

Falcon Update

Volume 103 - May 2020

News from Falcon Customer Service



THE FALCON 8X: THE QUIETEST OFFICE IN THE SKY

see page 6

**DASSAULT
RESPONDS TO
THE COVID-19
PANDEMIC**

see page 4

**TESTING DRONES
FOR AIRCRAFT
INSPECTIONS**

see page 5

**NEWLY UPGRADED
HANGAR DEBUTS
AT DFS LE BOURGET**

see page 20

 **DASSAULT
AVIATION**

Falcon Update

News from Falcon Customer Service

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Cover: The Falcon 8X features the quietest and most comfortable cabin in business aviation; it also comes with the largest selection of standard cabin configurations of any large business jet.

May 2020



Click here to explore Jean's blog, Crew Chief

As I write this, the entire world is coping with a situation that seemed unimaginable months or even weeks ago. The scourge of COVID-19 has brought about unprecedented uncertainty for our families and our businesses. It is truly a challenge that affects us all, across the globe.

I want to let you know that we are doing everything in our power to protect and support our employees, our customers and our partners during these trying times. We have always prided ourselves on being one united Falcon Family; that has never been more true than it is today, and we are also one global family.

Starting in mid-March, we began issuing communiques outlining steps we are taking to support you during this period. For one thing, we have built many redundancies into our response plan to allow us to continue serving you with minimal interruption. Many of our team members are working remotely or in shifts as we continue to deliver technical and operational support, as well as MRO and spares services, to Falcon operators around the world.

We also shared information on how you can best care for an aircraft that may be idle for an extended period. And we released a Falcon Service Newsflash detailing how you can protect yourself and prevent the spread of COVID-19 when cleaning your aircraft. We will continue to share updates with you as the situation evolves and are supporting initiatives that may combine Falcon operations and sanitary needs where needed.

While it is far from business as usual right now, I hope this issue of *Falcon Update* can at least provide a brief respite from the other demands we all face right now. You will find steps we are taking to further reduce our environmental footprint and to introduce the use of drones for aircraft inspections. You will learn what goes into building the quietest business jets in the industry and what important issues our Operator Advisory Board Working Groups have been addressing of late. You will be introduced to our newly expanded hangar at DFS Le Bourget and discover new team members and service center facilities.

Because so many people are confined in their homes during this pandemic, we have opted to make this a digital-only issue of *Falcon Update*. I hope you enjoy reading it and, more importantly, I hope you and your loved ones are careful and stay well in the face of this challenge. We, at Dassault, remain optimistic for better times ahead and are already getting prepared to ramp up when activity resumes. Your Falcon Family will be here to support you in any way we can.

Jean Kayanakis

SVP, Worldwide Customer Service and Service Center Network

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Table of contents

PUBLISHER'S NOTE	2	DEPARTMENTS	
NEWS & NOTES	3	Service Center Network	13
FEATURES		Flight Ops	16
The Quiet Falcon 8X	6	Products & Services	18
2019 Customer Service Achievements	8	Falcon Spares	21
OAB	12		



FALCON 2000LX IS MISSION-READY FOR DLR AERONAUTICS RESEARCH

Earlier this year, German Aerospace Center DLR took delivery of a Falcon 2000LX which will serve as an in-flight test bed and simulator. The original agreement for the aircraft was signed at the 2018 Berlin Air Show, in the presence of German Chancellor Angela Merkel.

This Falcon has been fully transformed into an in-flight Systems and Technology Airborne Research (iSTAR) vehicle, which is capable of testing flight characteristics of new aircraft designs – real or virtual, piloted or unmanned – in real-life operating conditions. Prior to its iSTAR conversion, the aircraft served as a conventional test bed for aerodynamics, aeroelasticity, structures, propulsion, flight control and flight guidance applications.

The initial conversion was performed at our Bordeaux-Mérignac facility. And since undergoing several additional updates intended to achieve full iSTAR test bed capability, the aircraft is now equipped to model and test:

- Additional control surfaces
- Experimental digital flight control system
- New cockpit systems, including an EASy II intuitive cockpit, a Collins Head-Up Display and a FalconSphere II Electronic Flight Bag suite.

“DLR is one of the world’s largest and most respected aviation research centers and we are proud to be a part of this ambitious new in-flight test and research program,” said Dassault Aviation Chairman & CEO Eric Trappier.

The research aircraft is stationed at the DLR site in Braunschweig, Germany.



THIERRY BETBEZE NAMED CEO OF DASSAULT FALCON JET

Thierry Betbeze has been appointed CEO of Dassault Falcon Jet (DFJ), a wholly owned subsidiary of Dassault Aviation responsible for all Falcon business in the Americas.

Thierry succeeds John Rosanvallon, who retired after leading DFJ for 23 years. John, a 45-year Dassault veteran, is now serving as Special Senior Advisor to Dassault Aviation Chairman & CEO Eric Trappier during a transition period. John joined Dassault Aviation in 1975 and four years later moved over to DFJ, based in Teterboro, New Jersey, as Assistant to the President. After an 11-year interlude in France, during which he served in several executive capacities within Dassault Aviation, he returned to Teterboro as SVP, Sales and Marketing, with responsibility for consolidating worldwide Falcon commercial activities. He took the reins of DFJ in 1996.

Thierry had served as SVP, Finance at DFJ since 2016. He began his career at Dassault Aviation in 1984 as a cost accountant and switched to export financing roles with a wide range of responsibilities including treasury and currency hedging. He was promoted to SVP, Finance for Dassault Aviation in 2004.



2020 PRODUCT SUPPORT SURVEYS ARRIVING SOON

It's that time again: product support surveys are coming to a mailbox – or an inbox – near you! You probably know that Dassault was honored last year with the #1 overall ranking in both the *AIN* and *Professional Pilot* product support surveys. The awards, augmented by several additional #1 rankings in individual categories, were a momentous and historic achievement that we owe to our loyal Falcon customers.

When you speak, we listen. And whether it's face to face at one of our many global events or through our various other communication channels, we are committed to ensuring that your needs receive a rapid and efficient response. Your feedback is truly invaluable, so we urge you to continue participating in these surveys and let your voice be heard.

Not ones to rest on our laurels, we have strived since last summer's results were announced to further raise the caliber of support for each and every operator and continue to enhance and expand our programs and services. As you receive this year's surveys, we humbly request that you take a few moments to complete them and let us know how we're doing. If you are not yet a subscriber to *AIN* or *Pro Pilot*, just scan the QR codes below to sign up for free complimentary subscriptions and the opportunity to receive the surveys.



Click here
to subscribe to *AIN*



Click here
to subscribe to *Pro Pilot*

FALCONS FLY GREEN

Dassault continues leading eco-responsibility efforts and further reducing our environmental footprint. Our new code of environmental good practice, [FSA-00-20-014-R00-A](#) highlights recommended measures to help reduce CO₂ emissions and other harmful gases. These best practices cover green-oriented flying procedures, flight planning strategies and proposals to save fuel and emissions. So get onboard for a green flight!



RESPONDING TO THE COVID-19 PANDEMIC

At Dassault, we are taking every step we can to keep our employees, our customers and our partners safe and well. Here are a few examples:

- We have issued Communiqués detailing our continued support during these troubled times, as well as advice on maintaining an idled aircraft (please visit our Customer Portal)
- We issued [FSN-253-R00-A](#) to answer frequently asked questions pertaining to cleaning and disinfecting your aircraft
- We canceled our spring 2020 M&Os but will host a variety of interactive online sessions with operators. More information will follow.

In order to keep you apprised of all the latest news and updates we would have shared with you in person this spring, we are organizing webinars with dedicated topics. More information will follow.



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you may contact
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For M&Os in the Americas and Asia,
please email us at
customer.service.communications@falconjet.com



DASSAULT TESTS USING DRONES FOR AIRCRAFT INSPECTIONS

Drones are already commonly used for a wide range of activities, including real estate photography, crop inspections and filming sporting events. Now, Dassault is testing how they could be used to inspect aircraft for the slightest signs of damage and wear.

Drones have been in use since last year on the Dassault Aviation defense side for French Air Force Rafale fighter jet inspections with the French Defense Agency. These aircraft endure hard use and also do a lot of low-level flying, where there is an increased chance of bird strikes, among other hazards.

Recently, the company's Dassault Falcon Service affiliate began utilizing drones to inspect Falcon 7X aircraft at its Le Bourget Airport facility. Moving forward, we expect to roll out additional drone testing to improve the quality and speed of visual inspections and reduce service downtime.

Dassault Aviation has been evaluating a technologically advanced drone system from Donecle, a Toulouse-based company that has been integrating drone technology with machine learning, image analysis algorithms and maintenance inspection best practices. These drones employ precise laser positioning to photograph the entire airframe so that imperfections

as small as one square millimeter can be visually confirmed by technicians.

During inspection, the drone can identify small structural damage that might be missed by the human eye, whether caused by lightning strikes, small bird strikes or improper ground handling. It can detect wear and tear such as worn rivets, small skin cracks, skin deformations, early delamination, tiny patches of corrosion, missing or damaged placards, or even paint chipping or just paint wear. And it can identify crimped drains and blocked vents, loose fasteners and open latches. All of this can be done in less than 30 minutes.

Dassault Aviation is also studying the possibility of adding a "traceability" function that would allow operators to monitor trends in airframe structures just as they monitor engine trends. A record of airframe integrity may also come in handy at resale time. Drone data could also be aggregated with fleet trend monitoring information, making it useful for predictive maintenance.

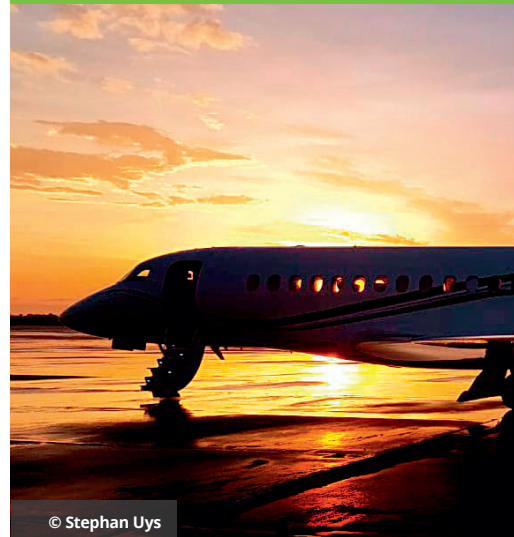
Alas, there is one thing that a drone cannot do and that is to give our customers a warm greeting and advise them of a maintenance action plan. But no need to worry; your Falcon Customer Service support teams will still be there to help you out!



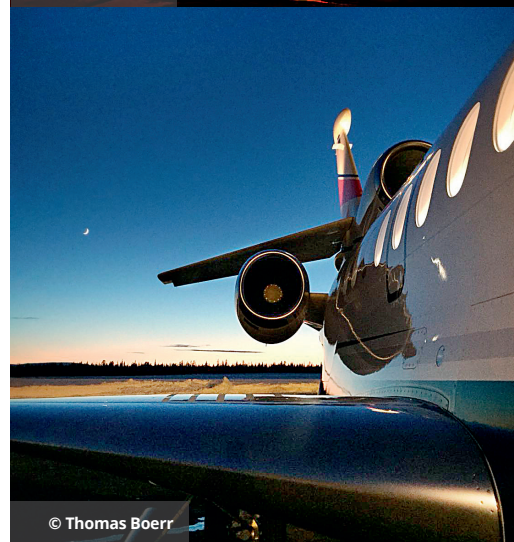
#IFLYFALCON PIC OF THE WEEK

Admire this pic of the week recently submitted by Stephan Uys and Thomas Boerr for the #iFlyFalcon campaign. Those of you who follow us on social media can submit a photo of your Falcon via iflyfalcon@dassault-aviation.com.

If your picture is selected, proper photo credit will be given. So, Falcon pilots, continue sending in your favorite Falcon image and you just might see them shared with all of our followers!



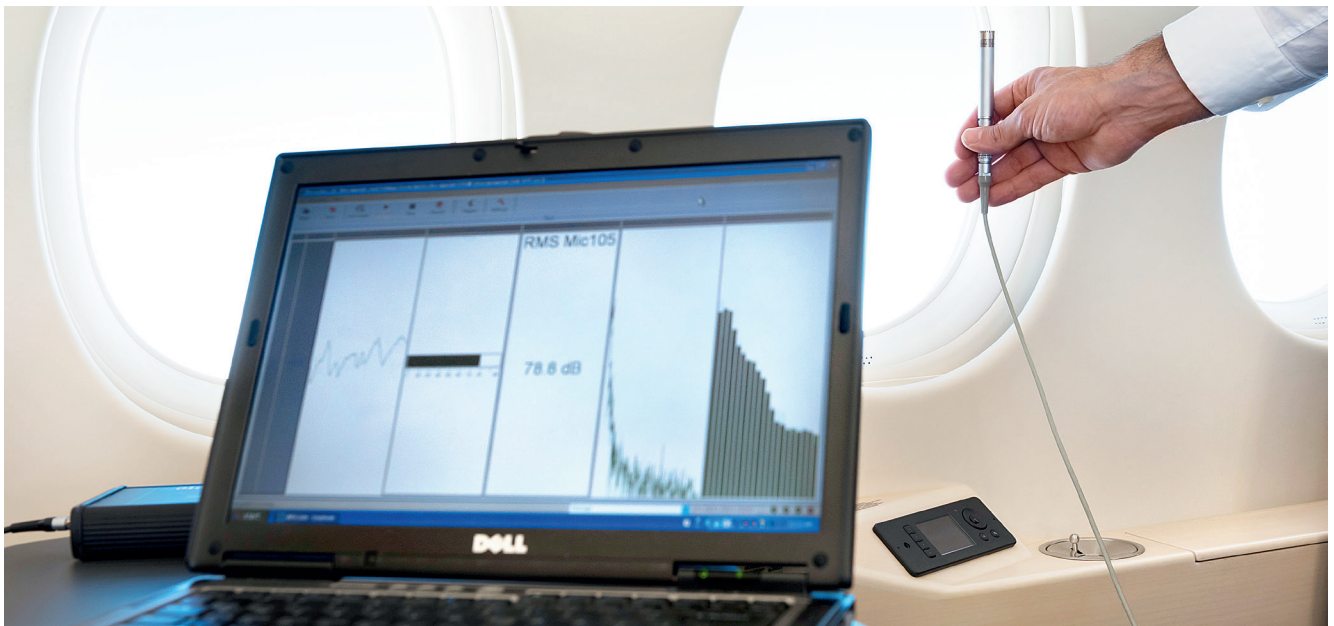
© Stephan Uys



© Thomas Boerr

FALCON 8X: THE QUIETEST CABIN IN THE INDUSTRY

There is a science to cabin sound management, just as there is a science to aerodynamics, and the modeling processes are not dissimilar.



Recent model Falcons are the quietest around because we have delved so deeply into new methodologies for mapping sound and devising new materials and processes for eliminating it. And customers have taken note. They put a premium on peace and quiet. They expect their aircraft cabin to offer solace and refuge from the cacophony of their daily lives.

And on a late model Falcon like the Falcon 8X, that is exactly what they experience. No need to wear headphones to watch a movie. No need to raise your voice to be heard. In terms of human fatigue due to noise exposure, we calculate that a 13-hour flight on an 8X feels more like four hours, with a noise level close to that of a typical living room. As traditionally measured, this is around 47 dBSIL – the lowest we are aware of in the industry.

But the dBSIL scale isn't really precise enough for measuring "sound comfort," so we have done extensive testing of human noise perceptions in anechoic chambers to determine perception levels and comfort criteria with a range of sounds across the audible spectrum.

This makes it possible to build a statistical model assigning each sound environment a comfort grade, along with the sound properties of noise insulating materials and other components at temperatures as low as -35 degrees Celsius.

It's important to test at various temperatures because sound properties change with temperature. An insulation material that dampens sound in a cabin on the ground at 22 degrees Celsius might not work so well at frigid cruise altitudes.

It could even turn out to amplify sound. So, we must test it.

All of this effort creates a formidable, indeed unrivaled, sound database and a wealth of modeling expertise unique in the industry.

Thanks to this data, we know what sounds are comfortable and which are not. We know which materials reduce noise and yield the comfort perceptions we want, and we know how best to combine them.

The next piece of the puzzle is to precisely and completely map the acoustic properties of the entire cabin of an aircraft.

Just as we can map pressure and drag around an entire airframe, we can map and model sound throughout the cabin.

We use this digital cabin map to calculate the acoustic pressure field at any single point.

Dassault Aviation is the only business jet manufacturer to employ such a modeling process.

Once a suitable cabin model has been created, soundproofing can be tuned and balanced without increasing the weight of the aircraft. Historically, quieter cabins have always paid a price in useful load. We can avoid that tradeoff with a highly scientific approach to noise reduction – one that targets the three sources of cabin noise:

- Friction noise from airflow passing around the airframe
- Engine vibration passed to the fuselage
- Ventilation noise transmitted through the environmental control system

Each noise source must be attacked separately and on a station-by-station basis throughout the cabin. Thanks to continued experimentation, Dassault engineers have been able to identify a number of lightweight insulation materials, including porous acoustic bags, foams and acoustic panels, which are especially effective

in limiting noise propagation. These are strategically located and reinforced where noise levels are highest.

Foams deaden sound and act as sealants. New viscoelastic materials deaden vibrations in structures to which they are attached, and work by transforming energy from vibration into heat. And a little heat is not a bad thing at sub-zero cruise altitudes. In fact, soundproofing materials help maintain a uniform temperature throughout the cabin.

Adequate engine suspension systems, including advanced isolation mounts, can also play a role in reducing vibration in panels, partitions, galleys and other cabin equipment and furnishings.

The environmental control system (ECS) has also been found to be a major factor in perceived noise. One hissing air vent

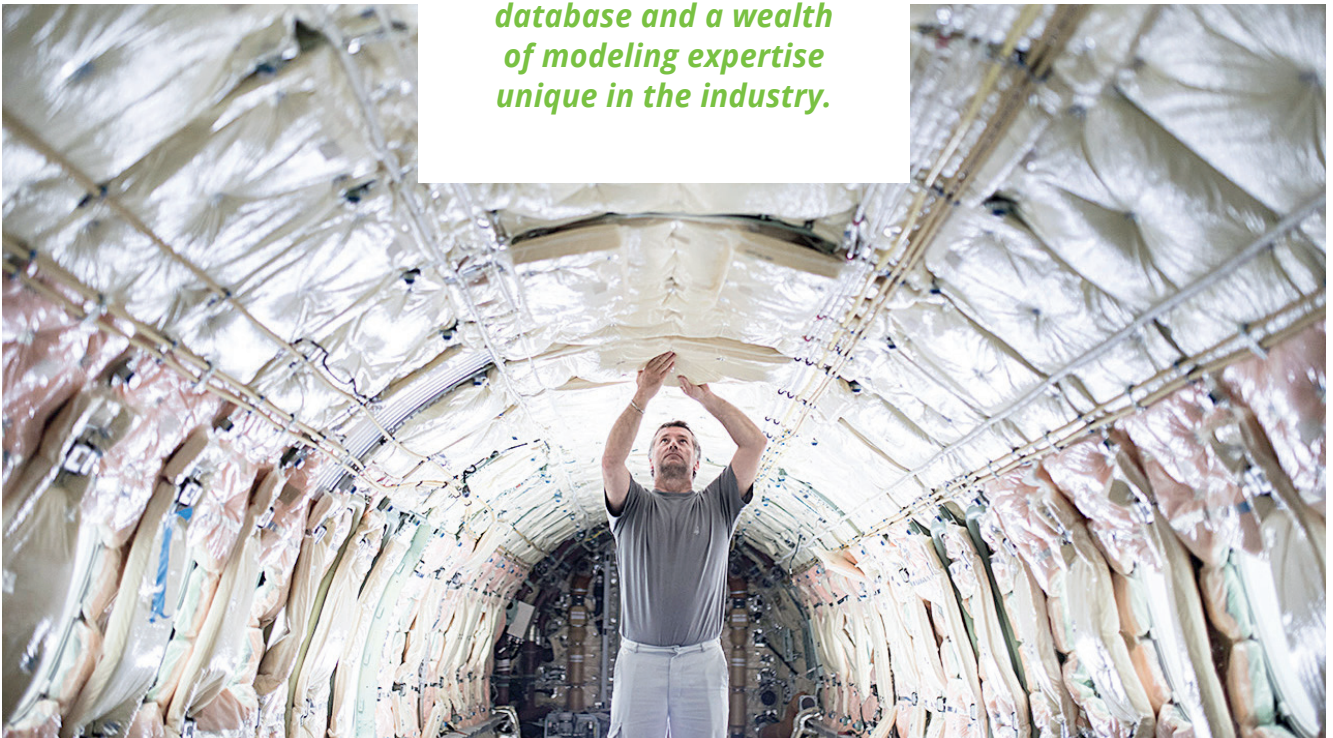
can send noise measurements spiking – so we pay a lot of attention to the ventilation system.

Using these various materials, mounts and techniques in combination, we can drive noise out and increase comfort factors on Falcons.

But with the customer's help we can do even better, because customer choices also factor into sound quality. As you might guess, harder surfaces like mirrors, marble and wood veneers tend to project noise, whereas softer materials – especially fabrics and to a lesser extent perforated leathers – absorb sound.

Of course, attractive cabins combine all sorts of materials and surface finishes. But it is possible to have a beautiful cabin that meets a customer's aesthetic requirements and is still very quiet. This is why noise reduction options are an essential part of the cabin specification process, and why together with our customers we can take immense satisfaction in creating the sound of silence.

All of this effort creates a formidable, indeed unrivaled, sound database and a wealth of modeling expertise unique in the industry.



2019 CUSTOMER SERVICE ACHIEVEMENTS

SERVICE CENTER NETWORK

EXECUJET MRO ACQUISITION

Dassault Aviation acquires ExecuJet's MRO operations, which are rebranded as ExecuJet MRO Services.



CUSTOMER EXPERIENCE

DAVOS

Dassault provides Special Event Support for the World Economic Forum in Davos, Switzerland.

January 2019

February

NEW CUSTOMER SERVICE LEADER

Jean Kayanakis is appointed Senior VP of Worldwide Falcon Customer Service & Service Center Network.



FALCON SPARES

NEW WAREHOUSE

A state-of-the-art Spares Distribution Center opens at Paris-Charles de Gaulle Airport.



SERVICE CENTER NETWORK

NETWORK EXPANSION, AGAIN

Dassault Aviation acquires TAG Aviation Group's European maintenance activities.



FLIGHT OPS

100-FT EFVS OPS

Falcon 900LX, 2000LXS and 2000S aircraft receive EASA and FAA certification for 100-ft. EFVS (Enhanced Flight Vision System) operations.



PROGRAM

NEW SPEED RECORD

The flagship Falcon 8X establishes a speed record, flying from Santa Monica, California – and its notoriously short 3,500-foot runway – to Teterboro, New Jersey.



EVENT

FALCON M&O SEMINARS

The 2019 Maintenance & Operations seminar season consists of eight events spanning four continents that gather nearly 1,800 Falcon Family members.



EVENT

EBACE

Display of the Falcon 6X mock-up, demos of FalconSphere II and our innovative 3D scan solution, and more at Europe's largest industry event.



March

April

May

June

FALCON TRAINING

CLASSIC FALCON TRAINING

Dassault selects GlobalJet Services for technical training on Classic Falcon aircraft.



FALCON TRAINING

MILESTONE GRADUATION

Falcon Practical Training Course graduates 1,000th trainee.

FLIGHT OPS

NEW TOOL FOR PILOTS

Dassault Aviation releases an iPad-compatible version of Falcon Perf, allowing quick and intuitive computation of Falcon takeoff and landing performance.

SERVICE CENTER NETWORK

DAS-STUART OPENS

Dassault Aircraft Services celebrates the grand opening of its Satellite Service Center in Stuart, Florida.

FBO

NEW ACCREDITATION FOR DFS

The Dassault Falcon Service FBO receives IS-BAH accreditation for ground handling operations at Paris-Le Bourget.





OPERATOR ADVISORY BOARD

ANNUAL OAB MEETING

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

NEW EVP, CIVIL AIRCRAFT

Carlos Brana is appointed Executive Vice President of Civil Aircraft, succeeding Olivier Villa.



SERVICE CENTER NETWORK

ANOTHER ACQUISITION

Dassault Aviation acquires the business aviation activities of RUAG in Geneva (MRO and FBO) and Lugano (MRO).

June

July

August



CUSTOMER EXPERIENCE

#1 X 2

Dassault Aviation is voted the number-one OEM in overall product support in both the *AIN* and *ProPilot* survey.

MERCI, JOHN

John Rosanvallon announces that he will step down as CEO of Dassault Falcon Jet after a 45-year career with Dassault.



BONJOUR, THIERRY

Thierry Betbeze becomes CEO of Dassault Falcon Jet.

FALCON RESPONSE

2019 FACTS & FIGURES

Highlights from Falcon Response, our comprehensive portfolio of AOG support services:

- 2** aircraft
- 1,013** flight hours
- 171** missions



EVENT

NBAA-BACE

Dassault is well represented at the annual NBAA convention in Las Vegas. Customers and partners explored Falcon Touch and the Falcon Experience, and toured the Falcon 6X mock-up.



YOU DON'T GET TO BE #1 WITHOUT A #1 TEAM.



OAB WORKING GROUP MEETING

The newly formed Maintenance Information Resources Working Group meets in Paris.

OAB WORKING GROUP MEETING

The EFB Apps & E-Flight Doc Working Group gathers in Paris.



TWO FALCON OAB WORKING GROUPS MEET IN PARIS

November and December were busy months for our Operator Advisory Board Working Groups. The newly formed Maintenance Information Resources (MIR) WG met in November, while the EFB Apps & E-Flight Doc WG met a month later. Members of each group – consisting of 16-18 technicians and pilots from around the world – gathered in Paris hotel conference rooms for two days of intensive meetings.

While the 20-member OAB meets annually in either France or the United States, the nine active Working Groups, comprised of more than 120 operators, represent an important, additional layer to the OAB. In many ways, they are its heartbeat, uncovering and addressing important issues that are often taken up subsequently by the full Board. And while face-to-face meetings are important, groups stay in regular contact via dedicated discussion pages on the Falcon Customer Portal and occasional e-forums. Working Groups include Board members and other operators from across the globe.

The inaugural meeting of the MIR WG focused on technicians' needs, and several workshops were devoted to various subjects. In these breakouts, operators and Dassault subject matter experts, discussed FIELD6, FalconScan, digital continuity, Customer Portal improvements and innovation in maintenance planning, methods and tools.



The EFB Apps & E-Flight Documentation WG focuses on the electronic needs of pilots. This was the group's second meeting. Participants fine-tuned some previous recommendations, such as establishing new apps and EFB/iPad solutions, and reviewing customer expectations for OEM support for third-party apps. Dassault attendees included team members from pilot support, certification, engineering, customer support and communications. ■



WORKING SEAMLESSLY FOR FALCON OPERATORS

In 2019, Dassault Aviation acquired the MRO activities of ExecuJet, TAG Aviation and Ruag Aviation, representing 17 Service Centers located in Europe, Africa, the Middle East, Asia and Oceania. Since then, our Company owned service center network has continued to grow with a new line station in Brisbane, Australia and new certifications from aviation authorities at multiple facilities. By expanding our Company owned service center network so significantly, Dassault Aviation has increased the number of available slots around the world, enabling us to be as close as possible to Falcon operators.

With Ruag now integrated into TAG Maintenance Services, operators can now choose from four Dassault Aviation MRO companies around the world: Dassault Aircraft Services (DAS), Dassault Falcon Service (DFS), ExecuJet MRO Services and TAG Maintenance Services (TMS). To ensure the same high level of skill and service in all four companies, we are striving to share experience and best practices so that when a Falcon operator arrives at DAS, DFS, TMS or ExecuJet MRO Services, he or she can expect to receive the same level of care, expertise and timeliness across the board.

The first step in ensuring a seamless customer experience has been to reorganize the sales force within each of the four companies. Depending on the home-base country of a particular Falcon, an operator will have only one dedicated point of contact to manage the customer relationship and the maintenance needs of the aircraft. In addition, Dassault Aviation held its first Seamless Customer Experience meeting in Europe on March 4-5. Forty-five representatives from DFS, ExecuJet MRO Services and TMS met at the DFS facility at Paris-Le Bourget Airport. Attendees shared their experiences and jointly worked on subjects linked to improving efficiency and reactivity with regard to overall customer satisfaction. Beyond reinforcing seamless interaction, they also discussed areas such as technical support, spares distribution and warranty administration.

Dassault Falcon Jet and Dassault Aircraft Services held a Seamless Customer Experience meeting as well, in February. Team members from the Americas and Asia gathered in Little Rock, Arkansas, to likewise focus on further improving our industry-leading support. On both sides of the Atlantic, teams identified several actions that are to be implemented in the coming months to harmonize customer support. The plans set forth during these meetings will be regularly reviewed and evaluated during the year and will help us deliver the best possible service to all Falcon operators – wherever in the world they may be. ■



CYRIL MAC GARRY BECOMES DIRECTOR, SERVICE CENTER NETWORK

Effective in April, Cyril Mac Garry has taken on the role of Director, Service Center Network, based in Saint-Cloud. He will be responsible for coordinating MRO activities within the Falcon network, as well as overseeing network strategy and development in line with the evolving needs of customers and of the Falcon fleet.

Cyril joined Dassault Aviation in 1990 to work on structural calculations in the Mérignac Design Office. He quickly went on to become a Program Certification Manager, during which time he worked on the Falcon 50EX and the Falcon 2000 Head Up Display program – the first business jet aircraft certified with a HUD.

In 1998, Cyril moved across the pond to Dassault Falcon Jet, in Little Rock, Arkansas, as a Flight Test Engineering Manager. There, he oversaw the teams that perform post-completion flight tests for Falcon aircraft prior to delivery of the aircraft to the customer.

From 2006 to 2010, Cyril was back at Dassault Aviation, based in Saint-Cloud, where he was in charge of the Technical Support department and managed the set-up of the Command Center. In 2010, Cyril returned to Little Rock, first as Director, Industrial Programs and then as Vice President, Industrial Programs & Business Transformation and Integration.

Cyril is a graduate of ENSICA (Ecole Nationale Supérieure d'Ingénierie Aéronautiques) in Toulouse, France.

EXECUJET MRO SERVICES MALAYSIA IS FAA CERTIFIED FOR MAINTENANCE ON ALL IN-PRODUCTION FALCONS

Dassault Aviation's ExecuJet MRO Services Malaysia facility is now FAA certified to perform line and heavy maintenance on Falcon 900EX/EASy/LX, Falcon 2000S/EX/EASy/DX/LXS and Falcon 7X/8X business jets at its Subang Airport location in Kuala Lumpur.

The ExecuJet MRO Services facility previously provided FAA approved line and heavy maintenance certification – for US-registered non-Falcon business jets, but offered limited service for Falcon aircraft. Now with FAA certification for Falcons, it has expanded capabilities to perform all line and heavy maintenance checks.

AN UPGRADED MAINTENANCE HANGAR AT DFS LE BOURGET

Dassault Falcon Service (DFS) celebrated the opening of a newly upgraded maintenance hangar at Le Bourget Airport in Paris on January 15. The state-of-the-art space is not only aesthetically pleasing, with a modern look and feel, but it also offers top-notch service and security for Falcon aircraft. Eric Trappier, Chairman and CEO of Dassault Aviation; Loïk Segalen, Chief Operating Officer of Dassault Aviation and Pierre-Etienne Aubin, General Manager of DFS, were on hand to inaugurate the upgraded hangar.

The eight-month hangar refurbishment project increased capacity from 2,500 square-meters to 4,300 square-meters and extended usable height from 8 meters to 10 meters. The modernized space – which can accommodate four large Falcon aircraft simultaneously – is equipped with an overhead crane (for engine removal), LED lighting and three doors, each 32 meters long and 10 meters high. The upgraded hangar now has 350 square-meters of storage space on the ground floor, plus an additional 500 square-meters on the mezzanine level. Two underground pits at each aircraft slot provide electrical power at various voltage, compressed air and suction tool vacuum levels, minimizing the number of ground cables and conduits. A rooftop air ventilation system was also installed.

During his inaugural speech, Pierre-Etienne expressed confidence that the hangar modernization will meet DFS's current and future strategic maintenance requirements – notably the ability to accommodate larger aircraft such as the Falcon 7X, 8X and 6X. ■





NEW FALCON 8X SOARING WITH DFS CHARTER COMPANY

Dassault Falcon Service is proud to be managing a second Falcon 8X, the world's most efficient business jet. The aircraft will be based at the DFS facility at Paris-Le Bourget. Laid out in a 15-seat configuration, it offers a range of 6,450 nm along with a full array of the 8X's advanced technical features. Since its entry into service in April 2019, the aircraft has flown more than 350 hours split between charter and owner operations.

The Falcon 8X offers the greatest range and the longest cabin in the Falcon line, along with an unusually broad selection of standard cabin configurations, including a shower option and a large entryway with a certified crew rest that can accommodate a third pilot on extra-long haul flights. It also features the quietest cabin on the market and the exceptional economy and efficiency that are Falcon hallmarks.

"Our flagship jet offers the best combination of range, cabin comfort and operating efficiency of any business jet on the market," said Eric Trappier, Dassault Aviation Chairman/CEO. ■



IF YOU WOULD LIKE TO BOOK A FLIGHT, PLEASE CONTACT
executive@dassault-falcon.com

DAS-STUART RECEIVES 2019 NEW BUSINESS OF THE YEAR AWARD

The Dassault Aircraft Services (DAS) Stuart, Florida facility was honored with the 2019 New Business of the Year Award at the Martin County Business Awards & State of the Economy luncheon in November. Accepting the award were Patrick Kelly, Stuart Site Supervisor, and Remy St-Martin, DAS SVP/COO.

The DAS satellite service center moved from West Palm Beach to its current location at the Stuart Jet Center at Martin County Airport/Witham Field in January 2019. Since then, the facility has expanded its capabilities by adding a sheet metal shop and has almost doubled its workforce. The additional staff and 25,000 sq. ft. hangar have significantly increased the facility's capacity.

NEW FALCON MAINTENANCE SERVICES IN BRISBANE, AUSTRALIA

ExecuJet MRO Services, a wholly owned subsidiary of Dassault Aviation, is pleased to begin offering line maintenance services for Falcon customers at a new location in Brisbane, Australia. Dassault Aviation acquired ExecuJet MRO Services in 2019. Since then ExecuJet has been expanding its MRO capabilities for Falcon aircraft to ensure local support for both regional and transient Falcon customers.

The new maintenance facility, located at Queensland's Brisbane Airport, is ExecuJet MRO Services' fourth maintenance facility in Australia, joining those in Sydney, Melbourne and Perth. The new station in Brisbane expands line maintenance services for Falcon customers based in or traveling through northeastern Australia. This expansion broadens the reach for Falcon Mobile Repair Unit response and AOG support.

ExecuJet MRO Services Australia recently added Falcon 7X maintenance capability to its Civil Aviation Safety Authority certification in Australia, meaning that all of the company's MRO maintenance facilities in Australia are now certified to perform line maintenance on this aircraft type.

"The addition of Falcon maintenance capabilities to ExecuJet's portfolio will help ensure that current and future Falcon customers — many of whom have mixed fleets — will receive world-class after-sale service for many years to come," said Dassault Falcon Jet Senior Vice President, Worldwide Service Network, Geoff Chick. "At the same time, non-Falcon customers who rely on ExecuJet for their service needs continue to have full access to ExecuJet facilities and are supported by the same team of people that served them well in the past," he concluded.





Frédéric Leboeuf (right), presents a plaque to Matthew De Foe, Center Manager of FlightSafety International at Le Bourget Airport

FLIGHTSAFETY INTERNATIONAL GAINS RECERTIFICATION

Dassault Aviation was pleased to present FlightSafety International (FSI) and the Falcon Training Center (FTC) with an Authorized Training Provider award. A plaque presented on March 5 by Frédéric Leboeuf, VP, Worldwide Operational Support, Dassault Aviation to Matthew De Foe, Center Manager for FSI-FTC, Le Bourget recognizes FSI's ability to offer the highest levels of training to Falcon customers around the world. The FSI-FTC facility at Le Bourget Airport in Paris is a joint training venture between FSI and Dassault Falcon Service.

FSI has been a Dassault authorized training partner for more than 50 years, training pilots, maintenance technicians, flight attendants and other aviation professionals on Falcon aircraft. The training provider currently operates 26 full-flight Falcon simulators at six training locations around the world. ■

FLIGHTSAFETY-TETERBORO BEGINS TRAINING ON NEW FALCON 900LX AND 2000LXS SIM

FlightSafety International (FSI) has initiated instruction on its new interchangeable Falcon 900LX/2000LXS simulator at the Teterboro Learning Center, following FAA certification. The technologically advanced FS1000 simulator features FlightSafety's innovative VITAL visual system and CrewView collimated glass mirror display. The simulator is also equipped with the FalconEye Combined Vision System HUD, which combines high-resolution synthetic vision with enhanced infrared vision and low-light video imaging – providing pilots with clear visual guidance into remote airports, even during degraded visibility conditions.

FALCON 8X: PEAK PERFORMANCE AT LES EPLATURES

The ultra-long range Falcon 8X demonstrates its nimbleness in the Alps, landing with Swiss precision at the highest IFR airport in Europe. The Falcon 8X only needed two-thirds of the short, narrow runway nestled in the mountains of this famed watch-making region. ■



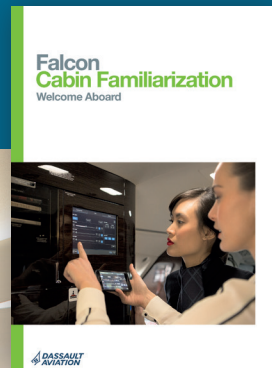
FALCON 8X AGILITY IS GOULIAN TESTED AND O'BRIEN APPROVED

How agile and safe is the Falcon 8X? There is only one way to find out and Mike Goulian, the legendary aerobatic champion and airshow performer, is just the man to do it. Mike puts the Falcon 8X to the test, but he is not alone as award-winning aviation journalist Miles O'Brien joins him to chronicle this unforgettable demo flight. ■

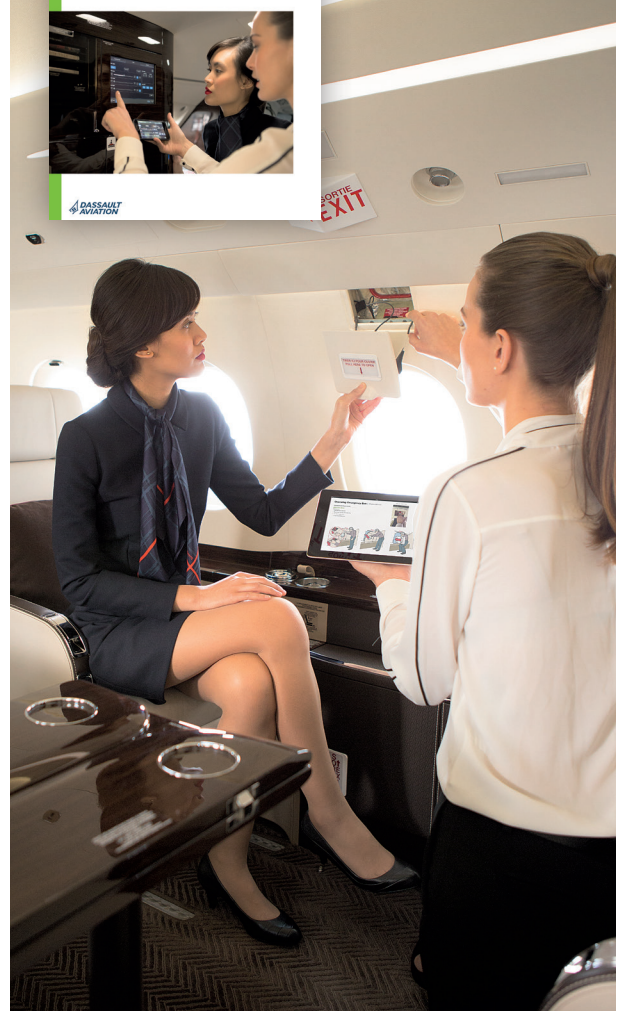


OUR LATEST CABIN FAMILIARIZATION BROCHURE IS ON THE CUSTOMER PORTAL

The latest Cabin Familiarization brochure is now online. Cabin familiarization training ensures that Falcon owners, pilots, mechanics and flight attendants have a comprehensive understanding of their aircraft's cabin features in daily operations. It is provided to all Falcon customers upon delivery of their aircraft, in partnership with Aircare. The training syllabus is designed to familiarize operators and cabin personnel with equipment and systems onboard their new aircraft, ensuring comfort and confidence right from the start, and provides a thorough overview of features and benefits, utilizing real-world, day-to-day operational scenarios.



[Click here](#)
to discover the brochure





DASSAULT SELECTS INGENIO AEROSPACE PRODUCTS FOR IN-SERVICE FALCON FLEET

Dassault is pleased to announce the selection of products from INGENIO Aerospace – developers of innovative aircraft cabin and cockpit solutions – for our in-service Falcon 2000, 900 and 7X aircraft. Jointly developed with Dassault, INGENIO cabin receptacles, tablet arms and other products improve the ability of in-service Falcon cabins to interoperate with the latest consumer technologies and make it possible to modernize Falcon interiors as cost effectively as possible.

INGENIO ‘plug & play’ cabin products integrate with In-Flight Entertainment (IFE) systems to provide users with USB-driven solutions for personal electronic devices. This includes a line of cabin receptacles developed to accommodate INGENIO products in all Falcon cabin interiors, allowing clients to deploy INGENIO’s suite of products, including a variety of cabin tablet arms, in accordance with individual needs. Together, receptacles and arms offer passengers convenient, comfortable and stylish access to handheld devices – significantly enhancing existing IFE systems.

Additionally, Dassault is announcing that the Falcon cockpit tablet Electronic Flight Bag (EFB) by INGENIO has been approved for in-service Falcon 2000EASy and Falcon 900EASy aircraft. The EFB is a versatile and easy-to-use tablet mount engineered to meet the latest certification standards, including with regard to flammability. ■

FALCONPERF ON IPAD

FalconPerf on iPad now supports Falcon 2000EX EASy, DX and LX aircraft in addition to the Falcon 7X, 8X, 900EX EASy/DX/LX and 2000LXS/S. FalconPerf for iPad is the Dassault-approved software tool for computing take-off and landing performance in compliance with Airplane Flight Manuals (AFM), Dassault recommendations and applicable regulations. Released in conjunction with FalconSphere II for iPad – which will progressively aggregate various applications intended for Falcon pilots – FalconPerf is designed to work seamlessly both outside and onboard the aircraft.



For details, please refer to [FSA-00-20-064-R03-A](#).
And for pilot support, email
falconpilot@dassault-aviation.com.



FOR FURTHER INFORMATION, PLEASE CONTACT OUR TEAM AT:
aftermarket@falconjet.com



A NEW 'APPS' TAB IS ON THE CUSTOMER PORTAL DASHBOARD

A new 'APPS' tab is now available on the Falcon Customer Portal dashboard for your convenience. Today, iPad, tablet and smartphone use is ubiquitous – at home and at work – and that means a rise in app development. At Dassault, we have been busy developing various apps to support customer operational requirements in the areas of maintenance, cabin and flight operation.

The Portal is designed with our customers' needs in mind, and is continuously evolving to ensure an optimized user experience, both in terms of navigation and content. We regularly add dedicated pages, videos, brochures and more. The new APPS tab houses all Falcon apps in one location, putting one-click access at our customers' fingertips, any time, every time!

Don't have access to the Customer Portal? Active Falcon Operators are encouraged to [sign up for access](#) and discover all that the Portal has to offer!

FREE THREE-MONTH TRIAL FOR EDISPATCH APP

Dassault would like to remind operators that our eDispatch application, based on the Master version of current EASA or FAA MMELs, comes with a complimentary three-month trial. Available for Falcon 7X and 8X aircraft, eDispatch gathers all dispatch documentation from Dassault (MMEL, PAL CDL, NEF/NSRI) and quickly delivers dispatch conditions based on Fault and CAS messages. The app can be used in lieu of the easy Dispatch Guide (eDG).

The annual subscription cost for eDispatch is 1,000 USD and the subscription comes with five licenses, similar to most other Falcon apps. The current application supports Windows devices but Dassault is also working on a future customization tool that will expand the use of the app to operator-specific MELs. We will keep you informed of the availability of this new functionality through a future update of the relevant FSA.

The eDispatch app is configured in line with:

- The configuration of the aircraft (MOD, SB and M-OPT) set by the EFB Administrator on the Aircraft ID.
- The MMEL source (EASA or FAA) used by the Operator and set by the EFB administrator on the Aircraft ID.
- The context of the mission (commercial/non-commercial) set by the user when creating a flight in FalconSphere II.

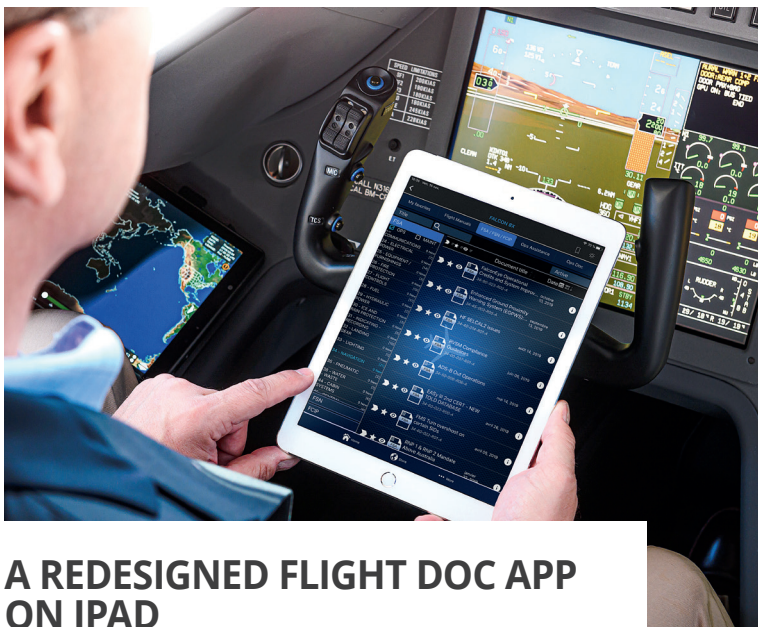
With the eDispatch app, the user is able to:

- Reach the dispatch conditions based on a fault message, a CAS message, any flight deck effect or by doing a search; items are classified by systems.
 - During the assessment, the application may request additional information about the failure in order to reach the right MMEL item.
 - In some cases, maintenance or operational procedures are to be applied; eDispatch provides a direct link to the associated procedure, with step-by-step instructions for the procedure.
 - This tool also detects the combinations of failures that may impact the dispatch condition.
- Directly access an MMEL, CDL or NSRI (Non Safety Related) item.
- Access maintenance procedures.

At the end of the dispatch assessment, a synthesis summary of the MMEL items is available for consideration for departure, and any MMEL-induced limitation will be displayed. The user is able to save the Synthesis on the active flight folder of FalconSphere II for his/her archives. ■



FOR FURTHER INFORMATION OR SUBSCRIPTION CONDITIONS, PLEASE CONTACT:
documentation-sales&support@dassault-aviation.com
 or documentation-sales&support@falconjet.com.



A REDESIGNED FLIGHT DOC APP ON IPAD

The Flight Doc app has recently undergone a major redesign, based on user feedback collected since its initial launch. In this revised version, Flight Doc has evolved into a base for FalconSphere II on iPad, expanding the list of available documents and simplifying the way subscriptions are managed.

The Flight Doc app on iPad, initially released in 2015 for all generations of Falcon models, has notched more than 4,000 subscriptions worldwide. Developed specifically for pilots, the app ensures that they remain up to date with the latest flight manual revisions and operational publications, thanks to its direct synchronization with the Falcon Customer Portal.

The redesigned Flight Doc app offers the following improvements:

- More documents available through the app
 - EASA change project associated with AFM and QRH
 - Flight Crew Information Pages associated with Service Bulletins
 - FSAs classified as “maintenance-only” are now also available with user-defined filtering
 - Availability of a wider range of publications on the Customer Portal (e.g. slides presented during our M&O seminars, tutorials and more)
- Automatic status check of the downloaded document (up-to-date, expired, etc.)
- Allows operators to directly manage the list of authorized users within their organization
- Documents can now be downloaded separately
- Favorites can now be created with an improved ability to manage user-defined folders
- The Search function has been redesigned to help users quickly find information
- Each document can be tagged with a “MARK” or even hidden if necessary
- The new PDF viewer offers multiple new features ■



TO DOWNLOAD THE APP AND FOR MORE DETAILS, REFER TO FSA-00-20-067-R02-A. FOR INFORMATION AND QUERIES, EMAIL documentation-sales&support@dassault-aviation.com or documentation-sales&support@falconjet.com.

FALCONSPHERE II ON IPAD FOR FALCON 7X AND 8X AIRCRAFT

FalconSphere II is an all-in-one Electronic Flight Bag (EFB) software suite encompassing a variety of features customized to each Falcon. This innovative tool allows flight crews, EFB administrators and dispatchers to deploy and manage customized EFB application solutions. FalconSphere II is available on Windows devices and iPads. FalconSphere II for iPad supports an array of applications that can be easily downloaded and updated from the App Store, including:

- Aircraft ID, which centralizes all aircraft-related data (registration, configuration, floor plan). To benefit from this service, contact us with your aircraft serial number and latest Weight & Balance report.
- Flight Folders to keep flight-specific information readily accessible and share it with your dispatch office and flight ops department.
- Electronic documentation:
 - Flight Doc, which provides access to Falcon master documentation, FSAs, FSNs, FCIPs (SB documents dedicated to pilots), useful guides and tutorials, miscellaneous documents including M&O seminar slides, as well as Falcon Update magazines.
 - Operator docs, which allow storage of your company documents, or any other personal documents imported through iTunes®.
- Performance applications for EASy aircraft notably:
 - FalconPerf for calculation of takeoff and landing performance and runway analysis, supported by a worldwide airports database provided by Jeppesen. Every 28 days, the FalconPerf airports database is updated through simple device synchronization with the FalconSphere store.
 - Electronic Weight & Balance, to generate signed copies of the load sheet customized to the aircraft floor plan and compliant with the Aircraft Loading Manual.*
 - Electronic Performance Manual, to access the full range of information from the Performance Manual through a user interface optimized for iPad use.*
- FliteDeck Pro, a Jeppesen application that provides en route and terminal charts, airway manuals and other flight information in user-friendly touch screen mode
- eWAS, an application that provides real-time graphical weather observations and forecasts. This app aggregates feeds received from various weather service providers worldwide and optimizes them to filter the information relevant to your flight.

*Release of app for Falcon 7X/8X planned for Q3 2020; release schedule for other EASy models to be confirmed later this year.



PATRICE KURDIJIAN MOVES TO FALCON SPARES

Patrice Kurdjian has been appointed Deputy Vice President, Falcon Spares, based in Bordeaux-Mérignac, France, reporting to Charles Wemaëre.

Patrice started his career with Dassault Falcon Service in 1998, serving in multiple roles before joining Dassault Aviation in 2008. He first managed partner relationships and then in 2010 became Manager, Authorized Service Centers. In 2016, Patrice's role expanded to Manager, Authorized Service Centers and Maintenance Training.

His deep and varied experience working with customers, partners and trainers will surely serve Patrice well in his new role. ■



CHARLES WEMAËRE PROMOTED TO VP, WORLDWIDE SPARES

Charles Wemaëre has been appointed VP, Worldwide Spares, based in Bordeaux-Mérignac, France, with responsibility for spare parts strategy and logistics efforts for the global Falcon fleet.

Now reporting to VP, Worldwide Customer Service Pierre Thielin, Charles previously served as Deputy Vice President to the former head of Worldwide Spares, Serge Elias, who retired in March.

"Perfecting spares distribution is a central element in our quest to ensure a uniform standard of excellence in worldwide customer support, and was critical in our recent recognition by Aviation International News and Professional Pilot as the industry's top service provider," said Jean Kayanakis, Senior Vice President, Worldwide Falcon Customer Service & Service Center Network.

Following an extensive career in the automotive industry, Charles joined Dassault Aviation in 2011 as a Sales Director responsible for spare parts in Europe, the Middle East, Africa and Asia. In this capacity, he was instrumental in regrouping all Falcon Spares resources in a new facility in Mérignac and building a vast, state-of-the-art distribution center, near Paris-Charles de Gaulle Airport. The new site, opened in 2019, ensures enhanced spare parts delivery and efficiency throughout the Falcon worldwide network.

The Falcon Spares department represents a network of 275 dedicated professional experts and 16 facilities across the globe, with parts inventory of more than \$900 million (USD).

TRAINING OPPORTUNITIES

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

MAY 2020

Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

JUNE 2020

Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

JULY 2020

Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Please verify availability of classes with each Training Provider.



MAINTENANCE PRACTICAL TRAINING

- Falcon 900 EASy Practical Training (10 days)**
Jun 15* Bordeaux-Mérignac, France
- Falcon 7X/8X Practical Training (10 days)**
Jun 29* Bordeaux-Mérignac, France

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



CAMP (MAINTENANCE)

- CAMP Maintenance Module (1 Day)**
Nov 13 Montreal, QC, Canada
- CAMP for Aircraft Management/CAMO Organizations (1 Day)**
Nov 12, Nov 13 Paris, France
- CAMP for Maintenance Organizations (1 Day)**
Dec 3 Paris, France

For more information visit:
www.campsystems.com



REALCASE**

- Falcon 7X, Troubleshooting (5 days)**
Jun 15 Dallas-Fort Worth, TX USA
- Falcon 2000 EASy, Troubleshooting (5 days)**
Jun 15 Morristown, NJ USA
- Falcon 900 EASy, Troubleshooting (5 days)**
Jun 22 Morristown, NJ USA

PILOT**

- Falcon 7X EASy II Pilot Initial (22 days)**
May 3, Jul 5 Dubai, UAE
May 4, Jun 1 Burgess Hill, UK
May 5, Jun 1 Morristown, NJ USA
- Falcon 900 EASy II Pilot Initial (21 days)**
May 18 Burgess Hill, UK
May 31, Jul 31 Dallas-Fort Worth, TX USA
May 5, Jun 5 Morristown, NJ USA
- Falcon 2000 EASy II Pilot Initial (21 days)**
Jun 22, Jul 13 Burgess Hill, UK
May 5 Dallas-Fort Worth, TX USA
May 10, Jun 28 Dubai, UAE
May 31, Jul 27 Morristown, NJ USA

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



PILOT

- Falcon 8X EASy III Pilot Initial (28 days)**
May 25 Paris, France
- Falcon 7X EASy II Pilot Initial (28 days)**
Jun 29 Paris, France
May 28, Jul 6 Dallas-Fort Worth, TX, USA
- Falcon 900EX EASy II Pilot Initial (25 days)**
Jun 1, Jul 6 Dallas-Fort Worth, TX, USA
May 27, Jul 8 Paris, France
May 28, Jul 9 Teterboro, NJ, USA
- Falcon 2000EX EASy II Pilot Initial (24 days)**
Jun 1, Jul 6 Dallas-Fort Worth, TX, USA
May 28, Jul 9 Teterboro, NJ, USA
Jun 10, Jul 22 Paris, France

MAINTENANCE

- Falcon 7X/8X Maintenance Initial (20 days)**
May 25 Paris, France
- Falcon 900EX EASy II Maintenance Initial (15 days)**
Jul 6 Dallas Fort Worth, TX USA
May 18 Paris, France
- Falcon 2000EX EASy I/II Maintenance Initial (15 days)**
May 4, Jul 6 Dallas-Fort Worth, TX, USA
May 4, Jul 13 Wilmington, DE, USA
- PW307 LINE & BASE MAINTENANCE (5 days)**
May 11, Jun 15 Paris, France
May 18, Jun 1 Dallas-Fort Worth, TX, USA
- PW308 LINE & BASE MAINTENANCE (5 days)**
May 4, Jul 6, Jul 27 Dallas-Fort Worth, TX, USA
May 11 Paris, France
May 18, Jul 13 Wichita, KS, USA

For more information contact:
lori.parrish@flightsafety.com

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

FALCON WORLDWIDE CUSTOMER SERVICE

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

24-HOUR AOG COMMAND CENTER

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+1 800 2FALCON (232 5266)

commandcenter@falconjet.com

Paris, France

+33 1 47 11 37 37

commandcenter@dassault-aviation.com

24-HOUR AOG SPARES SUPPORT

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+1 800 800 4036

customer.care@falconjet.com

Mérignac, France

+33 5 56 18 44 44

dafsorders@dassault-aviation.com

FALCON PILOT SUPPORT

For information or non-AOG assistance with pilot operations, 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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WE GOT TO BE FIRST BY PUTTING YOU FIRST.



Voted **#1** Overall 2019
AIN & Pro Pilot Support Surveys

What a year. Our expanding network, parts distribution, service programs and Falcon Airborne Support are all elevating the experience of our customers. And now they have elevated us by voting Falcon #1. It's an achievement to be proud of, thanks to a team of professionals who stand ready to help Falcon fly even higher.

Falcon Customer Service

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**DASSAULT
AVIATION**