

# Falcon Update

Volume 105 - July 2021

News from Falcon Customer Service

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AIN  
PRODUCT SUPPORT  
**2020**

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TAKES FLIGHT**

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SUSTAINABLY**

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**DASSAULT  
AVIATION**

# Falcon Update






News from Falcon Customer Service

**Dassault Aviation**  
78, quai Marcel Dassault  
92500 Saint-Cloud, France

**Dassault Falcon Jet**  
200 Riser Road  
Little Ferry, NJ 07643 USA

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**Publisher:** Jean Kayanakis  
Submit feedback, story suggestions or requests for previous issues to:  
Esther Kaddouch  
+33 6 85 40 65 04  
[esther.kaddouch@dassault-aviation.com](mailto:esther.kaddouch@dassault-aviation.com)  
Jeremy Dubert  
+1 201 805 3785  
[jeremy.dubert@dassaultfalcon.com](mailto:jeremy.dubert@dassaultfalcon.com)

**Cover:** Dassault announced the groundbreaking Falcon 10X at a Paris launch event in May.

#### ECO-CHART PRINTABLE PRODUCTS

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Scan the QR code to explore Jean's blog, *Crew Chief*

**As the COVID-19 pandemic loosens its grip in much of the world, we finally have reason for great optimism. Economies are fully reopening and travel demand and activity are skyrocketing.**

This is also an auspicious time for Dassault, as exemplified on the cover of this *Falcon Update*. In addition to strong flight and sales activity, we just announced this spring the launch of a truly groundbreaking new aircraft – the Falcon 10X. You can learn all about this airplane and find an array of images in our feature story.

At the same time, our Falcon 6X program is progressing very nicely and on schedule for a late 2022 entry into service. In March, we conducted the first test flight of 6X s/n 001, and all went according to plan. In addition, the Falcon 6X has already won multiple design awards – well deserved, in my opinion.

The positive news extends beyond our new aircraft programs. In this issue, you will discover our plans to reunite for M&O seminars in a pair of U.S. locations this fall and return to our worldwide schedule next spring. You will see how Falcon customer Bertelsmann, led by OAB Chairman Marcus Brunninger, helped deliver crucial COVID vaccines across France.

And on a lighter note, you will follow a Falcon Customer Service duo as passionate about classic cars as airplanes, as they take first in a celebrated rally race.

Elsewhere, our service center network continues to grow – in every sense of the word. You will learn about our newly certified Falcon ASC in Hong Kong and we'll check in on an expansion project at our DAS facility in Reno, Nevada.

You will also find the latest information on products and services – from the debut of our FIELD 6 maintenance app to a new way to fly more sustainably. And we will introduce you to some new Falcon Customer Service team members, as well as update you on a few familiar faces moving into new roles.

There is a great deal of exciting activity happening across Dassault and, as the world opens back up, we are here and eager to support you. I wish you a safe, enjoyable summer.

**Jean Kayanakis**  
SVP, Worldwide Customer Service and Service Center Network

[jean.kayanakis@dassault-aviation.com](mailto:jean.kayanakis@dassault-aviation.com)

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Scan the QR code to watch the video

## FALCON 6X TAKES FLIGHT – AND WINS ANOTHER AWARD

In March, the Dassault team proudly announced the first flight of the new widebody Falcon 6X. The flight demonstrated the maturity of the Falcon 6X program and opened the test campaign for certification. Since that time, two more Falcon 6X aircraft have taken to the sky for flight tests.

Falcon 6X s/n 001 took off from our Mérignac plant at 2:45pm and executed the two hour and thirty minute flight as per the test plan. With test pilots Bruno Ferry and Fabrice Valette at the controls, the aircraft climbed to 40,000 feet and reached a speed of M0.8 before returning to its base.

*"The 6X flew exactly as predicted by our models," said Ferry. "From a pilot's perspective, it flies like a Falcon, which is to say with perfect precise handling in all phases of flight."*

Just days after this milestone occasion, the Falcon 6X received another product design award – this time the prestigious Red Dot: Best of the Best award for its premium cabin design. By earning this prize, Dassault joins Apple, Porsche, Audi and other famous global brands that have taken home the coveted Red Dot prize.

In September 2020, the Falcon 6X won the International Yacht & Aviation Award sponsored by *design et al*, the prominent UK design magazine published by The Design Society.



red dot winner 2021  
best of the best





## LATEST FALCON WEBINAR SERIES WRAPS UP

This spring, the Falcon Customer Service team hosted another series of webinars to deliver updates on key topics and answer questions from operators. It's the second series we have done since the start of the pandemic in 2020 and proved a successful alternative to meeting face to face. Thank you to all who attended these sessions. And please note that, for your convenience, all webinars from last year and this year are posted on the Falcon Customer Portal and can be viewed on demand.



## FOUR DECADES OF FLYING FALCONS

This spring marks 40 years of flying Falcons for Tony Di Carmine, currently a Falcon 8X captain. In addition, Tony is also an instructor and EASA Senior Examiner on the Falcon 900EX EASy and he is a Training Manager as well. Tony considers himself a Falcon ambassador and says *"If somebody is still in doubt to buy a Falcon, please give them my phone number."*



## REMEMBERING OLIVIER DASSAULT

All of Dassault and the business aviation community mourned the passing of a member of our founding family in March. A prominent French politician and Dassault Aviation board member, Olivier Dassault was killed in a helicopter crash in Normandy. He was 69 years old.

Olivier was the son of former Dassault Chairman and CEO Serge Dassault and the grandson of the company's founder, Marcel Dassault. Olivier graduated from the French Air Force Academy and held a pilot's license – in fact, he set a number of speed records on various Falcon jets between 1977 and 1996. Since 2002, Olivier had been a member of the French Parliament. Condolence messages quickly poured in, including from French President Emmanuel Macron.



## BERTELSMANN AIDS IN VACCINE DELIVERY

Falcon customer Bertelsmann, the German conglomerate, has made 100 flights supporting the French government's distribution of the COVID-19 vaccine. These missions have been quite logistically complex and time sensitive, as the vaccine had to be delivered to the end destination within ten hours.

For each delivery run, Bertelsmann positioned a Paderborn, Germany-based 2000LXS at Dassault Falcon Service at Le Bourget. Quantities of the BioNtech Pfizer vaccine were delivered to the aircraft from a cold storage site outside of Paris. The plane then hopscothed its way south, flying first to Bordeaux (one hour), then to Bastia in Corsica (1.5 hours) and then across the island to Ajaccio (30 minutes). Ground stops were well orchestrated and kept to about 30 minutes. No refueling was required due to the LXS's range capability. All missions were conducted under strict secrecy protocols and the vaccine was transported to and from the airplane with a police escort.

Marcus Brunner (pictured above), head of Bertelsmann's flight department and chairman of the Falcon Operator Advisory Board, flew most of the missions and reports that every organization involved in this delivery chain executed with precision and professionalism. And every pilot involved was thrilled to contribute to defeating the virus.

# Falcon M&O Seminars 2021

## M&O PLANS COME INTO FOCUS

While our Falcon Webinar Series has been well received, we cannot wait until we again meet face to face at our hallmark M&O seminars. And we are pleased to share some news on that front.

Conditions permitting, we are planning to host M&Os this fall in two U.S. locations (see below). We will be taking all health and safety precautions and will limit capacity to allow for proper spacing. In addition, we are closing in on finalizing a \*normal\* spring 2022 M&O calendar, with several stops in the Americas, as well as our flagship Paris event. We have sorely missed this kind of in-person interaction among operators, partners, exhibitors and Dassault team members, and we look forward to hosting you soon. Look out for upcoming communications with further details.



OCTOBER 26 | Mahwah, New Jersey

NOVEMBER 9 | Chicago, Illinois





## PRE-OWNED FALCON 8X FINDS A NEW HOME IN INDIA

Throughout the pandemic, pre-owned Falcon sales have remained hot, dwindling our available inventory. In April, we delivered a Falcon 8X fully equipped with a magnificent cabin interior to an India-based operator at our Bordeaux-Mérignac facility. The Pre-Purchase Inspection was accomplished seamlessly at Dassault Falcon Service Mérignac.



## EUROPEAN AIRPORTS EMBRACE ENHANCED VISION FOR SAFER APPROACHES, FEWER DELAYS

Enhanced Flight Vision Systems allow pilots to see runways in low visibility, enhancing the safety of landing approaches and reducing weather delays. Dassault has been working with an EU group to advance the use of EFVS approaches. The program is called SESAR, for Single European Skies ATM Research Joint Undertaking. As part of this effort, Dassault worked with Le Bourget Airport and Antwerp Airport to validate and approve this safety advance.



## TAG AVIATION HONG KONG BECOMES A FALCON ASC

Earlier this year, TAG Aviation's Hong Kong maintenance facility was formally appointed as an Authorized Service Center (ASC) for Falcon 7X and 8X aircraft.

The move reinforces our already strong OEM support footprint in the Asia-Pacific region.

*"The new Hong Kong line service capability is the latest of a series of measures intended to reinforce our worldwide Falcon product support network,"* said Jean Kayanakis, SVP Worldwide Customer Service & Maintenance Network at Dassault Aviation. *"It will provide further service options for our Falcon 7X and 8X customers while strengthening our longstanding relationship with TAG Aviation."*



## A FALCON DUO TAKES FIRST AT THE DAKAR CLASSIC

For many years, Marc Douton and Emilien Etienne have been colleagues on the Falcon customer service team but the duo also shares a passion for classic cars and rally raid. They have ridden together in the Moroccan desert for many years with a classic car, a 1969 Baboulin buggy (a modified Volkswagen Beetle).

The Dakar Rally was always a dream for them – particularly for Marc, who was born in this capital of Senegal.

A Dakar Rally generally requires about 18 months of preparation, but in June 2020 the team faced a six-month sprint with three main tasks to be ready for their first Dakar Classic: to completely refurbish and prepare the legendary car; to create the official team; and to find sponsors.

For the first item, they relied on a friend, Jeremy, who owns Nantes Prestige Autos (NPA), a classic and prestige car shop. Marc and Jeremy managed to rebuild their Sunhill buggy on time, and in the same spirit as the illustrious Dassault motto: *"For a car to ride well, it must be beautiful."* Meanwhile, Emilien worked on marketing materials to prospect for sponsors, which would include Würth Modyf France, Toopneus.com and MATWatches.

In classic category races, pilot and copilot coordination is especially important for both navigation and time management. Thanks to their team spirit, strategic reading of race rules and perfect preparation and care for their 42-year-old car, Marc and Emilien managed to win six stages out of 12 and to take first place.

Just participating at a Dakar Rally was the realization of a dream for Marc and Emilien, but they did even better than that, raising the winner's trophy on the podium.



## FALCON 8X SIMULATOR ARRIVES AT FSI TETERBORO

FlightSafety International is pleased to announce the addition of a Falcon 8X simulator to its Teterboro Learning Center. The simulator is FAA and EASA Level D certified and training is now available.



For information or training reservations, please call +1 201 528 0100.



# 2020 CUSTOMER SERVICE ACHIEVEMENTS

**#1**  
AIN  
PRODUCT SUPPORT  
2020

## CUSTOMER EXPERIENCE

### DASSAULT AVIATION LEADS BUSINESS JET INDUSTRY IN PRODUCT SUPPORT

For the second consecutive year, Dassault Aviation takes the #1 position in the annual AIN product support survey.



## CUSTOMER EXPERIENCE

### DASSAULT AVIATION PROVIDES SPECIAL EVENT SUPPORT AT DAVOS

Dassault Aviation's global product support organization once again positions an elite team of service specialists at airports near Davos to support the World Economic Forum.

## COVID-19

### DASSAULT AVIATION PLACES TWO FALCON AIRCRAFT AT SERVICE OF FRENCH OPERATION RESILIENCE

Dassault Aviation makes two Falcon business jets available to the French Defense Ministry as part of France's Operation Resilience, intended to supply logistics and medical support for civilian coronavirus control activities.



## FALCON SPARES

Falcon Spares announces an exciting new loyalty program called Falcon Advantage, providing members with exclusive benefits, discounts and extended warranties that cannot be matched in the industry.



## FALCON RESPONSE

### 2020 FACTS & FIGURES

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

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



Dassault Aviation  
debuts new Safety  
Management  
System

January 2020

February

March

May

June

August

September

October

November

2021

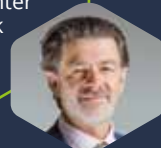
## FALCON SPARES

### DASSAULT AVIATION APPOINTS CHARLES WEMAËRE VICE PRESIDENT, WORLDWIDE SPARES

Charles Wemaëre takes responsibility for spare parts strategy and logistics efforts for the global Falcon fleet.



Cyril Mac Garry  
becomes Director,  
Service Center  
Network



While the pandemic forces us to cancel our M&O roadshow, we launch the Falcon Webinar Summer Series to keep connected on key topics. In all, we host 26 total webinars, welcoming more than 2,300 customers.

## Falcon Webinar Summer Series

## DASSAULT MRO NETWORK

### DASSAULT FALCON SERVICE COMPLETES THE CONVERSION OF A FALCON 900B FROM PASSENGER CONFIGURATION TO FULL CARGO IN RECORD TIME

The conversion takes just eight days, from placement of the order to approval by French Civil Aviation authorities. The project entails stripping passenger seats and furnishings and installing equipment to stow and secure freight.



## FALCON RESPONSE

### SAME GREAT SERVICE, NEW LOCATION

The Falcon Command Center location in France completes a move from Saint-Cloud to Bordeaux-Mérignac, to be closer to the production line, the Design Office and DFS Mérignac.



## OPERATOR ADVISORY BOARD

### ANNUAL OAB MEETING

While the coronavirus pandemic prevents the Falcon Operator Advisory Board from convening its annual meeting as originally planned, the group gets together for an informative e-forum on October 29.

## PRODUCTS & SERVICES

### DASSAULT SIGNS UP 500TH FALCONCARE MAINTENANCE CONTRACT, EXPANDS PROGRAM WITH NEW OPTIONS

Dassault Aviation signs its 500<sup>th</sup> contract for our FalconCare guaranteed maintenance program and further expands the program – already the most comprehensive in the industry – to meet a broader range of customer needs and budgets.

# OAB WELCOMES NEW MEMBERS

Although it has been a while since the Falcon Operator Advisory Board last gathered in person, the group’s important work has carried on throughout the pandemic. And there are three new members on the 20-person board who already have been active in OAB e-forums and virtual meetings.



**Ernesto J. Castillo** has been a Chief of Maintenance for Servicios Ejecutivos Continental in Mexico for 33 years, working on Falcons for 30 years. He started his relationship with Dassault working on a Falcon 50 and is now proud to be working on the 900LX.

He holds Class 1 & 2 licenses from AFAC (Mexican Federal Aviation Agency) and an A&P license. He also holds a Master Technician certification from Flight Safety International for the Falcon 900EX and 900LX/EASy. In addition to his new role on the Falcon OAB, Ernesto has served on the Customer Advisory Board with the Standard Aero Falcon Authorized Service Center in United States.



**Clovis Sandoval** is a pilot and Flight Operations Manager for Squadron Aviation Services, based in Sao Paulo/Sorocaba, Brazil. Clovis began his career in 1968 as an airman in the Brazilian Air Force, where he stayed for 11 years, attaining the rank of captain aviator. He

then joined VASP Brazilian Airlines, where he flew as a captain on a variety of commercial aircraft and then spent three years as VASP Flight Training Manager. In 1998, he left for a new challenge – the development of Squadron Aviation Services, where he has been ever since. The company’s fleet consists today of Falcon 7X and 8X aircraft, though Clovis previously operated the Falcon 900B, 900EX and 2000EX as well.

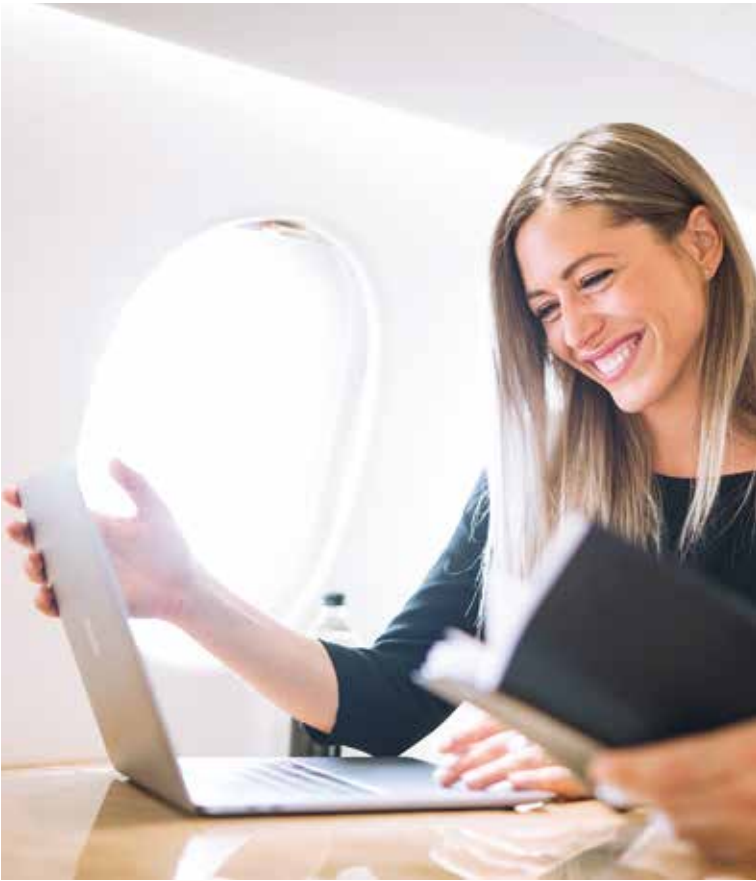


**Iain McGarva** is the Director of Maintenance for AT&T, based in Dallas. He brings to the Board 39 years of experience in aviation, specializing in avionics, electrical, satellite and

connectivity systems. Iain spent the first quarter century of his aviation career in the military and on the commercial side before starting with AT&T in 2008. In his current position, Iain is responsible for Falcon 900LX and 7X aircraft.



On the Falcon Portal, you can find more on the mission of the OAB and reach out to its members – including Ernesto, Clovis and Iain. The OAB serves as the voice of the customer and Falcon operators are encouraged to share their thoughts and experiences with the Board. ■



## A SMART AND SEAMLESS WAY TO STAY CONNECTED

After many Falcon operators cited connectivity as a top priority a couple years back, Dassault set out to study and test the best possible solution. Today, we are pleased to have hundreds of satisfied customers who use FalconConnect, powered by Honeywell.

FalconConnect is more than a service provider – it is a complete eco-system. As a unique all-in-one solution, it simplifies onboard Internet connectivity, in both the cockpit and the cabin. And with FalconConnect, value-added services like the FalconConnect Manager app are included to provide the best connectivity experience for your VIPs, crew and maintenance team.

As technology evolves, FalconConnect continues to evolve, too. With new generation routers, more and more FalconConnect services are becoming available. Get on board and take advantage of the best connectivity experience for your Falcon. FalconConnect is available on newly delivered aircraft and also as an aftermarket installation within our Dassault MRO network. ■



### FIELD 6 MAINTENANCE APP HAS ARRIVED

This spring, we deployed the latest iteration of our FIELD (Falcon Interactive Electronic Library by Dassault) electronic documentation service.

Available on desktop and iPad for all aircraft models except for the Falcon 10, 20 and 200, FIELD 6 is a unique all-in-one application designed for maintenance teams and all Falcon customers with a valid subscription. This new application replaces FIELD 5 and offers you the latest electronic documentation technology wherever and whenever you need it.

- New key features of FIELD 6:
- A comprehensive set of maintenance documentation (basic & supplemental)
  - Available on both Windows OS (FIELD Desktop) and iPad (FIELD Touch)
  - Available online or in local mode (synchronized) as backup or for remote operations
  - Efficient filtering and advanced search capabilities
  - Subscription management on the Falcon Portal
  - Ability to administer your tokens on the Falcon Portal
  - Work card initial capability with FIELD Card
  - Intuitive navigation capabilities that fit your device

The Falcon team has hosted multiple webinars to introduce operators to FIELD 6 and help them navigate its features. You can view these webinars on demand on the Falcon Customer Portal.

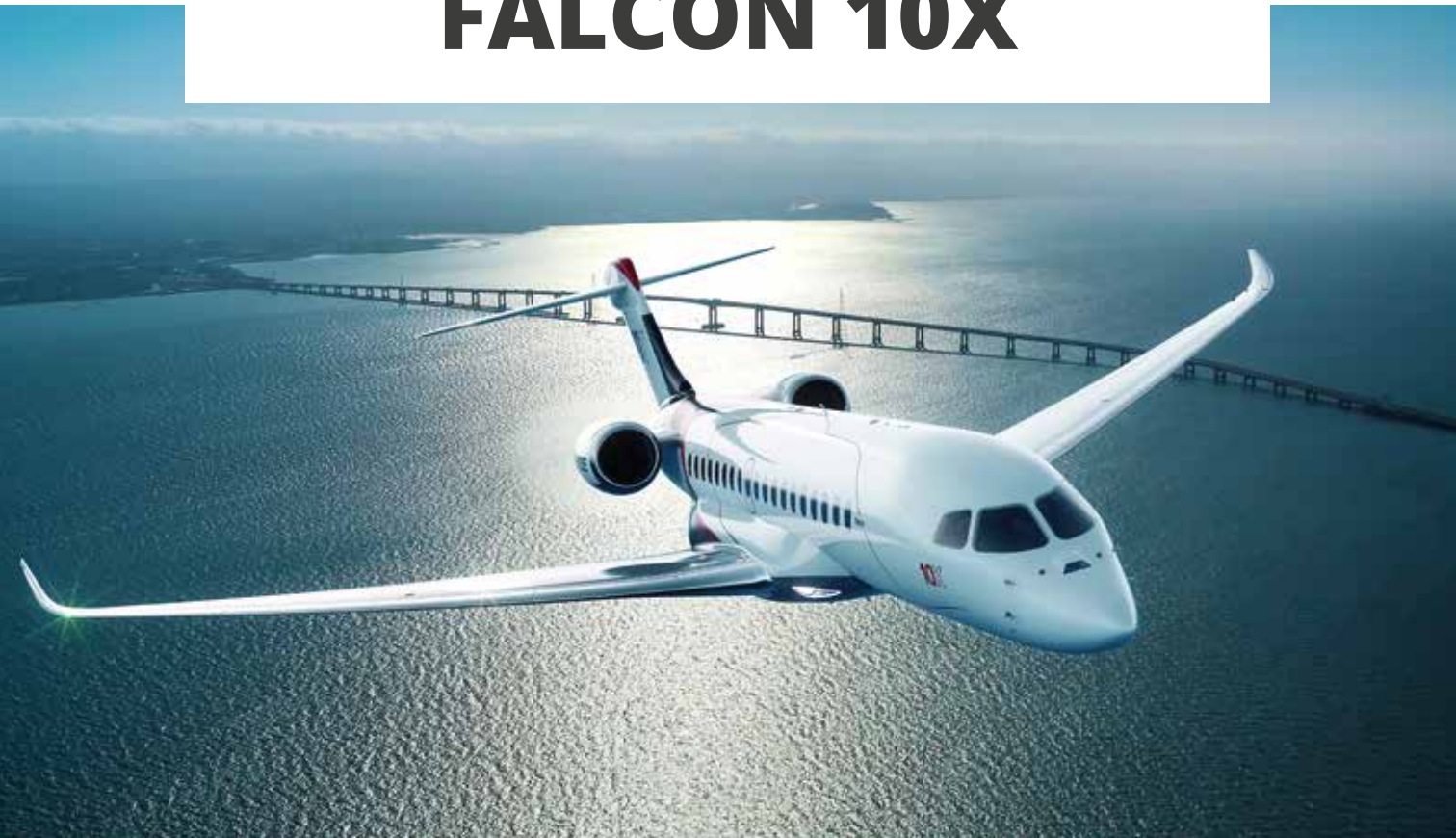




# DASSAULT AVIATION UNVEILS INDUSTRY'S LARGEST AND MOST COMFORTABLE BUSINESS JET



# MEET THE GROUNDBREAKING FALCON 10X



Dassault Aviation Chairman and CEO Eric Trappier unveiled the latest Falcon on May 6 in a virtual ceremony in Paris, and it was a big surprise for many. Prior to the event, online aviation pundits speculated about a stretched 6X fuselage. They reasoned that the long-range 6X already offered the largest cabin cross section of any business jet flying.

But for ultra-long-range flying, Dassault wanted to create a new standard with comfort and technology indisputably a step beyond any stablemate or competitor.

And so, when the digital curtain was drawn back, Trappier unveiled the all-new, 7,500 nautical mile, top speed Mach .925 Falcon 10X with the largest cabin in a purpose-built business jet.

The 10X cabin is nearly eight inches wider than the next largest cabin, and has a cabin height of six-feet, eight inches – the tallest in the industry. Passenger cabin volume is approximately 15 percent greater than its ultra-long-range competitors.

That much space (2,780 cubic feet), plus a new level of modularity, creates new and infinite possibilities for owners.

They can make their aircraft interior more like their personal flying penthouse, if they wish. Traditionally, large cabin aircraft have relatively fixed cabin zones of equal dimension. In the 10X baseline configuration, each of four zones has four windows a side. From there, you could expand a zone – say an aft stateroom with dressing area and shower – to up to eight windows. Or create an intimate media center with just three windows, a divan and large-screen TV monitor. Or expand a traditional dining/conference area. Or create a compartment with semi-private individual berths, like some airline first class sections, for better rest. The combinations are extensive.

It's quite likely, considering potential 15-hour flights, that owners will want a stateroom and a good bed. Because of the aircraft's extra cabin width, they can specify a full queen-size bed, which is 10 inches wider than those available on rivals. A sitting area makes the stateroom more than an area just for sleeping. In the lav, greater cabin height and width provide for a true stand-up shower.

For flights of any duration, the company sought to provide the absolute healthiest flight environment. Cabin pressurization will be the lowest in the industry, with a 3,000 foot pressure altitude while cruising at 41,000 feet. Optional humidification adds to comfort and a healthy environment, as will 100 percent pure air flow with a new filtration system that removes ozone and pollution from volatile organic compounds.

Cabin air will flow from ceiling and floor vents to provide even temperatures throughout the length of the cabin and from top to bottom, as well. Each zone will have individual temperature control. The 38 10X windows are each nearly 50 percent larger than those on the 8X, offering the most window area of any business jet and the brightest cabin.







Like its predecessors, the 10X will be completed in Little Rock, where old-world craftsmanship happily coexists with the latest digital production techniques, as well as the latest sound-proofing technologies. The 10X will be at least as quiet as the 8X, which is the quietest in the industry.

The 10X will continue the Falcon tradition of providing access to smaller reliever airports, plus steep approach capability to challenging fields such as London City Airport. Takeoff distance is less than 6,000 feet and landing distance is less than 2,500 feet. The all-new 10X wing is optimized for high and low-speed performance. It is made entirely of carbon fiber composites with the same techniques used to build the immensely strong Rafale fighter wing. As with other Falcons, the 10X wing is equipped with high-lift devices for slow, stable approaches. In this case, each wing has two large flaps, four slats and three spoilers.

Carbon composites made it possible to design a high-aspect, highly swept, fairly thin wing with flexibility to dampen turbulence and low drag properties for efficiency and range. While long-range cruise speed is Mach .85, pilots will often cruise at Mach .90 with range to connect far flung city pairs such as Beijing and New York or London and Singapore.

Dassault, as our operators know, was the first business jet company to introduce digital flight control with the Falcon 7X, since refined on the 8X and 6X. But the 10X goes a considerable step farther with technology directly drawn from Rafale fighter safety features.

Though the 10X has two engines, it has one smart throttle to control them. It is fully integrated into the digital flight control system in order to provide a number of safety advantages. For starters, it simplifies power management in a range of conditions, from noise abatement procedures, to flying efficient climb and descent profiles to dealing with one-engine-inoperative scenarios. But the greatest advance is a groundbreaking automatic recovery mode in the event of a wake turbulence encounter or other upset scenario.

The flight deck is designed for simplicity and reduced workload. There are fewer switches, plus touchscreens throughout. Dual HUDs tied to the FalconEye combined vision system will allow pilots to conduct future EVS-to-land operations with essentially zero ceiling. The flight deck is a roomy space, allowing pilot seats to fully recline, so that one pilot could rest in cruise. While this is not permitted today, Dassault anticipates possible regulatory changes that would allow long-duration missions with just two crew members in a cockpit specifically designed around one-pilot management.

The 10X is the first Falcon to have a T-tail, which emerged as the lowest drag option at the aircraft's higher cruise speeds. A pair of Rolls Royce Pearl 10X engines – the most recent and powerful in the Pearl family of engines – supply more than 18,000 pounds of thrust each. The engine is five percent more efficient than the predecessor BR725 and is able to accept 100 percent sustainable alternative fuels, as is the aircraft's fuel system.

Dassault Aviation expects the 10X to enter service at the end of 2025.



## THE FALCON TEAM IS PLEASED TO WELCOME THREE NEW ADDITIONS TO OUR COMMAND CENTER, ALL BASED IN BORDEAUX-MÉRIGNAC.



**Damien Fleury-Brégeot**  
Customer Service Engineer

+33 (5) 56 14 53 71  
[Damien.Fleury-Bregeot@dassault-aviation.com](mailto:Damien.Fleury-Bregeot@dassault-aviation.com)

**Damien Fleury-Brégeot** has been with Dassault Aviation since 2012 and joined the Mérignac-based Falcon Command Center at the end of 2020 as a Customer Service Engineer, dedicated to the coordination of Falcon Response activities. Previously, Damien had worked as a Falcon Spares Account Representative, serving Benelux and Zurich-based customers. His knowledge of the Spares organization and current global logistics flow management will bring added value to the Command Center to anticipate logistical challenges associated with AOG situations and Falcon Response aircraft deployment. ■



**Denis Zimmermann**  
Customer Service Engineer

+33 (5) 56 14 53 74  
[Denis.Zimmermann@dassault-aviation.com](mailto:Denis.Zimmermann@dassault-aviation.com)

Early this year, **Denis Zimmermann** joined the Mérignac-based Falcon Command Center as a Customer Service Engineer. After a 25-year military career as an airframe engineer on Dassault fighter jets (Mirage 3E and Mirage 2000N), Denis moved to the civil aviation world, working as a Quality Inspector on the Airbus 380 Assembly Line and then as a Project Coordinator on a Turkish aircraft avionics retrofit at a French Air Force Base. He then returned to Dassault on the Falcon 900 and Falcon 2000 production line in Mérignac, performing final ground systems checks, before becoming a Rafale Fighter Maintenance Instructor to train Qatari mechanical engineers. Now back on the civil side, Denis has extensive knowledge of Dassault products and the organization will use his wide-ranging experience to provide excellent technical assistance to our Falcon operators. ■



**Cédric Labrue**  
Customer Service Engineer

+33 (5) 56 14 53 73  
[Cedric.Labrue@dassault-aviation.com](mailto:Cedric.Labrue@dassault-aviation.com)

**Cédric Labrue** has also joined the Mérignac-based Falcon Command Center as a Customer Service Engineer. Cédric started his career as an airframe engineer for Sabena and Air France on A320 aircraft. He then moved to a small aviation company based in the south of France, where his main activity was to keep the operator's aircraft mission-ready 24/7/365 for urgent medical staff transportation. Then, just prior to joining Dassault, Cédric worked as an Airbus A350 Field Service Representative in mainland China. Cédric now brings his 15 years of aircraft maintenance experience, AOG resolution skills and Asia Pacific environment knowledge to the Command Center to provide expert technical assistance to our Falcon operators. ■

## DANIEL PERRY HAS BEEN PROMOTED TO LEAD THE U.S.-BASED PILOT OPS TEAM, WHILE MATHIAS PAQUIER JOINS THE SAINT-CLOUD TEAM.



**Daniel Perry**  
Director of Pilot Ops Support

+1 501 210 0270  
[daniel.perry@dassaultfalcon.com](mailto:daniel.perry@dassaultfalcon.com)

After joining the U.S.-based Pilot Operational Support team early in 2020 as assistant director, Daniel Perry has since taken over as director of the team. This group provides valuable support to flight crews covering a wide variety of operational topics. As director, Daniel is responsible for the coordination of the team and quality of service it provides to our Falcon Family in the Americas.

Daniel has been with Dassault for 13 years, serving in several capacities starting with Command Center Rep and then Manager in Boise. From there he moved into dedicated Field Technical Field Rep positions for multiple aircraft types – including for Falcon 8X entry into service – and then served as Delivery Specialist before moving on to the Pilot Ops team.

Prior to coming onboard with Dassault, Daniel worked with a Falcon Operator. As a Multi-Engine/Instrument rated Commercial Pilot, he flew for them as co-pilot on several different corporate jets – mostly on Citations but he also accumulated some flight time on Falcon 900DX and 50EX aircraft. Daniel is also an A&P mechanic, and he maintained and managed several aircraft for that same Falcon operator, ultimately becoming Director of Maintenance before moving onto Dassault. ■



**Mathias Paquier**  
Operational Support Manager

+33 (1) 47 11 39 63  
[Mathias.Paquier@dassault-aviation.com](mailto:Mathias.Paquier@dassault-aviation.com)

Mathias Paquier recently joined the Falcon Operational Support team as Operational Support Manager for Falcon 10, 20, 50, 900 & 2000 Classic and EASy aircraft, based in Saint-Cloud, France. His responsibilities include advising pilots on all ops-related topics, handling communications (such as entry-into-service briefings, M&O seminars, and FSAs/FSNs), and writing and maintaining operational documentation. In addition, his overall mission is to represent the pilot's point of view inside Dassault Aviation.

Mathias started his career at Safran Aircraft Engines in 2014 in the Design Office. He joined Dassault Aviation in 2016, working in Customer Service on the Technical Support team before moving in 2018 to the Dassault Aviation U.S. Engineering Support team in Teterboro. Mathias holds an Aeronautics Engineering degree from Ecole Centrale de Lyon and Imperial College London, as well as an FAA private pilot license. ■



If you wish to reach our Ops Support teams, please contact  
[falconpilot@dassault-aviation.com](mailto:falconpilot@dassault-aviation.com).





## DAS-RENO FACILITY EXPANSION UNDERWAY

The Dassault Aircraft Services (DAS) facility in Reno, Nevada is in the midst of an 11,000-square-foot expansion. Construction is scheduled to be completed by August 2021.

The two-story expansion will provide a large storage space for customer aircraft components, relocate Quality Assurance and battery shops, employee offices and a break room, and add restrooms and a conference room.

*“This expansion will enable us to maximize the use of the existing 40,000-square-foot hangar, thus allowing more Falcon projects at the same time,”* said Remy St-Martin, SVP & COO of DAS.

*“These projects range from scheduled maintenance to major refurbishment of the cabin and avionics suite.”*

The Reno facility located at Reno-Tahoe International Airport in Reno, Nevada opened in 2009 to provide a convenient OEM service center for Falcon operators in the western United States. The facility is fully capable of performing troubleshooting, scheduled and unscheduled maintenance, and inspections up to and including “C” inspection as well as avionics and cabin upgrades. The facility also operates a Falcon Response GoTeam to assist AOG customers in the Reno, Nevada; Van Nuys, California; and Denver, Colorado areas. ■

## A MAJOR FALCON 7X REFURBISHMENT AT DFS

Dassault Falcon Service started 2021 with a big modification project on a Falcon 7X, creating a whole new cabin experience. A contemporary black and white motif was introduced from cockpit to the aft lavatory with shower. The design process was highly collaborative, with a big assist from the Dassault Aviation Spec & Design team.

As part of the refurbishment, the aircraft was upgraded with state-of-the-art cabin management system VENUE, featuring new HD monitors, iPad arms and wireless cabin control. VENUE provides a seamless experience and seamless support for our customers. High-speed Internet was installed with Honeywell KA Band MCS8000 JETWAVE. Honeywell offers our customers a smart and easy way to enjoy full connectivity in the cabin. The Dassault MRO Network recently celebrated 40 retrofit JETWAVE installations around the world.

After four months of work, the Falcon 7X was released to the customer in June. ■



## DAS OFFERS STC TO UPGRADE TO LASEREF IV

Dassault Aircraft Services is pleased to offer an STC to upgrade the existing obsolete LASEREF II and III IRUs to the latest version, LASEREF IV. The DAS STC is available for Falcon 900A/B/C/EX and Falcon 2000/EX aircraft, and is coming soon to the Falcon 50/EX.

LASEREF II and III became obsolete and Honeywell is no longer supporting these legacy products as of January 1, 2020. The LASEREF IV upgrade provides a simple unit replacement that brings benefits to the end user for many years to come. The LASEREF IV IRU is a Ring Laser Gyro (RLG) based inertial reference unit (IRU), providing Honeywell’s proven laser inertial technology in the lightest 4 MCU rack mountable package. The IRU calculates and delivers navigation data such as aircraft attitude (roll, pitch), true heading, magnetic heading, and longitudinal acceleration to the Flight Management System and the display system.

The LASEREF II and III IRUs have been very reliable; however, they are aging and a failed IRU could impact aircraft operations and result in an AOG situation. DAS highly recommends completing the LASEREF IV upgrade as soon as possible. Please contact your DAS Regional Sales Manager for more details.

*“A failed IRU is like a flat tire; you can’t go anywhere until you change it.”*



### EXECUJET RAMPS UP FALCON 900 AND 2000 SERIES WORK IN THE MIDDLE EAST

ExecuJet's Middle East team is getting ready to take on additional Falcon 900 and 2000 work.

A total of 12 engineers are being trained to work on the Falcon 900C/EX, 900A/B, 2000EX and 2000. Utilizing factory-authorized trainers, the remotely conducted training will supplement the staff's existing knowledge of the newer technology with insights into the 900 & 2000 Falcon models and systems.

The B1/B2 differences training on each model includes classroom-based theory sessions and practical training conducted on a live aircraft with a remote instructor. Through use of quality presentations, high-speed Internet, mobile devices and video conferencing apps, the classroom is brought into the hangar – avoiding travel, bridging time zones and keeping everyone safe.



## DAS PERFORMS UNIQUE INTERIOR UPGRADE

**While a Falcon 7X was in for a C-check recently, the DAS-Little Rock team transformed the aircraft interior, highlighted by a uniquely designed 32-inch flip-up monitor built into a larger, newly designed credenza. This offers convenient viewing for passengers sitting in the mid-cabin dining area.**

In addition, DAS installed new stone flooring in the entranceway, galley, and forward and aft lavatories – another first on a Falcon 7X. This was completed while the interior seating was replaced with larger seats and upholstered in new leather selected by the customer. One divan was removed and replaced with two single seats, and the original divan was refurbished and modified to remove the flip-down armrest, replacing it with a fitted removable armrest.

In addition, the DAS team refinished the wood cabinetry and redesigned the aft closet to make it more functional for storage. The crew rest area was modified into a cabinet with a countertop for workspace and a new closet was installed between the cabinet and forward lavatory. The remaining cabin, cockpit, and lavatories' soft goods were all replaced with new coordinating materials. When the interior was reassembled, it had a whole new look, along with some very unique features. The customer was delighted with all of the upgrades.

*“The DAS teams are very experienced with Falcon interior and exterior rejuvenations and cabin reconfigurations,” said Remy St-Martin, SVP & COO of DAS. “The stone flooring and hidden credenza TV make this aircraft unique and the exterior paint was just the icing on the cake.” ■*

## EXECUJET COMPLETES ITS LARGEST FALCON INSPECTION IN THE AUSTRALASIAN REGION

ExecuJet MRO Services' Perth facility recently completed a 4C inspection and landing gear overhaul on a local Falcon 900EX. Requiring more than 3,500 man-hours, this is the largest inspection on a Falcon aircraft ever undertaken by ExecuJet in the Australasian region.

Dassault was extremely supportive throughout the project and worked closely with ExecuJet via regular project management calls to ensure this milestone maintenance event went smoothly. And it did. Despite major logistical and support challenges due to COVID 19 – as well as significant weather disruptions, the aircraft was delivered only a couple of days past the original target date. The Perth team's previous experience in managing heavy projects on a variety of aircraft types coupled with team members' strong work ethic put them in good position for this input. Following the maintenance inspection, the aircraft was flown to a local paint facility in Australia for a full strip and repaint under ExecuJet's management. The finished product turned out very well and the customer is delighted. ■



### DFS CHINESE C-CHECK

During the Chinese New Year festival, DFS Le Bourget welcomed a Falcon 7X from China, coming to Paris for its C check.

Thanks to a strong decade-long relationship between the Chinese and the French teams, DFS Le Bourget has grown quite accustomed to welcoming its loyal Chinese customers.

The pandemic has posed challenges to collaboration between Asia and Europe, but we have been resourceful and proactive, and have found solutions to best serve our customers. Our Dassault MRO Network teams coordinated to set up this C check and ensure that the customer is comfortable and kept informed throughout the project.

Four additional C checks for Asia-based customers are already scheduled for DFS in the coming months.





## SUPPORTING THE FALCON 6X

**As the Falcon 6X draws closer to its 2022 entry into service, Falcon Spares is preparing spare parts, tooling and ground support equipment. The goal is to have inventory of all required parts at our 16 distribution centers around the world three months before the first aircraft is delivered.**

The 6X Initial Provisioning team actions include:

- Consulting with vendors to ascertain stock levels
- Aligning business processes with new vendors
- Submitting purchase orders for the initial provisioning of Dassault stock
- Collaborating with all Dassault teams so that Spares Enterprise Resource Plannings (ERPs) are ready for entry into service in all areas, such as:
  - Preparing vendor contracts
  - Planning and forecasting parameters
  - New procurement and repair flows
  - Pricing
  - Spares warranty

The entire Dassault team continues to work together to ensure that the Falcon 6X has a successful entry into service and that its operators will experience the same first-class support that we provide for all members of the Falcon Family. ■

## NEW ACCOUNT REPRESENTATIVE

Delphine Decoret has been appointed Falcon Spares Account Representative in Mérignac, France for our customers in Finland, Norway, Sweden and France.

Delphine began her carrier in aviation at Air France as a station agent at Roissy Charles de Gaulle Airport, and then in cargo sales development.

She then went on to Air France Industries, the MRO operation of the Air France-KLM Group as a repair order agent before joining the Falcon Family. ■

## A HOT START FOR FALCON ADVANTAGE

Falcon Spares had a very successful first quarter after the launch of the highly anticipated Falcon Advantage program.

More than 800 Falcon aircraft across the globe are enrolled in the program, which officially launched on February 1, 2021. Falcon Spares offered early enrollment in October 2020 and customers were quick to join.

Falcon Advantage is just that – an advantage. Its foundation is built upon OEM value, quality and trust that cannot be matched in the industry. With a minimal membership fee, operators are eligible for benefits including:

- 8% discount on eligible parts
- 3-Year Spares Warranty
- Free shipping on cores returned within 10 days
- No Supplemental Bill Guarantee
- 3% discount on brake exchanges
- Free tool rentals on weekends and holidays

Many operators have shared with us that the 3-year warranty and 8% discount on parts purchased from Falcon Spares made it an easy decision to join.

We are the first in our industry to offer such a valuable and cost saving program, and the advantages of being a member will have a positive effect on operators for years to come.

Enrollment remains open for those who thought they missed the chance to join. Interested in learning more about the program? Visit the Falcon Advantage page on the Customer Portal.



**Delphine Decoret**  
Falcon Spares Account  
Representative in Mérignac

+33 5 56 13 51 02  
[delphine.decoret@dassault-aviation.com](mailto:delphine.decoret@dassault-aviation.com)



## MICHELIN LEADS THE WAY ON SAF USAGE

In February, Europe's airport and airline trade groups committed to net zero emissions by 2050. Their goals are outlined in a plan called Destination 2050. Business aviation, too, is working to reduce emissions. Michelin Air Services, based in Clermont-Ferrand, France is at the forefront of this effort—setting a high standard for the entire aviation industry.

Michelin Air Services operates a fleet of Falcon 2000LXS aircraft. Since April 19, 2021, the flight department has been using 33% Sustainable Aviation Fuel (SAF) blended with conventional Jet-A on all its flights. That equates to a reduction of its environmental footprint of around 30%\* on all flights. To further decarbonize, they have adopted best practices in areas such as optimized piloting procedures and effective management of flight load factors, because minimizing payload where feasible reduces fuel burn.

We expect to see increased SAF usage across business aviation. But the effort requires leadership—which Michelin provides through its example. Bravo, Michelin Air Services. ■

## DASSAULT APP DEBUTS 'GREEN' WIDGET TO HELP FLY MORE SUSTAINABLY

The Dassault team has recently made several improvements to our ePM (Electronic Performance Manual) app, including making it available for iPads and by adding a new 'green' widget. The 'green' function of ePM computes flight data with minimum fuel consumption and CO<sub>2</sub> emissions. When selected, ePM automatically sets the inputs that minimize fuel consumption for all phases of a flight:

- Normal climb and descent mode
- Long Range Cruise (LRC) speed
- Vertical flight profile optimization

Dassault continues to lead eco-responsibility efforts and we are working to further reduce our environmental footprint. Our new code of environmental good practice, FSA-00-20-014-R00-A highlights recommended measures to help reduce CO<sub>2</sub> emissions and other harmful gases. These best practices cover sustainable flying procedures, flight planning strategies and proposals to save fuel and emissions. We invite you to get onboard for a more sustainable flight. ■



## DASSAULT RECOGNIZED AS A 2021 CLIMATE LEADER

Dassault Aviation has been recognized in the *Financial Times*' inaugural edition of "Europe's Climate Leaders 2021," which identifies the 300 European companies that have achieved the greatest reduction in greenhouse gas emissions intensity between 2014 and 2019.

A joint initiative by the *Financial Times* and the institute Statista, the ranking is based on months of research, a review of existing emissions data, public calls for participation, and direct contact with thousands of companies. Companies listed were the "most successful in controlling their greenhouse gas emissions in relation to their revenues," according to the publication.

Dassault has outlined a number of initiatives it has underway that are part of its long-term commitment to sustainability, including actively promoting the use of sustainable aviation fuel (SAF). In addition, the company is involved in the Clean Sky 2 European research initiative, as well as with France's civil aviation research council, which is focusing on lowering fuel consumption by reducing aircraft drag and weight.

TRAINING OPPORTUNITIES

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

Please verify availability of classes with each Training Provider.

JULY 2021

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	

AUGUST 2021

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					

SEPTEMBER 2021

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			

Dassault Training Academy

MAINTENANCE PRACTICAL TRAINING

Falcon 2000EASy Practical Training (10 days)  
Nov 08\* Bordeaux-Mérignac, France

Falcon 7X/8X Practical Training (10 days)  
Sept 20\* Bordeaux-Mérignac, France  
Dec 06\* Bordeaux-Mérignac, France

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



CAMP MX Module with Engine Health, Inventory and Flight Scheduling (Part 1)  
July 7, August 11 Virtual

CAMP MX Module with Engine Health, Inventory and Flight Scheduling (Part 2)  
July 8, August 12 Virtual

For more information visit:  
www.campsystems.com



REALCASE\*\*

Falcon 7X Troubleshooting (5 days)  
Sept 20 Dallas-Fort Worth, TX USA

Falcon 900 EASy Troubleshooting (5 days)  
Sept 20 Dallas-Fort Worth, TX USA

PILOT\*\*

Falcon 7X EASy II Pilot Initial (22 days)  
July 4, Aug 1, Sept 5 Dubai, UAE  
July 5, Aug 1, Aug 31 Morristown, NJ USA  
July 19, Aug 16, Sept 20 Burgess Hill, UK

Falcon 900 EASy II Pilot Initial (21 days)  
July 6, Aug 31 Morristown, NJ USA  
July 18, Sept 5 Dubai, UAE  
Aug 2 Dallas-Fort Worth, TX USA  
Aug 23 Burgess Hill, UK

Falcon 2000 EASy II Pilot Initial (21 days)  
July 5, Aug 31 Dallas-Fort Worth, TX USA  
July 26, Sept 13 Burgess Hill, UK  
Aug 1 Morristown, NJ USA  
Aug 12, Sept 30 Dubai, UAE

MAINTENANCE\*\*

Falcon 7X Initial + Avionics (22 days)  
July 13 Morristown, NJ USA

Falcon 7X Avionics Systems (5 days)  
Aug 9 Bordeaux-Mérignac, France

Falcon 7X T1 (24 days)  
Aug 7 Dallas-Fort Worth, TX USA

Falcon 7X REALcase Update (5 days)  
Aug 23 Remote  
Sept 13 Dallas-Fort Worth, TX USA

Falcon 900EX EASy REALcase Update (5 days)  
Sept 13 Morristown, NJ USA

Falcon 900EX EASy FAA/TC Initial (19 days)  
Aug 9 Dallas-Fort Worth, TX USA

Falcon 2000EX EASy FAA/TC Initial (19 days)  
July 26 Dallas-Fort Worth, TX USA

Falcon 2000 EASy REALcase Update (5 days)  
July 12 Morristown, NJ USA  
Sept 13 Remote  
Sept 27 Bordeaux-Mérignac, France

Falcon 2000EX EASy Troubleshooting (5 days)  
July 19 Morristown, NJ USA

Falcon 2000EX EASy Avionics Systems (5 days)  
Aug 16 Morristown, NJ USA  
Sept 13 Dallas-Fort Worth, TX USA

Falcon 2000EX EASy Familiarization (5 days)  
Sept 13 Bordeaux-Mérignac, France

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



PILOT

Falcon 8X Pilot Initial (28 days)  
July 5, Aug 5, Sept 9 Teterboro, NJ USA  
Aug 2 Paris, France

Falcon 7X Pilot Initial (28 days)  
July 12, Aug 9, Sept 13 Dallas-Fort Worth, TX USA  
Sept 6 Paris, France

Falcon 900EX EASy II Pilot Initial (25 days)  
July 6, Aug 9, Sept 13 Dallas-Fort Worth, TX USA  
July 7, Aug 16, Sept 29 Paris, France  
July 12, Aug 5, Sept 9 Teterboro, NJ USA

Falcon 2000EX EASy II Pilot Initial (24 days)  
July 7, Aug 2, Sept 8 Dallas-Fort Worth, TX USA  
July 12, Aug 9, Sept 13 Teterboro, NJ USA  
July 21, July 26, Aug 25, Sept 13 Paris, France

MAINTENANCE

Falcon 7X/8X MX Initial (20 days)  
July 5, Aug 9, Sept 13 Dallas Fort Worth, TX USA  
Aug 16, Sept 20 Paris, France

Falcon 7X/8X MX Update (5 days)  
Aug 16 Dallas Fort Worth, TX USA  
Sept 27 Paris, France

Falcon 900EX EASy MX Initial (15 days)  
July 12, Aug 16, Sept 27 Dallas-Fort Worth, TX USA  
Aug 30 Paris, France  
Sept 20 Wilmington, DE USA

Falcon 900EX EASy MX Update (5 days)  
July 5, Aug 2 Dallas-Fort Worth, TX USA  
Aug 23, Sept 13 Dallas-Fort Worth, TX USA  
July 26, Aug 2, Sept 20 Paris, France

Falcon 2000EX EASy MX Initial (15 days)  
July 5, Aug 9, Sept 20 Dallas-Fort Worth, TX USA  
Aug 2, Sept 13 Wilmington, DE, USA

Falcon 2000EX EASy MX Update (5 days)  
July 19, Aug 23 Dallas-Fort Worth, TX USA  
July 26, Aug 30 Wilmington, DE, USA

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

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

Teterboro, NJ USA  
+1 201 541 4747  
+1 800 2FALCON (232 5266)  
dfjcommandcenter@dassaultfalcon.com  
Mérignac, France  
+33 5 56 18 47 47  
commandcenter@dassault-aviation.com

24-HOUR AOG SPARES SUPPORT

Teterboro, NJ USA  
+1 201 541 4809  
+1 800 800 4036  
customer.care@dassaultfalcon.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

Field Service Contacts

Damien Farret, Director +33 6 80 05 60 72  
Glenn Hart, Director +1 201 286 2614  
Kathy Liu, Director +86 136 0126 2249  
Didier Rouyer, Sr. CSM +33 6 87 18 39 66  
Bernard Curtis, RTM +86 138 1036 4930  
Shawn Karnes, RTM +1 973 224 8744  
Leo de la Torre, RTM +1 201 699 2281

INDIA (MUMBAI)

Marc Douton France: +33 6 26 09 20 19  
India: +91 9810124277

MIDDLE EAST (CAIRO)

Bernard Delouÿe France: +33 6 75 69 60 25  
Egypt: +20 10 99 99 37 65

JAPAN

Gil Maurizet Phone: +33 7 70 28 54 40  
Mobile: +81 80 3977 0861

NETHERLANDS (EINDHOVEN)

Tom Kouters +31 62 242 2382

SWITZERLAND (BASEL)

Bertrand Casier +33 6 72 83 46 99

UNITED KINGDOM (LONDON)

Christophe Honoré +44 796 928 5227

FRANCE HEADQUARTERS

Jean-Pierre Agnelot +33 6 80 63 89 67  
Jérôme Buquet +33 6 26 09 19 85  
Romain Combeau +33 6 89 21 70 31  
Julien Fabre +33 6 08 10 31 62  
Daniel Garcia +33 6 26 09 21 67  
Cédric Genevaise +33 6 22 93 66 83  
Nicolas Martin +33 6 26 79 50 50  
Christophe Picantin +33 6 76 01 42 55  
Laurent Saissi +33 6 89 53 76 00  
Laurent Silvente +33 6 77 12 27 24

FRANCE (LE BOURGET)

Pamela Sieng You +33 6 19 96 71 73

SOUTH AMERICA

Carlos da Silva +55 11 99767 3431  
Ivan Juchimiuk +55 11 99707 0214  
Sergio Ribeiro +55 11 98265 8777

MEXICO, CARIBBEAN, CENTRAL AMERICA

Jose Martinez +1 908 872 6376  
Juan Gutierrez +521 722 659 7329

ASIA, PACIFIC RIM

John Godward +61 447 766 780  
Peng Jiang +86 188 1105 8896  
Stephane Petitgirard +65 8738 2481  
Pinjie “Joe” Qiao +86 138 1003 1291  
Ting Ming Wu +86 189 1011 1637

USA

Arkansas  
Brandon Atkinson +1 201 421 5543  
Mike King +1 501 438 1143  
John Taylor +1 908 601 3208

California  
Ray Hughes +1 914 261 5319  
Miguel Germani +1 551 206 4807  
Tim Noble +1 201 282 8377  
Bob Young +1 551 265 6004

Colorado  
Scott Bohl +1 908 246 6249

Delaware  
Jay Sigmann +1 201 264 1781

Florida  
Randy Boyles +1 201 956 7939

Georgia  
Lloyd Hardwick +1 908 246 0686

Illinois

David Bollow +1 201 527 8896  
Paul Gutzman +1 201 264 1612  
Tony Hulsebus +1 908 347 5476

Michigan

Tim Sobania +1 908 601 2895

Minnesota

Andrew Townshend +1 908 461 7872

North Carolina

David Graham +1 551 206 4832  
Diana DAgostini Barsanti +1 551 486 9145

New Jersey

Gary Tchorzewski +1 908 601 3384  
Ed Fiorentino +1 201 566 8197  
Brian Ray +1 201 370 9375

New York

Bill Masloski +1 914 261 5157  
David Lustgarten +1 914 261 5478  
Yann Boyer +1 201 452 8011  
Greg Thompson +1 973 476 7529

Ohio

Jeff Leisey +1 201 407 5408  
Dan Lucas +1 201 264 1366

Texas

Mike Hoffman +1 551 206 4835  
Nathan Jones +1 908 347 5159

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

\*Available for download through the Apple App Store and Google Play.  
CONTACTS listed by regional base location. Actual territory coverage spans a broader region in addition to base location



# SIMILARITIES TO A FIGHTER JET ARE PURELY INTENTIONAL.



Digital flight control climbs higher on the Falcon 10X, with more fighter jet technologies for smooth, safe flying. A Smart Throttle. A Recovery Button. And simplified, more intuitive, eyes-up interfaces. All purely superior. **The Falcon 10X. Simply perfect.**

**Falcon 10X**

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