, where he served as an Avionics Lead.

Julien Fabre has been promoted to the position of Field Technical Representative based in Hannover, Germany. After spending the last 7 years as an ATA specialist on the Technical Support Team in France, Julien will work with CSM Laurent Saissi to provide technical and onsite troubleshooting support to customers in the region.

Greg Trueblood has joined Dassault Falcon as the first AOG Response Coordinator, ensuring efficient handling of the Falcon Airborne Support aircraft. With an FAA Dispatcher Certificate and Private Pilot license, Greg comes to us from a corporate flight department in Southern California.

MEANWHILE, HALFWAY ACROSS THE WORLD …

We are delighted to welcome Pinjie “Joe” Qiao to the Dassault Falcon family. Joe has joined the Beijing team as a Field Technical Representative (FTR), serving customers in China.

Finally, we bid farewell to Lam Hung Fai, our Singapore-based Field Technical Representative who retired May 1st after more than 6 years of dedicated service. Happy retirement Lam! With his retirement, we welcome KC Chan’s move to our Singapore office, where he’ll support operators in Indonesia, Malaysia, Singapore and Thailand.
Falcon is working hard to ensure that our warehouses are stocked with required parts by the time Falcon 8X and 5X enter into service. For the 8X, efforts are already under way to update the Illustrated Parts Catalog (IPC) to include large structural parts and equipment.

For the 5X, we’ve developed a new and intuitive technology. Finding the needed part will no longer feel like a task as the IPC will be utilizing innovative and – for lack of a better word – “cool” 3D technology! Parts will be shown on an interactive image of an aircraft. Not sure what part you need? Not a problem! You can simply click on the specific section of your aircraft and move your mouse to view the relevant parts. And when you’ve found the part you need and are ready to place your order, you can let us know by providing us with an ATA or serial number. Yes, it will be as simple as that!

STANDING BY OUR SPARES
We realize and share the frustration when a part we supplied fails shortly after installation. While the occurrence is rare, the reality is that it does happen. As a commitment to our confidence in the reliability of our spare parts, we’re prepared to stand behind it in the form of a credit.

Dassault Falcon will issue a spares credit in the amount of $2500 as well as pay the shipping fees associated with shipment of the replacement part! This is applicable when we supply you with a NFF (No Fault Found) part and becomes DDA (Defective on Arrival). It fails within 10 flight hours after installation.

SPARES SATISFACTION SURVEY
As we mentioned in the last issue of Falcon Update, when it comes to customer feedback, we don’t rest on our laurels (or our over 98.5% service level, industry-leading warranty, etc.). We’re always searching for ways to improve our processes and protocols to ensure the highest levels of customer satisfaction, and the results of our 2014 Spares Satisfaction survey have given us some great feedback to work with.

Over 750 customers from around the world responded to our survey, with some very positive results:

- 87% of respondents have been very satisfied with Falcon Spares
- 65% felt Dassault was the best or better than other aircraft manufacturers
- Customers are happy with 2-year spares warranty + free shipping on cores returned in 10 days

Areas of improvement include strengthening our focus on backorders and service level awareness.

Have more to say? Please let us know how we can improve your Spares Experience by emailing us at customer.care@falconjet.com.

NEW DISTRIBUTION CENTER, NEW FLEXIBILITY!
Did you know that 25% of part deliveries in the Americas region are within 300 miles of Louisville, Kentucky? Well, we did, which is why later this year we’ll be opening a new spares Regional Distribution Center (RDC) at the UPS Worldport at Louisville International Airport. Another fun fact: the Worldport is the largest fully automated package handling facility in the world!

Best of all, 100% of customers in the region will benefit from an extended ordering deadline of 10:00 pm EST for 8:00 am EST delivery the next morning. “Our customers will experience faster service, later loading of UPS aircraft, next day delivery and lower cost ground transportation,” said Geoff Chick, Vice President of Customer Service for the Western Hemisphere. “Delivering the parts our customers need, when they need them is at the forefront of all of our spares efforts.”

IN MEMORIAM: SERGE FERRACANI
Serge Ferracani, our Quality Manager based in Le Bourget, France, passed away in May. Serge was a valued member of the Falcon family for over 40 years and he will be deeply missed. Serge took immense pride in his work – focusing on getting the aircraft in the air during an AOG situation – while gaining the respect of his colleagues. As Dassault Falcon mourns the loss of such a highly valued team member, we will work to ensure that Serge’s mission of delivering high-quality customer service continues.
In April, Dassault Falcon featured a new software application for the iPad – the Falcon Flight Doc App – offering easy access to aircraft flight documentation online and off. It complements software tools available on the Dassault Electronic Flight Bag across the touch-based Falcon Sphere interface, giving pilots the ability to synchronize, download, consult, annotate and share flight documents from the Dassault Falcon Customer Portal.

Free of charge for all operators with a subscription to Flight Doc Online, the Falcon Flight Doc App permits flight crew to download related Falcon Service Advisories (FSAs) and Falcon Service Newsflashes (FSNs) in a personalized portfolio.

“In today’s high-tech environment, operators want quick and easy access to the latest flight documentation without having to resort to heavy flight manuals,” said Olivier Villa, Senior Vice President, Civil Aircraft, Dassault Aviation. “This app embodies the global trend towards a paperless cockpit – increasing the quality and efficiency of flight preparation, operation and maintenance – with a notable cost savings.”

The Falcon Flight Doc App is available for all Falcons, including legacy models.

FALCON SPHERE® AVAILABLE FOR 900EX EASY SERIES

Falcon Sphere V1.60.2 is now available on F900EX EASy series aircraft. Designed for Dassault-certified CMA-1100 Electronic Flight Bag (EFB), Falcon Sphere dramatically enhances browsing. Compatible with Windows XP, 7 and 8, it comes with useful features such as Falcon Manuals, Ops doc, and Flight Folder.

Falcon Sphere V1.60.2 is also available for the 7X and will soon be offered on the Falcon 2000EX EASy series.

ELECTRIC DOOR ON FALCON 900/2000

Dassault Falcon has issued a Service Bulletin for Falcon 900, 900EX and 2000, focusing on replacement of the passenger door manual system with the passenger door electrical lifting system.

Special commercial conditions are in effect until April 30, 2016; please refer to SB F900-444, SB F900EX-459 & SB F2000-413 for more information.

As an upgrade to the EASY system, EASY II avionics offers a new wave of features aimed at making your Falcon more efficient, compliant and intuitive – increasing safety and situational awareness by introducing new navigation, surveillance and communication capabilities.

To date, 470 EASY II retrofits have been carried out through our Service Centers:

- In addition to the mandated functionality, our customers have overwhelmingly opted for LPV & FANS 1A functions (70% penetration rate for each option).
- Nearly half of the EASy II equipped Falcon fleet has been furnished with Synthetic Vision System.
- More than 95% of the EASy aircraft are anticipated to be equipped with EASy II by the end of 2015.

Additionally, customers with the EASy II flight deck who subscribe to FalconBroadcast can now enjoy new enhancements such as transmission of the Fault messages displayed in the status page of the MDU and time-stamped CAS Messages.

For more information on EASY II, e-mail: easy2-sales&support@dassault-aviation.com
TRAINING OPPORTUNITIES
The following are just a few of the training dates scheduled in the months ahead. Please verify availability of classes with each Training Provider.

### JULY 2015
- **FALCON 7X (10 DAYS):**
  - Jul 6 / Aug 3 / Sep 17
  - Dallas/Fort Worth-TX, Paris/France, Teterboro/NJ.

### AUGUST 2015
- **FALCON 900 EASY II PILOT INITIAL (25 DAYS):**
  - Jul 13 - Aug 13
  - Dallas Fort Worth, TX, Paris, France

### SEPTEMBER 2015
- **FLIGHT SAFETY INTERNATIONAL (MAINTENANCE & PILOTS):**
  - 900EX EASY II PILOT INITIAL (25 DAYS):
    - Jul 8 / Aug 3 / Sep 9
    - Dallas Fort Worth-TX, Paris/France, Teterboro/NJ.
- **FALCON 7X EASY II PILOT INITIAL (28 DAYS):**
  - Jul 6 / Aug 3
  - Dallas Fort Worth-TX, Paris, France.
- **PW307 LINE & BASE MAINTENANCE (5 DAYS):**
  - Jul 6
  - Paris, France
- **PW308 LINE & BASE MAINTENANCE (5 DAYS):**
  - Jul 20
  - Dallas Fort Worth, TX

**PLEASE VERIFY AVAILABILITY OF CLASSES WITH EACH TRAINING PROVIDER.**

**FALCON WORLDWIDE CUSTOMER SERVICE**

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

### THE FALCON COMMAND CENTER ALWAYS REMAINS YOUR FIRST CALL FOR AOG ASSISTANCE!
- **24-HOUR AOG TECHNICAL SUPPORT:**
  - Teterboro, NJ USA
  - +1 800-FALCON (232-5266)
  - commandcenter@falconjet.com
- **24-HOUR AOG SPARES SUPPORT:**
  - Teterboro, NJ USA
  - +1 201-541-4829
  - +1 800-800-4036
  - customer.care@falconjet.com
- **FALCON PILOT SUPPORT:**
  - For information or non-AOG assistance with pilot operations,
  - falconpilot@dassault-aviation.com

### FIELD SERVICE CONTACTS
“Listed with mobile phone numbers”

#### SOUTH AMERICA
- **Argentina**
  - Carl Meme
  - +1 516-455-1277
- **Brazil**
  - Wagner Atienza
  - +55 11 3045 3477
- **Chile**
  - Pat Reardon
  - +1 973-769-6327

#### ASIA, PACIFIC RIM
- **Australia**
  - Gary Steinert
  - +61 3 9620 4578
- **China**
  - Ting Ming Wu
  - +86 189 1011 1637
- **India**
  - Tony Hulsebus
  - +1 908-246-0435
- **Japan**
  - Rio Machado
  - +81 3 3248 6826

#### EUROPE
- **France**
  - Didier Rouyer
  - +33 6 87 18 39 66
- **Germany**
  - Bertrand Casier
  - +33 6 26 79 49 45

#### MIDDLE EAST
- **United Arab Emirates**
  - Elodie Ngo
  - +33 6 89 21 70 31
- **United Kingdom**
  - Tim Noble
  - +1 201-282-8377

#### NORTH AMERICA
- **Canada**
  - Laurent Saissi
  - +33 6 89 53 76 00
- **United States**
  - John Loh, Director
  - +1 908-601-2723

### CUSTOMER SERVICE
- **Teterboro, NJ USA**
  - +1 800-800-4036
customer.care@falconjet.com
- **Paris, France**
  - +33 1 47 11 37 37
  - commandcenter@falconjet.com
- **Le Bourget, France**
  - +33 1 43 65 12 24
dafsorders@dassault-aviation.com

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

**Falcon Update**

Falcon Worldwide Customer Service

**24-HOUR AOG TECHNICAL SUPPORT**
- Teterboro, NJ USA
  - +1 800-FALCON (232-5266)
  - commandcenter@falconjet.com
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  - customer.care@falconjet.com
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  - For information or non-AOG assistance with pilot operations,
  - falconpilot@dassault-aviation.com
It's all part of FalconResponse. Our expanded portfolio of AOG support services around the world and around the clock. Including our 24/7 command center, mobile repair teams, at the ready parts inventory. And now, Falcon Airborne Support; two long range, large cabin Falcon 900s, carrying everything needed to put an AOG back into service, and if need be, provide alternative lift for passengers—an industry first. Whatever it takes™.