July 2016

This latest issue of Falcon Update comes to you on the heels of an M&O seminar season consisting of nine regional events in five countries (page 12). And if numbers tell the tale, it was our most successful series to date.

A record number of you – 766, to be exact – attended an M&O this year, besting 2015 attendance figures by nearly 20%. Most importantly, 99% of post-M&O survey respondents plan on attending again next year.

Speaking of numbers, I’m pleased to announce that after 60 flights and 55,000 accumulated nautical miles, the Falcon 8X has completed its Global Flight Test Campaign with flying colors (as well as receiving certification from EASA and the FAA). Turn to page 5 to learn more about the global team of Dassault Falcon Customer Support Engineers responsible for putting our new flagship through its paces, and one step closer to entry into service.

I always look forward to the results of our annual Spares Satisfaction Survey, and I want to thank those of you who took the time to participate this year. You’ll find a brief summary of 2016 survey results on page 16, which shows that when it comes to listening and responding to your needs, we’re continuing to move in the right direction.

Finally, as 2016 marks the 100-year anniversary of Dassault Aviation, we’ve put together a timeline showcasing just a few memorable milestones since company founder Marcel Dassault produced his first aircraft part (the Eclair propeller) back in 1916.

I’m proud to see the foundations upon which our company has been built – passion, innovation and dedication – alive and well at Dassault Falcon Customer Service. After 100 years of “designing the future,” we look forward to many more years of elevating the Customer Experience for Falcon operators around the world.
FRENCH NAVY TAKES DELIVERY OF FALCON 50 SURMAR

Dassault recently delivered a reconfigured Falcon 50 maritime surveillance aircraft to the French Navy, bringing the organization’s existing fleet to eight Falcon 50s.

The last batch of four Falcon 50 Surmar aircraft were upgraded at Dassault’s Mérignac site, and include new optronics, cockpit and observation windows. These aircraft also include Thales-built Chlio FLIR (Forward Looking InfraRed) equipment, Thales Ocean Master 100 search radars and computerized mission stations.

Now used for a range of maritime surveillance missions, including operations to combat piracy, trafficking and pollution, fisheries control, and maritime search-and-rescue (SAR).

At 298 pages, the 2016 Falcon Customer Service Guide and Operator Directory is big on content, but small enough to keep on your desk or in your cockpit for easy access.

This year’s edition includes a wallet-sized Hotline Card and USB key containing a digital version for upload and/or printing. If you didn’t receive your copy in the mail, email us at customer.service.communications@falconjet.com and we’ll send one your way!

A single source for all things Falcon Customer Service (and we mean everything!), a digital version is also available on the Customer Portal.

FALCON 8X CERTIFICATION

In just a single week, Dassault Falcon’s new flagship, the 6,450 nm Falcon 8X, received certification from two major aviation agencies, moving ever closer to entry into service later this year.

On June 27th, the Falcon 8X was certified by the European Aviation Safety Agency (EASA), in perfect alignment to the aircraft’s established program schedule. The very next day, the 8X received approval from the Federal Aviation Administration (FAA), the national aviation authority of the United States.

Derived from the popular Falcon 7X, the 8X will offer the greatest range and the longest cabin of any Falcon. In addition to the quietest cabin and the most advanced digital flight control system in business aviation, the new trijet will feature the largest selection of standard cabin configurations of any large business jet.
We're pleased to announce the addition of Daniel Acosta to our Engineering Support Department in Teterboro, New Jersey. Daniel joins the team as a Falcon Narrow Body (Classic) Program Specialist, and will work with colleagues Karl Eisenmenger and Francois Rouy in supporting operators who operate Falcon 10, 20, 20-5, 200, Falcon 50 and 50EX aircraft.

With a Master of Science in Aeronautical Engineering degree, and commercial airline aircraft maintenance and engineering experience, Daniel will be sure to enhance our level of support for Classic customers around the world.
In 2014, we mourned the loss of our friend and colleague Hank Hilsmann. To honor his memory, NBAA Charities, in coordination with Dassault Falcon Jet, CAE Simuflite and FlightSafety International, established the Hank Hilsmann Memorial Scholarship. The scholarship awards current or aspiring maintenance technicians aircraft initial maintenance courses conducted at CAE Simuflite and FlightSafety International facilities.

We’re pleased to announce this year’s scholarship recipients:

Bryan Behm
Fleetwood, Pennsylvania

Bryan is working towards his BS in Aviation Maintenance Technology (with a minor in Business Management) at the Pennsylvania College of Technology. He has obtained his FAA A&P Certificates, and the FAA Certificate of Training “Gold” award. Bryan will graduate in 2017, with the goal of becoming a member of the Dassault Aircraft Services’ team in Wilmington, Delaware.

Jonathan McKinney
Kalamazoo, Michigan

Jonathan attends Western Michigan University and is working towards a degree in Aviation Management and Operations. He holds a current FAA A&P Certificate, and is working to earn his pilots license. While attending WMU, Jonathan is working for Duncan Aviation in Battle Creek, Michigan.

MINIMA MILESTONE

In May, a Falcon 2000LXS was the first aircraft to fly the first European Instrument Approach Procedure (IAP) with a published LPV (Locaizer Performance with Vertical Guidance) minima of 200 feet.

The flight was a test of LPV-200, a new service enabling ILS CAT I-equivalent approaches without the need for visual contact with the ground until a Decision Height (DH) of 200 feet above the runway.

LPV-200 relies on GPS and Space Based Augmentation System (SBAS) availability to lower DH from 250 to 200 feet, providing a substantial safety benefit for pilots in poor weather and low-visibility conditions. The service also allows for landing at airports without advanced landing systems or sufficient ground infrastructure.

All in-production Falcon aircraft are equipped with Dassault’s second generation EASy II avionics suite, which is designed to support LPV-200 and other new navigation features.

EXPANDING CLASSIC SUPPORT

We’re pleased to announce the addition of Daniel Acosta to our Engineering Support Department in Teterboro, New Jersey. Daniel joins the team as a Falcon Narrow Body (Classic) Program Specialist, working side by side with colleague Karl Eisenmenger in supporting operators who operate Falcon 10, 20, 20-5, 200, Falcon 50 and 50EX aircraft.

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FALCON 8X

Performance to the Extreme

From extreme cold to desert heat, the Falcon 8X passed its Global Flight Test Campaign with flying colors.
Jérôme Burquier, Jonathan Jouve and Emilien Etienne managed every step in the Falcon 8X flight testing process, from flight preparation through to post-flight inspection.

Since its unveiling in May 2014, Falcon operators and the greater business aviation community have eagerly awaited entry into service of Dassault’s new ultra-long range flagship, the Falcon 8X. 400 flights and 900 flight hours later, the Falcon 8X completed its global flight test campaign under the watchful eye of Dassault Falcon Customer Support Engineers.

As expected, the Falcon 8X passed this important and rigorous phase with flying colors, as well as obtaining the FAA & EASA certifications – moving ever closer to entry into service early fourth quarter.

Flight testing a new aircraft is always an exciting adventure with a singular mission: to test an aircraft’s fortitude under every possible operational constraint, ultimately delivering it ready for service “above and beyond” the requirements of the Certification Regulation.

At Dassault Aviation, each new aircraft is put to the test by a dedicated team of experts at our Flight Test Center in Istres, located on the south coast of France. For the 8X flight test campaign, this team included three Customer Support Engineers with extensive experience supporting customers around the world:

• **Jérôme Burquier**: 15 years of Falcon Customer Support experience (France and United States)

• **Jonathan Jouve**: 4 years of Falcon Customer Support experience (United States)

• **Emilien Etienne**: 7 years of Falcon Operational/Tech Support (France)
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While testing is based in Istres, the team orchestrated and participated in two campaigns taking them far beyond the grounds of the Flight Test Center:

A four-week trial of 60 flight tests and 55,000 nautical miles intended to measure Falcon 8X s/n 003’s performance in real operational conditions throughout Europe, North and South America, the Middle East and Asia. From short “hops” (up to seven a day) to extra-long range transcontinental flights, Mission 1 ended with one week of maintenance at Dassault Falcon Service (DFS) in Le Bourget for documentation and tool testing in a real Service Center environment.

Weeks of testing in which failures are intentionally triggered with pilots on-board in a dispatch situation. The goal was to verify the dispatch capacity of the aircraft and fine tune the new e-DG (easy-Dispatch Guide), a unique electronic document providing the crew with an easy walk-through of all the necessary information to achieve the most appropriate dispatch decision.

Just the beginning

After 400 test flights and 900 flight hours, Jérôme, Jonathan and Emilien have returned to their home bases at Teterboro, New Jersey and Saint-Cloud, France. They’ve shared with their fellow Support Engineers the knowledge and insight from having followed the three test aircraft from their maiden flights to the 8X’s readiness for service, and stand at-the-ready to serve Falcon operators from the moment they receive delivery of their new Falcon 8X, and for the many years of flight to follow.
Elevating the M&O Experience

As always, this year’s Falcon M&O seminar series served as an ideal venue to educate and inform the more than 750 Falcon operators in attendance of our latest industry-leading support offerings, while offering a “sneak peek” of what we’re working on for future release.

Many of the new initiatives we presented at this year’s M&O seminars – our Maintenance Doc App, a reduction in fleet maintenance downtime and FAQ sections on the Customer Portal, to name just a few – were realized through OAB input and collaboration.

In fact, the OAB Working Groups played a significant role in making this year’s seminar series the most successful ever held, thanks to the implementation of these M&O enhancements initiated by the OAB in 2015:

- Streamlined technical sessions
- More time for customer Q&A
- Presenter training
- More vendor/supplier participation

Feedback via M&O attendee survey submissions was overwhelmingly positive, proving once again the value and importance of these live customer events.

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In 1916, the unique concept and design of Marcel Dassault’s first airplane product – the Éclair propeller – led to its use on biplane fighter aircraft during the First World War, including victorious missions by French fighter ace and national hero Georges Guynemer.

100 years on, and the spirit of innovation and passion lives on in each and every Falcon – past and present.
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From our first propeller to the imminent release of our new flagship, the Falcon 8X, we invite you to look back on some significant Dassault milestones, while looking ahead to many more years of Designing the Future.

**Éclair propeller**
- This propeller developed by Marcel Dassault was used on the Spad VII flown by French ace Georges Guynemer.

**Super Mystère B2**
- First production supersonic aircraft with afterburner.
- "Swing wing" aircraft prototype whose G8 version reached Mach 2.34.

**Mirage III**
- First tri-engine Falcon with a supercritical wing.

**Mercure**
- First jointly built jet airliner.

**Mirage IV**
- First bomber for the French Strategic Air Force arm.

**Mirage G**
- "Swing wing" aircraft prototype whose G8 version reached Mach 2.34.

**Mirage 2000**
- First operational jet fighter with artificial stability.

**Mirage 2000-5**
- First multirole jet fighter.

**Mirage 2000D & M01**
- Single-seat development model of an omnirole jet fighter.

**Falcon 10**
- First business jet fitted with a wing designed using 3D computer model.

**Falcon 900**
- First business jet designed as a 3D digital model.

**Falcon 900EX EASy**
- First business jet with enhanced avionics and intuitive cockpit.

**Falcon 2000EX EASy**
- First business jet with enhanced avionics and intuitive cockpit.

**Falcon 900LX**
- Intercontinental business trijet, EASy II flight deck.

**Falcon 900**
- Intercontinental business twinjet, EASy II flight deck.

**Falcon 2000S**
- Transcontinental business twinjet, EASy II flight deck.

**Falcon 7X**
- Intercontinental business jet with an all-digital control system.

**Falcon 5X launch introduction**
- Intercontinental business jet with an ultra wide cabin and a sky-light window, featuring a brand new wing and an advanced digital flight control system.

**Falcon 8X**
- First flight on February 6, 2015.
- Intercontinental business jet ultra long range segment, new generation of EASy flight deck, Honeywell’s next-generation 3D color weather radar system with enhanced turbulence detection capability.

**nEUROn**
- First European stealth UCAV (Unmanned Combat Air Vehicle) technology demonstrator.

**Falcon 8X: first flight on February 6**
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- Intercontinental business twinjet, EASy II flight deck.

**Falcon 2000EX EASy**
- First business jet with enhanced avionics and intuitive cockpit.

**Falcon 900EX EASy**
- First business jet with enhanced avionics and intuitive cockpit.

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DASSAULT AVIATION: A CENTURY OF INNOVATION

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1916
Éclair propeller
This Propeller developed by Marcel Dassault was used on the Spad VII flown by French ace Georges Guynemer

1932
MB 80
First all-metal ambulance aircraft

1936
MB 220
First production airliner, used by Air France

1939
MB 174
First reconnaissance aircraft. Aircraft piloted by Antoine de Saint-Exupéry

1939
Mirage IV
First bomber for the French Strategic Air Force arm

1949
MB 450 Ouragan
First production jet fighter to be exported

1952
Mystère IV
First production supersonic aircraft for the French Air Force

1956
Super Mystère B2
First production supersonic aircraft with afterburner

1959
Mirage III
First aircraft to reach Mach 2

1962
Balzac V 001
Prototype of the only vertical takeoff aircraft to have reached Mach 2

1963
Mystère Falcon 20
First business jet, selected by Charles Lindbergh for Pan Am

1967
Mirage G
“Swing wing” aircraft prototype whose G8 version reached Mach 2.24

1970
Falcon 10
First business jet fitted with a wing designed using 3D computer model

1971
Mercure
First jointly built jet airliner

1974
Falcon 50
First tri-engine Falcon with a supercritical wing

1976
Falcon 2000
First business jet designed as 3D digital model

1978
Mirage 2000
First multirole jet fighter with artificial stability

1981
Falcon 100
Falcon 100 is announced as the successor to the Falcon 50, featuring new electronic flight instruments.

1984
Falcon 900
First multirole jet fighter

1986
Rafale
First multipurpose jet fighter built upon joint specifications of the French Air Force and Navy

1991
Rafale C01 & M01
Single-seat development model of an omnirole jet fighter

1993
Mirage 2000-5
First multirole jet fighter without a physical mock-up

1996
Falcon 2000
First business jet equipped with an all-digital control system

1998
Mirage 2000C
First operational Mirage 2000C

2005
Falcon 7X
First business jet equipped with an advanced digital flight control system

2010
Falcon 900LX
Intercontinental business trijet, EASy II flight deck

2011
Falcon 2000S
Transcontinental business twinjet, EASy II flight deck

2012
Falcon 900EX
First business jet with enhanced avionics and intuitive cockpit

2013
Falcon 2000LXS
Intercontinental business twinjet, EASy II flight deck

2015
Falcon 8X: first flight on February 6
Intercontinental business jet ultra long range segment, new generation of EASy flight deck, Honeywell’s next-generation 3D color weather radar system with enhanced turbulence detection capability.

2016
nEUROn
First European stealth UCAV (Unmanned Combat Air Vehicle) technology demonstrator

From our first propeller to the imminent release of our new flagship, the Falcon 8X, we invite you to look back on some significant Dassault milestones, while looking ahead to many more years of Designing the Future.
Today, over 1200 customers operate more than 2000 Falcons performing missions around the world. Many of these customers – 766 operators, pilots and technicians, to be exact – made it their mission to attend a 2016 Falcon Maintenance & Operations (M&O) regional seminar.

An annual tradition, this year’s regional seminar series served as an opportunity to celebrate Dassault Aviation 100-year anniversary with Falcon family members at regional M&Os in Paris, Shanghai, Chicago, Toluca, Dallas, Sao Paulo, San Jose, West Palm Beach and Mahwah, New Jersey.

"Excellence in customer service is built upon forging strong customer relationships, and this year, as we celebrate our first century in business, we wanted to reemphasize the key role our M&O seminars play in this process," said Jacques Chauvet, Dassault Falcon’s Senior Vice President of Worldwide Customer Service. "Our M&Os allowed us to meet face-to-face with Falcon operators from around the world, improving communications and establishing a solid basis for future cooperation."

Off to a grand start

The 2016 M&O series began April 13 with M&Os held simultaneously in both Paris and Shanghai. The Paris M&O experienced record-high operator turnout for the two-day event. To celebrate the centennial of Dassault Aviation, Paris attendees attended a reception at the Grand Palais, a historical exhibition hall and museum complex located at the Champs-Élysées.

A customer focus

Paris wasn’t the only M&O to experience “above and beyond” attendance figures. In fact, this year’s seminar series was the most highly attended series of all time, with nearly a 20% increase in customer attendance compared to last year. And while there are many factors contributing to this success, there’s little doubt a new seminar format – a direct result of listening and responding to customer feedback – and focus on new and fresh customer content clearly played very important roles in this strong turnout.

A dynamic day

Each M&O began with a general session, providing updates on Dassault Falcon Customer Service products and services, including the Falcon Response portfolio of AOG support services and demonstrations of the company’s latest performance software and app solutions.

Attendees had a choice of technical sessions to attend, segmented for pilots and technicians for each Falcon aircraft (7X, Falcon 900 Series, Falcon 2000 Series and Classic Series). Breakout sessions included lively briefings and interactive discussions on Dassault Falcon support services, ADs, STCs, options, completions, maintenance, troubleshooting, engine updates and avionics advances.

One maintenance technician for a large company noted that the sessions were "top notch. There is always something to learn at the Dassault M&Os, because one person just can’t know everything there is to know."

Coffee breaks were held throughout the day, allowing customers the opportunity to connect with one another, speak one-on-one with Dassault Falcon personnel, and visit the booths of event exhibitors eager to demonstrate and discuss their latest products and services.

"Our M&Os allowed us to meet face-to-face with Falcon operators from around the world.”

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PLANNING AHEAD

Arrangements are already underway for the company’s 2017 seminar series, with customer feedback being an important component to ensuring future success. If you attended a 2016 M&O and have a suggestion for next year, please email us at customer.service.communications@falconjet.com.

We look forward to seeing you in 2017!
DFS READY TO WELCOME ITS 1ST FALCON 8X

As the first company-owned facility to manage a Falcon 8X GoTeam, Dassault Falcon Service (DFS) is diligently preparing for entry into service of our new flagship aircraft.

DFS welcomed the first Falcon 8X during its initial commercial-condition test in March, consisting of various flight campaigns throughout Europe, Asia and North America. Upon flight test completion the aircraft returned to base at DFS, undergoing a full week of maintenance in-line with the scheduled training program.

Trained at the Falcon Training Center (FTC) in Paris - Le Bourget, DFS engineers are fully equipped to handle all maintenance requirements for Falcon 8X operators around the world.

DFS completes full cabin refurbishment on Falcon 900

Dassault Falcon Service is pleased to be the first in Europe to complete a full VENUE (Cabin Management System from Rockwell Collins) installation on a Falcon 900B during its routine 4C Inspection. DFS also performed a complete interior refurbishment of the cabin giving a second life to this Falcon.

Dassault Falcon operators can be assured that DFS is fully-equipped to support their upgrade needs – transforming the aircraft interior, and IFE system (InFlight Entertainment) to suit their taste and allowing them to enjoy the latest available technologies.

DFS Service Center’s new interior showroom enables DFS designers to present new cabin features, layouts and details, making it very convenient for the customer. The entire DFS Engineering & Certification team has strong expertise in Cabin Management System and connectivity – providing Falcon Operators with the latest entertainment available in the market.

For more information about DFS, visit www.dassaultfalconservice.com

Finland’s Polar Aviation named Falcon ASC

Dassault is pleased to welcome Helsinki, Finland-based Polar Aviation to its Authorized Service Center (ASC) network for Falcon 900, 2000 and 7X aircraft maintenance.

Polar Aviation will provide Base and Line Maintenance for the Falcon 2000/2000EX/2000EX EASy, 900EX/900EX EASy and 7X models, along with GoTeam, tooling and genuine Falcon Spares resources to handle any AOG event.

Equipped with a 3,500 sq. meter heated hangar, and back-shop capabilities for select components (including batteries and wheels), Polar Aviation is staffed with a team of 30 technicians and repair specialists, all with extensive Falcon aircraft experience.

Our customers can rest assured that we are committed to strengthening our Service Center Network!

For GLOBAL AOG SUPPORT, CONTACT US VIA PHONE, EMAIL OR THE NEW FALCON RESPONSE APP.

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DAS opens a Satellite Service Center at Teterboro Airport

Dassault Aircraft Services (DAS) recently opened a Satellite Service Center at Teterboro Airport (TEB) in New Jersey. DAS previously operated a Mobile Response Unit (MRU) in the area to assist Falcon operators in the Northeast U.S. region with AOG situations.

With the new Satellite Service Center, 24/7 GoTeam AOG support will continue, with new capabilities to include unscheduled maintenance, Operator pre- and post-flight checks, troubleshooting and support of our dedicated Falcon Response aircraft positioned in Teterboro.

The Teterboro location joins three other DAS satellite locations already in service in St. Louis, Missouri, West Palm Beach, Florida and Van Nuys, California.
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For more DAS locations, visit www.das.falconjet.com
DEPARTMENTS Falcon Spares

SPARES SATISFACTION SURVEY

Thanks to all customers who participated in our latest Spares Satisfaction Survey! Over 400 of you took the time to provide us with important feedback which we promise to take into careful consideration.

2016 survey results show us that in all-important categories such as “responsiveness” and “availability,” we continue to be headed in the right direction when it comes to customer satisfaction. Compared to 2015 survey results, we received improved scores in the following categories:

• Communication: keeping you informed about your order
• Backorder Follow-Up
• Cost of Parts
• Packaging

Overall, nearly 75% of respondents think Dassault Falcon Spares provides equal or better Customer Service compared to our competitors! Here are just a few kind words from survey respondents:

• “I quote your system as the benchmark when at other meetings as to how to get Spares RIGHT. Our Account Manager always ensures our needs are met and the parts are delivered on time!!! When I call to order every Part Rep is always willing to go the extra mile. It is fast and a pleasure.”

• “Fast, reliable service with plenty of parts available for customers. I have to get the part when I need it and have it work properly. Dassault fills that need.”

Thanks to your feedback, we’ll continue to focus on the appropriate areas to enhance our commitment to deliver the “above and beyond” service you deserve, while maintaining our industry-leading service level of 98.0%.

Top 5 Survey Satisfaction Results

<table>
<thead>
<tr>
<th>Category</th>
<th>2016 Score</th>
<th>2015 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>94.3%</td>
<td>94.3%</td>
</tr>
<tr>
<td>Responsiveness</td>
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</tr>
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<td>Ease of doing business</td>
<td>93%</td>
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From Shelf to Sky

With over $800M of worldwide inventory in 15 distribution centers around the world, it takes precision and accuracy to ensure each and every part makes it into our customers’ hands quickly and correctly. We invite you to scan this QR code to enjoy an exciting look at what it takes to get a part “From Shelf to Sky”!

SUPPORTING OUR CLASSICS

Dassault remains committed to supporting the Classic fleet by retaining over 12,000 OEM parts in inventory, ensuring Falcon 10, 20, 50 and 200 aircraft remain dispatch ready.

You can rest assured we will use every resource available to find a solution to keep your aircraft flying. Based on their extensive knowledge and experience, our Back-Order team will do “Whatever it Takes” to offer the best possible solution for your part requirement.

We urge our operators to contact us first when in need of parts and tooling, and we’ll make sure we deliver the right part at the right time, and at an extremely competitive price.

A Farewell and Thank you

In April, following 40+ years of dedicated service, we bid farewell to our colleague and Senior Tactical Planner/Buyer Femi Ogunlade. Femi joined Dassault Falcon Jet in 1975 as a member of the Teterboro Warehouse team. Femi subsequently graduated from the Teterboro School of Aeronautics and completed his A&P license, while fulfilling a number of positions within the company. Prior to becoming a Senior Tactical Planner, Femi assumed the key role of Falcon 7X Project Leader in 2005.

“Femi was instrumental in leading the Falcon 7X initiative, ensuring a smooth and successful Entry Into Service (EIS),” stated Eric Smith, Director, Falcon Spares. “While we will miss Femi, we wish him the best in his new ventures.”
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SPECIAL OFFER ON A “HOT” ITEM

Falcon 50, 900 and 2000 aircraft series operators can now exchange their 5-year overhaul fire extinguisher with a new 10-year one – at a very attractive exchange price of $2750 and with an extended maintenance requirement period. This item (P/N 863470-01) is covered by our 2 year warranty and no supplemental bill guarantee. Orders are accepted 24/7, and AOG shipments can be processed within 2 hours.

Contact us for more information and to order:

UNITED STATES
+1 201 541 4809 / +1 800 800 4036
customer.care@falconjet.com

FRANCE
+33 1 48 35 56 78
dafsorders@dassault-aviation.com

ONLINE
www.falconspares.com

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SPARES SATISFACTION SURVEY

Thanks to all customers who participated in our latest Spares Satisfaction Survey! Over 400 of you took the time to provide us with important feedback which we promise to take into careful consideration.

2016 survey results show us that in all-important categories such as “responsiveness” and “availability”, we continue to be headed in the right direction when it comes to customer satisfaction.

Compared to 2015 survey results, we received improved scores in the following categories:

• Communication: keeping you informed about your order
• Backorder Follow-Up
• Cost of Parts
• Packaging

Overall, nearly 75% of respondents think Dassault Falcon Spares provides equal or better Customer Service compared to our competitors! Here are just a few kind words from survey respondents:

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Thanks to your feedback, we’ll continue to focus on the appropriate areas to enhance our commitment to deliver the “above and beyond” service you deserve, while maintaining our industry-leading service level of 98.6%.

Dassault remains committed to supporting the Classic fleet by retaining over 12,000 OEM parts in inventory, ensuring Falcon 10, 20, 50 and 200 aircraft remain dispatch ready.

You can rest assured we will use every resource available to find a solution to keep your aircraft flying. Based on their extensive knowledge and experience, our Back-Order team will do “Whatever it Takes” to offer the best possible solution for your part requirement.

We urge our operators to contact us first when in need of parts and tooling, and we’ll make sure we deliver the right part at the right time, and at an extremely competitive price.

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NOW PLAYING: NEW TUTORIAL VIDEOS

The Video Tutorial page of the Customer Portal is full of informative videos and presentations to optimize Falcon performance and reliability. Videos are arranged by category (Flight Ops, Technicians and General), with three new tutorials recently added:

- Falcon Maintenance Documentation App on iPad®
- Valance Panel Removal and Installation
- Slat Mechanical Stop Installation

Have an idea for a “tips & tricks” video you think would be worth sharing with Falcon family members? Email us with your idea at: customer.service.communications@falconjet.com

Enhancements and upgrades

Dassault Falcon’s latest avionics upgrade suites – Falcon Select II, Elite II, and Pro Line 21 – offer state-of-the-art options for our in-service fleet, ensuring compliance with mandates, improved performance and increased aircraft value.

Falcon Select II and Falcon Elite II upgrades offer Falcon 900A/B and Falcon 900C/EX Operators improved safety, navigation, communication and surveillance capabilities, many the direct result of customer input, to include:

- LPV navigation capability
- SVS situational awareness
- Electronic charts/maps
- XM weather overlay
- ADS-B Out
- FANS 1/A+

In May, we announced the acquisition of Rockwell Collins’s Pro Line 21 (PL 21) avionics upgrade solution, offering Falcon 50EX, Falcon 2000, and Falcon 2000EX operators a combination of hardware and software enhancements tailored to company-level standards.

Upgrades can be performed at our Dassault Aircraft Services (DAS) and Dassault Falcon Service (DFS) facilities, or any Falcon Authorized Service Center (ASC).

We’re pleased to introduce you to Benoit Lefondré, Manager, Falcon Care/Warranty Administration and the latest member of the Falcon Care administration team. Our Falcon Care guaranteed maintenance cost program, available for new and in-service aircraft, is designed to keep your budget on track, reduce administration workload, and enhance the resale value of their aircraft.

Based in France, Benoit joined Dassault Aviation 14 years ago, after serving 12 years in the French Air Force as a Fighter Pilot. Prior to this new role, Benoit was a Project Manager for Dassault’s multirole aircraft programs.

We welcome Benoit to our global team of dedicated warranty specialists, all with the knowledge and experience to craft a Falcon Care maintenance program to your specific needs.

Benoit Lefondré  Manager, Falcon Care Warranty Administration  +33 1 47 11 94 68  benoit.lefondre@dassault-aviation.com

The Falcon Response App is the newest addition to our comprehensive portfolio of AOG support services, providing you with access to the resources you need to get your Falcon flying as quickly as possible.

App features include Service Center and Field Service information by user’s geolocation, as well as instant touch-call capability and an easy-to-fill/submit AOG form. AOGs are by nature unpredictable, so operators can rely on app data at any time, regardless of online status or cellular coverage.

The App is available for iPhone®, iPad® and Apple Watch® devices via the Apple App Store, and Android™ phones through Google Play.

WIN AN APPLE WATCH

Email your name, position title, company address and phone number to IWatchContest@falconjet.com, for your chance to win an Apple iWatch! Entry deadline is September 30th.

For more information on these and other upgrade solutions, visit www.dassaultfalcon.com/STC.

Introducing a new Falcon Care Team member

Benoit Lefondré  Manager, Falcon Care Warranty Administration  +33 1 47 11 94 68  benoit.lefondre@dassault-aviation.com
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**Introducing a new Falcon Care Team member**

Benoît Lefondré
Manager, Falcon Care/Warranty Administration
*+33 1 47 11 94 68 benoit.lefondre@dassault-aviation.com*

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The App is available for iPhone®, iPad® and Apple Watch® devices via the Apple App Store, and Android™ phones through Google Play.

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For more information on these and other upgrade solutions, visit www.dassaultfalcon.com/STC.
FALCON 8X ENTRY INTO SERVICE UPDATE

From flight test certification to a world endurance tour, the past few months have been a flurry of activity as we move closer to delivering the Falcon 8X – our most advanced ultra-long range corporate jet – to Falcon operators around the world.

If you’re on the list for delivery of a Falcon 8X, your Customer Service Manager (CSM) will be in touch shortly to arrange your Entry Into Service briefing. Whether at your location or ours, we look forward to sharing the excitement of new aircraft ownership with you, and standing with you every step of the way – from delivery to wherever your travels take you.

New roles for some familiar faces

Marc Douton  
Customer Service Manager (CSM)  
+91 98 10 124 277  
marc.douton@dassault-aviation.com

Jerome Buquet  
Customer Service Manager (CSM)  
+33 6 26 09 19 85  
jerome.buquet@dassault-aviation.com

Many of our customers already know Marc Douton, a longtime member of the Front Line Team most recently providing exemplary support to operators in Poland, Estonia, Bulgaria, Hungary, Lithuania, Ukraine, Slovenia and Serbia.

We’re pleased to announce Marc will now be handling Customer Service Manager (CSM) duties in the territories of Bangladesh, Sri Lanka, Myanmar and India where he’ll be based.

Marc will be taking over these territories from Aadil Goulamaly, who will be assuming the role of Regional Sales Manager for India from our office in St. Cloud, France.

Jerome Buquet, our CSM for Turkey and Greece, will also be expanding his international experience by serving the countries of Israel and Ireland. Jerome has ten years of relevant experience, seven of which were spent at Sogitec in the role of Maintenance Analyst.

SUMMER OLYMPICS

The 2016 Summer Olympics will take place in Rio de Janeiro from August 5 – 21, bringing together 10,500 athletes from 207 nations to participate in 306 events in 28 sports.

Attending the Olympic Games is a truly unique experience, and Dassault Falcon is preparing to support those operators planning to travel to Brazil. On-site personnel, a supplemented parts inventory and comprehensive service offerings at our DAS Sorocaba service center are just some of the support efforts in place to provide “above and beyond” service for this global event.

If you’re planning to attend, we invite you to visit www.surveymonkey.com/r/RioGames and let us know your travel plans so we can be sure to be at your service before, during and after your arrival. Whatever country you’ll be rooting for, you can be sure our team will be right there by your side!
WELCOME ABOARD

Since 2014, Dassault Aviation has been providing Cabin Familiarization Training to new Falcon pilots, flight attendants, technicians and owners. And preparations are now in full gear to offer this comprehensive training for new Falcon 8X customers.

The customized hands-on training – just one of the many options available to Falcon operators from entry-into-service and beyond – is a partnership between Dassault and Aircare FACTS.

Cabin Familiarization Training is available upon delivery of new aircraft as well as for the in-service fleet, and can be conducted at the operator’s base or other preferred location, covering everything that the owner, pilot, crew and mechanic may need to know about their Falcon.

The four-hour session provides a thorough overview of a particular aircraft’s cabin equipment, flight cabin management system, galley equipment, cabin amenities and more.

Need structural repair training?

When your Falcon requires structural repair, you want to know it’s in the best hands.

This is why Dassault Training Academy is pleased to offer state-of-the-art Structural Repair Training developed under the strict guidance of our global Structural Engineering Support team, responsible for providing 24/7 repair solutions, engineering dispositions and technical advice to operators around the world.

Working in partnership with AeroCampus, Europe’s largest provider of higher education and professional training dedicated to aeronautic maintenance, the Dassault Training Academy offers a 5-day, two module training course allowing maintenance crews to examine Falcon aircraft for structural damage and efficiently deliver repair solutions in-line with the SRM (Structural Repair Manual) or Dassault-designed repair schemes. Since its roll out, three training sessions have been completed, with the next session scheduled for November.

For additional information on Cabin Familiarization Training, email us at falconcabin@dassault-aviation.com

For more information on this and other Dassault Training Academy courses, email us at dassaulttrainingacademy@dassault-aviation.com
The following are just a few of the training dates scheduled in the months ahead.

dassaulttrainingacademy@dassault-aviation.com

**SEPTEMBER 2016**
- **Advanced Camo & Quality Control Aspects (1 Day)**
  - Session date and training site can be modified according to Aircraft availability
  - Sep 28, Oct 12, Nov 16 Paris, France
- **Advanced Maintenance Module (1 day)**
  - All Falcons (5 days)
  - Sep 27, Oct 11, Nov 15 Paris, France
- **Structural Repair Training**
  - Oct 24* Bordeaux - Mérignac, France
  - Falcon 900EX EASy (10 days)
  - Sep 26, Oct 17* Bordeaux - Mérignac, France

For more information visit www.campsystems.com

**DEPARTMENTS**

**REALCASE**
- Falcon 2000 EASy, Troubleshooting (RCT) (5 days)
  - Aug 8, 9, 10, 11, 12 Little Rock, AR USA
- Falcon 900 EASy, Troubleshooting (RCT) (5 days)
  - Sep 25, 26, 27 Little Rock, AR USA

**PILOT**
- Falcon 900 EASy II Pilot Initial (21 days)
  - Sep 8, 15, 22, 29 Morristown, NJ USA; Dubai, UAE; Dubai, UAE
- Falcon 7X EASy II Pilot Initial (22 days)
  - Aug 2, 9, 16, 23, 30 Morristown, NJ USA; Dallas Fort Worth, TX USA; Paris, France; Teterboro, NJ USA

**MAINTENANCE**
- Falcon 900 EASy Maintenance Initial (23 days)
  - Sep 26 Bordeaux - Mérignac, France
- Falcon 2000 EASy Avionics Line Maintenance (5 days)
  - Oct 24 Little Rock, AR USA
- Falcon 7X EASy Avionics Line Maintenance (5 days)
  - Oct 31 Little Rock, AR USA

**FLIGHT SAFETY INTERNATIONAL (MAINTENANCE & PILOTS)**
- 900EX EASy II Pilot Initial (25 days)
  - Aug 8, 9, 10, 11, 12 Little Rock, AR USA

**FIELD SERVICE CONTACTS**

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John Loh, Director
Jeff Berry
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- Ping “Joe” Qiao
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Jean Pierre Agnelot  +33 6 80 63 89 67
Marco Garcia  +234 818 798 7741

**CONTACTS listed by regional base location. Actual territory coverage spans a broader region in addition to base location.**
The following are just a few of the training dates scheduled in the months ahead.

### DASSAULT TRAINING ACADEMY
- **DASSAULT TRAINING ACADEMY**
- **REALCASE**
  - Falcon 2000 EASy, Troubleshooting (ICT) (5 days)
  - Sep 25
  - Little Rock, AR, USA
- **PILOT**
  - Falcon 900 EASy II Pilot Initial (21 days)
  - Sep 9, Sep 25, Nov 20
  - Morristown, NJ, USA; Dubai, UAE; Dubai, UAE
  - PW307 LINE & BASE MAINTENANCE (5 days)
  - Sep 22, Sep 12
  - Dallas Fort Worth, TX, USA; Paris, France
- **MAINTENANCE**
  - Falcon 900 EASy Maintenance Initial (23 days)
  - Sep 26
  - Bordeaux - Mérignac, France
  - Falcon 2000 EASy Avionics Line Maintenance (5 days)
  - Oct 24
  - Little Rock, AR, USA
  - Falcon 7X Avionics Line Maintenance (5 days)
  - Oct 31

### DASSAULT ACADEMY
- **DASSAULT ACADEMY**
  - **Maintenance Practical Training**
    - Falcon 7X (10 days)
  - Sep 26, Oct 17
  - Bordeaux - Mérignac, France
  - Falcon 900 EASy (10 days)
  - Oct 24
  - Bordeaux - Mérignac, France

### CAMP (MAINTENANCE)
- **CAMP**
  - Advanced Maintenance Module (1 day)
  - Sep 27, Oct 23, Nov 15
  - Paris, France
  - Advanced Cam & Quality Control Aspects (1 day)
  - Sep 28, Oct 12, Nov 15
  - Paris, France

### Contact Information
- **DASSAULT ACADEMY**
  - Laurent Silvente +33 6 77 12 27 24
  - Laurent Saissi +33 6 89 53 76 00
- **FLIGHTSAFETY INTERNATIONAL**
  - Didier Rouyer +33 6 87 18 39 66
  - Cédric Genevaise +33 6 22 93 66 83
- **FLIGHTSAFETY INTERNATIONAL (MAINTENANCE & PILOTS)**
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  - LAKEA (LAGOS)
  - Marcelo Garcia +234 818 798 7741
- **FLIGHTSAFETY INTERNATIONAL (PILOT)**
  - Eloi Dupuy, Director +33 6 08 22 90 32
  - John Loth, Director +33 6 08 61 27 23
  - Jeff Berry +86 1800 1360 779
- **FLIGHTSAFETY INTERNATIONAL (REALCASE)**
  - Juillet Fabre +33 6 16 66 68 17

### Additional Information
- For more information visit [www.campsystems.com](http://www.campsystems.com)
- For any question related to cabin equipment use in operations and cabin training program, contact [falcincabin@dassault-aviation.com](mailto:falcincabin@dassault-aviation.com)
WELCOME TO THE WORLD’S MOST LUXURIOUS CLASSROOM.

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