A DIFFERENT KIND OF FALCON RESPONSE

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see page 16
As we wrap up a memorable 2017, with its many noteworthy accomplishments, we are excited to dive into a busy 2018. And this issue of Falcon Update captures it all.

We start with a striking feature detailing the small part we played in the recent hurricane recovery efforts in the United States and the Caribbean. When flood-ravaged areas became inaccessible by car, we quickly deployed our Falcon Response airplanes to deliver much-needed aid to those affected. It’s the kind of effort which we had proudly undertaken after previous disasters, and we were eager to have the Falcon Family answer the call once again.

Additionally, you will read about all of the major events and air shows in which we participated this year, including the biggest of them all, NBAA-BACE. Attendance for the Las Vegas show was estimated at an impressive 27,000, and it was great to reconnect with so many customers and partners and proudly display our in-production airplane models at the static display. Looking ahead to 2018, you will want to take note of the dates and locations for the next M&O seminars, which are detailed in this issue.

You will also find the latest news on our after-market program upgrades and learn about the brand new spares facility being built in Paris. There is plenty to share about our company-owned service centers, as well, including Dassault Falcon Service’s milestone anniversary and the latest updates at Dassault Aircraft Services.

Lastly, for news and insights beyond what you see in Falcon Update, I would like to personally invite you to read my blog, Crew Chief. Just scan the QR code or find the link under ‘Media Center’ on our newly redesigned and user-friendly website.

From all of us at Dassault, we wish you the happiest of holidays and a healthy, prosperous New Year.

Jacques Chauvet
Senior Vice President, Worldwide Customer Service
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Cover: After Hurricane Harvey hit Texas, Dassault used its Falcon Response aircraft to deliver much-needed aid.

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GLOBAL EVENT RUNDOWN

We have continued our customary globetrotting ways of late, making our way to many key industry events to meet with customers and to show off our wares.

Most notably, Dassault was very well represented at the annual NBAA convention October 10-12 in Las Vegas. The many customers, vendors, partners and prospects who visited our inviting, bi-level booth enjoyed first-rate hospitality and were able to explore such features as Falcon Touch and the Falcon Experience, which employs virtual reality to give users a tour of our aircraft cabin interiors. There was also steady traffic at our static display at Henderson Executive Airport, where guests could climb aboard all in-production Falcon aircraft types and spend some time out of the desert sun in our chalet. And we greeted hundreds of operators at our annual Falcon Family Breakfast, which was followed up by a Falcon Customer Forum back at the convention center. We thank all who attended and helped make it such a great show.

In August, we had a strong presence at LABACE in São Paulo, and in September we headed to Jet Expo Moscow. As the first ultra-long-range Falcon 8X jets had recently been delivered to Russian operators, the Moscow event was a great opportunity for us to connect with the growing Falcon Family there.

Also in September, we participated for the first time in the Air Charter Expo event at London Biggin Hill Airport. Lastly, in November, we set off for the Middle East, bringing a Falcon 900LX and 8X with us to the Dubai Airshow.

We would love to meet with you if we are coming to your area. Please have a look at our website to check out our 2018 upcoming events.

FALCON 8X ON A MISSION: SINGAPORE TO LONDON

Recently, a Falcon 8X completed a nonstop mission from Singapore to London to demonstrate the ease with which the new trijet can tackle ultra-long range flights under challenging conditions. The flight took off at 7:00 a.m. local time from Singapore, in hot (30°C), humid weather. Flying at an average speed of Mach .80, with three crew members and two passengers onboard, the 8X touched down in London after covering 6,292 nm. And thanks to the spacious, whisper-quiet cabin and low-altitude cabin pressurization, passengers arrived refreshed and ready to start a new day.

A FLIGHT TO ECLIPSE ALL OTHERS

On August 21, all of North America was captivated by a total solar eclipse. To celebrate the rare event, 14 Falcon employees based in Little Rock, Arkansas, took to the skies onboard the new Falcon 8X for a unique view from 41,000 feet.

While Falcon aircraft come into the world in Bordeaux, France, they develop their character in Little Rock at our new 1.25 million square-foot high-tech completion center. From our craftsmen to our pilots, every Falcon employee takes pride in delivering the highest-quality experience for our customers. And although they are accustomed to working in and around the best business jets in the world every day, it was a rare treat for them to witness history from inside one of them.
We are now pleased to share the details of our 2018 regional shows. So mark your calendar. Invitations will be going out soon!

**Denver, Colorado**  
April 4

**Paris, France**  
April 4 & 5

**West Palm Beach, Florida**  
April 17

**Shanghai, China**  
April 18

**Dallas, Texas**  
April 26

**São Paulo, Brazil**  
May 9

**Mahwah, New Jersey**  
May 15

**Chicago, Illinois**  
May 17
FALCON WEBSITE UPGRADE

In September, we launched a new and improved version of our website, www.dassaultfalcon.com.

Featuring a fresh new look and feel and easy navigation, the website features a “responsive design” concept that enables automatic recognition of the host device (desktop, tablet or mobile) and renders content accordingly. Other improvements include an upgraded Media Center, enhanced content and a “Social Wall” – a new feature that streams the latest content from our social media channels through a dedicated feed.

FALCON 8X TURNS HEADS

At this year’s AirVenture Airshow in Oshkosh, Wisconsin, many witnessed the technological marvel of a 73,000 pound/33 tonnes jet banking 60 degrees, pulling 2+ Gs and coming to a full stop on landing using only a third of the runway.

In the current business jet landscape, the Falcon 8X offers the best combination of range, speed, stability, fuel efficiency and cabin amenities. It also features our proprietary Combined Vision System, FalconEye, the first HUD to combine synthetic and enhanced vision capabilities.

If you missed the live demonstration, no problem. You can still witness the Falcon 8X in a breathtaking aerial display of fighter-like agility on our Youtube channel.

FALCON SOCIAL WALL

An exciting new feature dubbed the “Social Wall” is now available live on the Falcon website. The Social Wall aggregates and displays on a single page all of the latest Falcon news and updates from the various Falcon social media channels. It updates automatically, in real time, as posts are made on Twitter, Instagram, Facebook, or LinkedIn. It’s a digital hub for everything Falcon in one convenient location. See for yourself and don’t forget to add it to your favorites. socialwall.dassaultfalcon.com
Falcon Response is widely known as our worldwide, industry-leading AOG support service, guaranteeing the availability of state-of-the-art parts, tools and engineering resources to get a grounded Falcon back into operation as quickly as possible.

A key element of Falcon Response is having two dedicated large-cabin aircraft capable of ferrying resources to the AOG site and providing alternate lift should the need arise. Though these Falcon 900 jets are naturally intended to principally benefit Falcon customers, in times of great need, they can also serve to answer a different kind of call.

WHEN THE GOING GETS TOUGH, THE TOUGH GET FALCON RESPONSE

Delivering aid to hurricane-ravaged areas
Hurricane Harvey made landfall as a Category 4 storm on August 25 near Rockport, Texas. With 130 mph/209 km/h winds, it was apparent from the start that the hurricane would be extremely destructive. But the slow-moving nature of the system yielded historic, unimaginable rainfall totals for many locations in southeast Texas.

Some areas recorded up to 61 inches/155 cm during that final week of August. It was clear that a catastrophe was unfolding and that the recovery effort would be lengthy and daunting.

As we watched and read about the devastation as Harvey continued to relentlessly flood the region, a group of Dassault employees in Teterboro discussed ways in which the company could offer assistance.

Dassault has a long history of benevolence in times of need, providing aid in the wake of such disasters as Hurricane Katrina, the 2010 Haiti earthquake and 9/11.

The decision was quickly made to utilize our Teterboro-based Falcon Airborne Support aircraft, provided that it was not needed to serve a customer at the time. Fortunately, it was available and we quickly set about managing logistics.

From Long Island, it was on to the disaster zone; the Falcon Airborne Support airplane arrived Friday afternoon in Orange, Texas, a community devastated by the storm. There was no way in or out of town except by boat or large truck – and even that was no guarantee.

Power to most homes and businesses had been knocked out, there was no gasoline and very little drinking water. The only way to get supplies in during those first days was by airplane.
The airport was being run by the Texas National Guard and was the only distribution point for aid to the area. Upon Dassault’s arrival, National Guardsmen proceeded to unload the 700 meals and 600 pounds/272 kilos of first aid supplies that had been stowed on board in Farmingdale.

With the first leg of the mission complete, the Dassault team then flew to Austin Executive Airport to procure additional supplies to bring back to Orange. Through a series of trips between the two Texas cities stretching into the following day, Dassault was able to deliver an array of provisions needed in the affected area – non-perishable food such as rice and energy bars, two pallets of bottled water, two pallets of diapers, clothes, blankets, tarps and cleaning supplies. All told, the Falcon Response team distributed about 10,000 pounds/4,500 kilos of goods to a most appreciative community.

And then, on September 27, we transported search-and-rescue workers and 2,500 pounds/1,134 kilos of equipment to San Juan. From San Juan, Dassault relocated three elderly employee family members to safety, as well.

It was a sobering few weeks for all involved, but also gratifying to do our part as a good corporate citizen to benefit those in need.

“This has been a very difficult year in the wake of these storms and other events. It is heartwarming to see so many companies helping – several in the Falcon Family contributed as well – providing much needed supplies, lift, and medical/rescue assistance to these devastated areas,” said John Loh, Sr. Director, Customer Experience. “We are proud to be a part of this corporate citizenship that embraces the role of giving back whenever and wherever possible.”

More storms, more assistance
As we all know, Harvey was quickly succeeded by two additional hurricanes that also caused tremendous destruction – Irma and Maria. And, once again, Dassault was on the spot. On September 15 and 16, we delivered aid and equipment to St. Barths. The Falcon Airborne Support airplane based in Paris–Le Bourget was also deployed with French government representatives to Fort de France, Martinique, in the wake of Hurricane Irma.

“We are proud to be a part of this corporate citizenship that embraces the role of giving back whenever and wherever possible”
John Loh
Senior Director, Customer Experience, DFJ
A DAY IN THE LIFE OF FALCON RESPONSE

When not providing humanitarian relief, Falcon Response is a comprehensive customer assistance resource unmatched in the industry.

The Falcon Response solution relies on three key components: the Command Center (located in Saint-Cloud - Paris, Teterboro, New Jersey and Boise, Idaho), which coordinate assistance and missions 24/7; Falcon Spares; and the GoTeams, whose aim is to ensure a speedy return to service. The Falcon Response solution may also include, when necessary, the deployment of one of two dedicated Falcon Airborne Support (FAS) airplanes, based in Teterboro and Paris-Le Bourget – close to our two main Spares Distribution Centers. Respectively registered N247FR and F-GOFX, the two aircraft can also offer an alternative lift solution to owners and passengers.

The following is a real account of one such Falcon Response mission.

OCTOBER 31
9:28 a.m.
AOG! The Command Center receives a call from the Captain of a Falcon 7X based in Europe. The aircraft is at an airport in remote Maun, Botswana. There is a “Fire Wheel Detect Fail,” indicating a problem with the fire detection system in the landing gear bay.

9:30 a.m.
The Customer Service Engineer (CSE) of the Saint-Cloud Command Center asks the crew to download the Fault History DataBase (FHDB), the file which tracks aircraft failures and CAS messages. Falcon system specialists from the Technical Support department decode and review the FHDB. They confirm a failure on the fire detection panel, which means the aircraft is not approved for take-off.

10:44 a.m.
The Falcon Airborne Support solution is proposed to the customer. Two GoTeam technicians, along with the necessary parts, tooling and equipment, would accompany the Falcon 900 based at Dassault Falcon Service (DFS), our company-owned service center in Paris-Le Bourget. And if the AOG Falcon could not be made mission-ready in time, F-GOFX would be used to ensure the passengers reach their destination – Windhoek, Namibia – comfortably and on time.

11:57 a.m.
Receive customer approval. DFS places the spare parts order and, in less than one hour, the parts are ready.

2:00 p.m.
The two GoTeam technicians on duty arrive at Le Bourget airport and prepare their mission while awaiting landing authorization.

4:00 p.m.
Receive landing authorization for N’Djamena, Chad, and take-off on the Falcon 900. Landing authorizations in Chad are easier to obtain; the authorization for Botswana will arrive later.

9:45 p.m.
Arrival in N’Djamena. The crew rests while awaiting further instructions.

NOVEMBER 1
9:25 a.m.
Take-off is early in the morning, after receiving landing authorization for Maun, Botswana.

2:10 p.m.
Land at Maun. Without delay, the technicians meet the pilots and begin troubleshooting as soon as ramp access is delivered, since there is no hangar available in Maun. The fire detection panel is replaced and tests are satisfactory. The Falcon 7X is ready to fly the next day, when passengers are due to arrive in Windhoek. F-GOFX stays on site just in case.

NOVEMBER 2
12:28 p.m.
The Falcon 7X takes off as scheduled for Windhoek, and arrives on time. One hour later, F-GOFX flies back to Paris-Le Bourget, via N’Djamena. Mission accomplished.
In our ongoing quest to deliver the best possible Falcon Experience, we recently introduced our proprietary 3D Immersive Practical Training technology at the Dassault Training Academy in Bordeaux-Mérignac, providing Falcon customers with an innovative learning experience in a Virtual Reality (VR) environment. Now, we’ve expanded the scope of VR to include our St. Cloud Command Center.

Available on all in-production Falcon models, VR technology gives Technical Representatives access to aircraft configurations and tools in real time, improving their ability to troubleshoot and resolve customer issues.

And thanks to our partnership with FlightSafety International, our Command Centers at St. Cloud, Teterboro and Boise, Idaho are now equipped with Desktop Training Simulators (DTS) that enable our Tech Reps and engineers to readily navigate cockpit screens, create a flight plan or access other cockpit functions that can quickly help replicate and resolve an operator issue.

A FAREWELL TO A DEAR COLLEAGUE

In October, we bid a happy retirement to our long-time colleague and Sr. Technical Rep, Bob Menier.

Bob joined Falcon Jet Corp. in 1977 as a lead mechanic. With the transition of Falcon Jet Corp. to Dassault Falcon Jet, he continued to serve Falcon customers and colleagues, first as a Technical Rep and then as a Sr. Technical Rep. Bob’s accomplishments include the creation of a major template for the GLI Database, a nomenclature for drawings and modifications.

“With an A&P license and a solid technical background, Bob has been instrumental in solving customer issues as well as training his junior colleagues – setting the quality standards of the Command Center,” said Glenn Hart, Director of Technical Support. “And while we will miss Bob, we wish him the best in his new and exciting ventures with his family (three children and nine grandchildren)”
WHO’S IN YOUR CORNER
Dassault is pleased to share some news from within our Customer Service organization.

Daniel Lynch
Response Coordinator
at Command Center, Teterboro, New Jersey

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daniel.lynch@falconjet.com

Daniel Lynch has joined us as AOG Response Coordinator at our Command Center in Teterboro, New Jersey. Daniel will play a critical role in managing the Teterboro-based Falcon Airborne Support aircraft, coordinating GoTeams and ensuring the delivery of tools, teams and parts for AOG events. With an Associate’s degree in Aviation from Embry Riddle, an Aircraft Dispatcher license and more than 20 years of experience in the aviation industry, Daniel comes to us from Gama Aviation where he worked as Operations Coordinator.

Nicolas Treillard
Customer Service Engineer
at Command Center, Saint-Cloud, France

+33 1 47 11 51 53
nicolas.treillard@dassault-aviation.com

Nicolas Treillard joined our St. Cloud (Paris) Command Center in September as Customer Service Engineer. In his new position, Nicolas will be responsible for coordinating Falcon Response Alternate Lift flights for AOG events, as well as handling spares and technical publications-related customer queries.

Nicolas has been with Dassault Aviation since 2013, serving first as a Spares Account Representative and then managing Falcon spares needs for TAG Aviation. Before joining the Falcon Family, Nicolas spent six years with Embraer, where he is credited with introducing an improved process for scheduled maintenance and AOG services.

PRODUCT SUPPORT SURVEY RESULTS
The results of the 2017 Product Support Surveys in Aviation International News (AIN) and Professional Pilot magazine are in, and we’re quite pleased with them. For the third year in a row, we attained our highest-ever score in Pro Pilot and earned the top OEM ranking in parts availability and cost of parts in AIN.

You can view the full results by scanning the respective QR codes. Thanks to all of you who participated in these surveys.
DEPARTMENTS  Service Center Network

50 YEARS AND COUNTING

Dassault Falcon Service (DFS) is celebrating its Golden Anniversary, nearly a year after its parent company, Dassault Aviation, reached its centennial milestone. It’s a tribute to the significant role this wholly owned subsidiary has played in building and strengthening the Falcon brand.

Established in 1967, DFS is the largest Falcon support organization in the world today. With nearly 640 team members and approvals from more than 20 National Airworthiness Authorities, DFS delivers maintenance, upgrades, FBO services, training and air charter services for the global Falcon community. Its primary Maintenance, Repair and Overhaul (MRO) facility — located at its home base in Paris-Le Bourget — boasts 7 hangars and 25 aircraft bays dedicated exclusively to Falcon aircraft.

In November 2016, DFS inaugurated a second MRO center in Mérignac, near Bordeaux, to service the Falcon 7X, 8X and future large body models. And in May 2017, DFS Le Bourget launched a joint private jet service with Japan Airlines (JAL), providing JAL passengers flying from Tokyo to Paris with a seamless connection to onward destinations in Europe and Africa.

“Since its inception, fifty years ago, DFS has committed itself to optimizing interaction with and proximity to Falcon operators and ensuring that they enjoy access to the best and most complete package of support services available in the industry,” said DFS General Manager Jean Kayanakis. “And moving into the future, our primary objective remains maximizing customer satisfaction and maintaining ownership value.”

DFS MÉRIGNAC: ONE YEAR LATER

This November, Dassault Falcon Service (DFS) marked the first anniversary of its new Mérignac Maintenance, Repair and Overhaul facility, which has doubled its staff and nearly tripled its capacity since opening.

The 49,000 square-meter Mérignac facility offers heavy maintenance for Falcon 7X, 8X and future large body aircraft. Located at Bordeaux-Mérignac Airport, adjacent to the Dassault Aviation assembly plant, the facility is closely aligned with production and engineering teams, providing a range of scheduled and unscheduled maintenance services.

To date, DFS Mérignac has performed 40 Falcon inspections – including 5 Falcon 7XC checks, done extensive aircraft paintwork and completed a full cabin refurbishment. And we are pleased to report that customer feedback has been extremely positive, with many team members complimented on their professionalism, friendliness and warm hospitality.
SKYSERVICE TORONTO BECOMES FALCON ASC

Dassault is pleased to introduce Skyservice Toronto as a new Falcon Authorized Service Center (ASC). Offering line maintenance, AOG support and other services for Falcon 900EX EASy and 2000EX EASy series aircraft. Skyservice is the 52nd service center in the global Falcon support network.

Located at Toronto’s Pearson Airport (CYYZ), the 160,000 square-foot facility is equipped to provide line maintenance services for both local and transient operators. In addition to the Toronto hub, AOG events will have the support of Skyservice’s Montreal and Calgary satellite facilities.

Along with in-house maintenance services, including ‘A’ series checks, Skyservice offers AOG GoTeam dispatch capabilities, including appropriate tooling and equipment needed to repair an aircraft in a remote location.

In addition to Transport Canada approval, Skyservice holds maintenance certifications from the United States, Europe, Bermuda and Hong Kong, and is an Authorized Honeywell Service Center for the TFE731 series engines. Furthermore, Skyservice FBOs in Toronto, Montreal, Calgary and Ottawa have long been ranked among the best in Canada in leading national and international industry surveys.

DASSAULT AIRCRAFT SERVICES GETS A NEW LEADER

Remy St-Martin has been promoted to Senior Vice President/Chief Operating Officer of Dassault Aircraft Services (DAS).

During his 30+ year tenure in the aviation industry, Remy has managed operations, maintenance and field service, with a keen focus on Customer Experience.

His multifaceted background and proven track record within the Dassault organization – first as a Senior Director of Customer Experience for Dassault Falcon Jet and most recently as VP/GM of the DAS Little Rock, Arkansas and Sorocaba, Brazil facilities – make Remy the perfect person to continue optimizing DAS operations and ensuring that Falcon customers consistently receive the best service available on the market.

DAS EXPANDS PREPURCHASE EVALUATION PROGRAM

In light of the overwhelming success of the Prepurchase Evaluation (PPE) program, Dassault Aircraft Services (DAS) has added dedicated hangar space and specialized personnel to support customer requests. Designed to simplify the aircraft evaluation process, the DAS PPE program includes records research, systems operational checks and a physical evaluation of the aircraft.

The standardized process was built on Dassault’s experience with Falcon aircraft and is an invaluable service to both buyers and sellers of pre-owned Falcons. DAS PPEs are performed at multiple facilities, offering scheduling flexibility. In addition to a PPE, DAS can customize an aircraft for the new owner through paint, avionics, interior reconfiguration and maintenance.

FOR MORE INFORMATION OR TO SCHEDULE A PREPURCHASE EVALUATION, CALL 1-855-DAS-PPES.
FALCON BROADCAST® COMMERCIAL PROGRAM REMINDER

Designed for all Falcon EASy models, FalconBroadcast provides customers with fast, accurate, and detailed in-flight failure alerts and analysis in real time, averting potential AOGs without compromising the confidentiality of the mission.

The FalconBroadcast service is available now at zero activation cost, with a 45% discount on the annual subscription fee and a free 12-month trial period for new subscribers.

Falcon customers can use the EASy II 3rd certification retrofit as an opportunity to activate the free FalconBroadcast trial, provided the activation is requested when the certification implementation form is completed.

For more information and to learn how this service can be a game-changer in a time-critical AOG situation, please refer to FSA-45-10-003-R00-A or contact:

FRANCE: documentation-sales&support@dassault-aviation.com

U.S.A: documentation-sales&support@falconjet.com
Improved LED landing light

Dassault’s after-market programs team is offering an LED landing light upgrade for Falcon 50, 900 and 2000 series aircraft.

The upgrade is available through the following Supplemental Type Certificates (STCs): ST03252CH for the Falcon 900 series and 50 series, and ST03253CH for the Falcon 2000 series. The new lights are brighter than the existing LED landing lights (installed through the same STCs) and have an increased beam spread. Sharing the same form, fit and function as the incandescent lights, the upgraded units are easy to install, Airworthiness Authority (FAA, EASA, TCCA and ANAC) compliant, and compatible with any pulse light box.

For more information, email: STC@falconjet.com

FALCON MAINTENANCE EXTENSION PROGRAM UPDATE

Dassault continues to extend maintenance inspection intervals across the Falcon fleet, allowing customers more flexibility to align scheduled stops with seasonal activity, improve synchronization with Maintenance Planning Document (MPD) Chapter 5-10 and 5-20 items and enjoy enhanced operational availability.

Here’s an up-to-date progress report on the maintenance intervals for each model:

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

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

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

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

For optimized aircraft availability, we recommend transitioning to the new MPD as soon as possible, within a period of 12 months from the date of release. And for more information, please refer to the relevant FSA, which also provides details on the software tool that helps calculate transition to the new intervals.

MANDATORY WING TANK MODIFICATION FOR IN-SERVICE FALCONS

Dassault Aviation has developed a Dry Bay Wing Modification to enhance the safety of Falcon 50, 900 and 2000 series aircraft.

The modification is available through Service Bulletins SB F50-496, F900-388, F900EX-329, F2000-358 and F2000EX-171, EASA and FAA Airworthiness Directives EASA AD 2011-0193 and FAA AD 2013-09-03 mandate compliance with these SBs within 150 months from the effective dates of the respective ADs. Please refer to FSA-57-00-003-R01-A for further details.

As the retrofit solution requires special expertise, it can be performed only at Falcon Authorized Service Centers (ASCs), using technicians trained by Dassault for this purpose. We highly recommend advance planning for this retrofit due to various constraints such as the availability of specialized technicians and ASCs, the extended downtime needed to perform the modification and the approaching deadlines set by the Airworthiness Authorities.
BREAKING GROUND ON A NEW WAREHOUSE IN PARIS

In October, Dassault announced plans for a new spares complex – strategically positioned between Charles de Gaulle and Le Bourget Airports, north of Paris – to serve Falcon customers in Europe, Africa, the Middle East and Asia.

The $50 million, 18,000 square-meter-facility – expected to enter service in late 2018 – will feature the latest advancements in logistics and warehousing technologies, including a new spares management system designed to speed up parts dispatch and provide ample room for future growth. Intended to further enhance the quality and timeliness of Falcon after-market support, the new complex will replace the existing spares facility at Paris-Le Bourget Airport and complement the large spares complex in Teterboro, New Jersey.

With more than $850 million in parts inventory at 15 locations around the globe, it is no wonder that in a recent survey operators voted Dassault “Number 1” among business jet OEMs for parts availability and pricing for the third year in a row!

“Optimizing the Customer Experience has always been our top priority at Dassault,” said Jacques Chauvet, Senior VP, Worldwide Customer Service. “Our ability to get spare parts out to customers as fast as possible has made us the industry standard.”
Since the Falcon 900EX is considered a variant of the Falcon 900C (Honeywell TFE731), the Maintenance Certifying Staff (MCS) Type Rating/License endorsement for each model remains valid as long as the maintenance staff has received the “Differences” training course for the variant.

It is important to note that compliance with EASA PART 66 and EASA PART 145 regulations requires a license holder to ensure that the technician is trained on these differences before exercising certification privileges. Upon completion of the “Differences” training, the PART 145 center must confirm that the training registration is validated by the Quality/Training department.

To assist Falcon 900EX and/or Falcon 900C license holders, Dassault Aviation is working on an FSA that focuses on the maintenance impact of various systems and highlights the minor differences between the two models.
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.

DECEMBER 2017

- Falcon 7X/8X Practical Training (10 days)
  - Feb 26* Bordeaux-Mérignac, France
- Falcon 900EX EASy Practical Training (10 days)
  - Feb 19* Bordeaux-Mérignac, France
- Falcon 2000EX EASy Practical Training (10 days)
  - Apr 9* Bordeaux-Mérignac, France

*Session date and training site can be modified according to aircraft availability

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

FEBRUARY 2018

- Falcon 900EX EASy II Pilot Initial (25 days)
  - Jan 4, Jan 10, Feb 1
  - Teterboro, NJ; Paris, France; Teterboro, NJ
- Falcon 2000EX EASy II Pilot Initial (24 days)
  - Jan 3, Jan 4, Feb 21
  - Dallas-Fort Worth, TX USA; Teterboro, NJ; Paris, France
- Falcon 7X EASy II Pilot Initial (28 days)
  - Jan 8, Feb 5, Feb 12
  - Dallas-Fort Worth, TX USA; Teterboro, NJ; Dallas-Fort Worth, TX USA; Paris, France

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


The Falcon Command Center and the Falcon Response App* are your best resources for AOG assistance!

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FALCON PILOT SUPPORT
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falconpilot@dassault-aviation.com

FALCON CABIN SUPPORT
For any question related to cabin equipment use in operations and cabin training program,
falconcabin@dassault-aviation.com

*Available for download through the Apple App Store and Google Play.

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