

Falcon Update

Volume 106 - February 2022

News from Falcon Customer Service

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BEST SUPPORT
IN INDUSTRY
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2021

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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 72 69 80 36
Esther.Kaddouch@dassault-aviation.com
Jeremy Dubert
+1 201 805 3785
Jeremy.Dubert@dassaultfalconjet.com

Cover: The Falcon 6X team performs a cold-weather test in Iqaluit, Northern Canada, in December 2021.



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

As we embark on this new year, I can report some very positive developments and some continuing challenges.

On the positive side of the ledger, business jets are flying more than in the pre-Covid era. The WINGX data group reported late last year that private jet flights are up 20 percent globally versus October 2019. That's good for all of us.

At Dassault Aviation, we're getting greener. We supply SAF at Le Bourget and use it as much as possible on our aircraft. These are steps in a comprehensive effort to reduce our CO2 footprint and respond to a growing number of requests from customers who want to decarbonize their operations.

We're meeting face-to-face again. Our Falcon M&O seminars are back, with a full slate of seven cities on three continents. We want to see you, learn from your recent experience and share new information. We'll also meet this year with the Falcon Operator Advisory Board after an extended time apart.

Also exciting, the Falcon 6X enters service later this year. The flight test program is making very good progress and our test pilots rave about the 6X's handling. You will find many more details in our cover story.

Then there are our challenges, where we know we have inconvenienced operators and where we pledge improvements.

Our spares system has been a particularly sore subject. The root cause was the switch to a new software system that will bring long-term benefits but has had more than its fair share of teething troubles. These have been compounded by Covid-related slowdowns. We will recover from this and return to the high level of service you expect from us. We beg your continued patience.

Secondly, while we have not made a formal announcement, many of you know we are winding down operations at our Wilmington MRO site, temporarily reducing overall U.S. heavy maintenance capacity. We are in the process of addressing this shortfall and will have important news to share soon.

The art of customer service is knowing how to fix things. And that includes fixing our own processes and our network when they need attention. We are intently focused on these key issues and I am confident we will soon be able to report very good progress.

We look forward to sharing a great year of recovery and expanded travel with you.

Jean Kayanakis
SVP, Worldwide Customer Service and Service Center Network

Jean.Kayanakis@dassault-aviation.com

DASSAULT REVEALS AN ENHANCED CABIN EXPERIENCE FOR THE FALCON 8X

In October, Dassault unveiled a new, enhanced interior design with new comfort and ergonomic features on our ultra-long-range Falcon 8X flagship. The redesign builds on Falcon traditions of elegance, style, craftsmanship and maximizing passenger comfort and productivity.

Drawing on innovative features in the award-winning cabin of the Falcon 6X, the restyled interior design of the Falcon 8X presents a fresh look, with flowing lines and curved surfaces intended to provide a perception of uninterrupted spaciousness from end to end.

New features include:

- LED lighting with a variety of programmable settings, reducing eye strain, as well as new sunrise/sunset functions to help adapt to time zone changes on long flights.

- Improved acoustics, reinforcing the 8X cabin's standing as the quietest on the market. Noise levels average below 50dB – as quiet as a suburban living room.
- An intuitive Innovative Cabin System (ICS), which combines and simplifies cabin management and entertainment controls.
- A cabin that is fully Bluetooth capable, allowing passengers to stream music through the aircraft's speakers or through a wireless headset.
- Subtle changes to improve the passenger experience, including additional iPad storage and charging areas; a more comfortable crew rest area; and a more efficient galley with a larger sink, new faucet, improved lighting, larger chiller and increased storage.

The refreshed interior design was on display at NBAA-BACE in Las Vegas in October.



DASSAULT LEADS INDUSTRY IN SUPPORT FOR THIRD STRAIGHT YEAR

For the third consecutive year, Dassault was voted the top business jet OEM for product support in the *Aviation International News (AIN)* annual survey. The company bettered its own record, breaking scores from the previous year. Our overall average score was 8.7, which was the highest for any company in the history of the survey. Dassault took top scores in parts availability, parts cost, AOG response, warranty fulfillment, technical manuals and technical representatives. The company also earned an impressive 9.2 mark for overall aircraft reliability.

Dassault ranked a close second in the product support survey conducted by *Professional Pilot* magazine, notching a first-place finish in speed of AOG service.

"It's hard to imagine a more challenging year for operator support, but we have been resourceful and committed," said Jean Kayanakis, Senior Vice President, Worldwide Falcon Customer Service & Service Center Network. *"Although it's more easily said than done, it is nevertheless true that our people displayed the truth of our motto 'Whatever it takes.' I am deeply humbled by their efforts and inspired by their spirit. In many cases, they traveled around the world, enduring long quarantines and other challenges, to support our customers."*

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ECO-CHART PRINTABLE PRODUCTS

Falcon Update is printed on 100% recyclable PEFC® certified paper (paper from sustainably managed forests). The use of certified inks of vegetable origin, the elimination of environmentally harmful waste and the reduction of energy consumption are part of the specifications of the Imprim'Vert® environmental label as specified by Dassault Aviation in its printable product eco-chart.

Falcon M&O Seminars 2022

FALCON M&O'S RETURN WITH A FULL 2022 SLATE PLANNED

The Dassault team recently staged the successful return of its U.S Falcon M&O seminars with events in New Jersey and Chicago. Operator and vendor attendance was intentionally limited due to the pandemic but, even so, we drew more than 130 total operators at the two events and the feedback was quite positive.

Now that we have dipped our toe back in the water, we are looking forward to hosting seven M&O's in seven cities on three continents this spring – our traditional M&O season. The seminars have long proven to be excellent venues for exchanging information among OEMs, partners and operators. Registration will open soon. As long as health conditions allow (we are monitoring them closely), we look forward to meeting safely and comfortably in the following locations.

- APRIL 6 - 7 **Paris**
FRANCE

- APRIL 13 **Dallas**
TEXAS

- APRIL 19 **Denver**
COLORADO

- APRIL 27 **Toluca**
MEXICO

- MAY 11 **São Paulo**
BRAZIL

- MAY 17 **Westchester**
NEW YORK

- MAY 24 **Chicago**
ILLINOIS



Metodio Huitron



Ron Grose

THANK YOU, RON AND METODIO

Two valued members of the Falcon Family have announced their retirements – both after nearly half a century of service with Falcon Authorized Service Centers.

Ron Grose worked in aviation for 47 years, the last 45 of which were with Duncan Aviation. Based at Duncan's Lincoln facility, the Nebraska native provided direct support for Falcon aircraft starting in 1994. Most recently, Ron served as Program Manager and Technical Specialist, and was a trusted resource for Falcon operators. In recognition of his achievements, Dassault presented him with a Falcon Family Award at the recent Mahwah M&O.

Metodio Huitron also spent 47 years in aviation, all of them at AeroPersonal in Toluca, Mexico. Metodio started cleaning aircraft at age 19 and later was in charge of ordering parts and supplying tools. He has been in charge of the warehouse for 40 years and has helped care for Falcon aircraft – from the Falcon 10 to the 7X – for decades.

Congratulations to both men and best wishes for a happy and healthy retirement!



STUNNING NEW ENGINEERING AND SUPPORT CENTER DESIGNED FOR COLLABORATION

In September, Dassault Aviation inaugurated a new building in Bordeaux-Mérignac to accommodate the design, development and after-sales support teams for the company's civil and defense activities. Construction of the new office began in May 2019.

With a total capacity of 26,000 sq. m, the new structure houses 1,650 workstations, 24 modular collaborative work spaces and nine project offices. It also features a Falcon Command Center, rooms for aircraft system test benches and a 268-seat auditorium. The highest environmental standards have been applied with smart lighting and energy management, solar panels (1,400 sq. m), green roofs, heat recovery system, and power distribution integrated into the floor. Five hundred trees have also been planted on the site.

Most France-based members of the Falcon Customer Service group have made the move from Saint-Cloud to Bordeaux-Mérignac, intended to allow teams and departments to be more fully integrated. Dassault Chairman and CEO Eric Trappier spoke of a shared culture which *"will allow us to effectively integrate, from the design stage onwards, all the business units involved in the product life cycle: production engineering, procurement, manufacturing and support."*

Mr. Trappier presided over the opening of the new building, joined by several local and regional government officials.



Alain Vachet

WELCOME TO THE DOCUMENTATION DEPARTMENT, ALAIN!

Maryse Percie du Sert retired in August after more than 20 years as the manager in charge of the Dassault Aviation Documentation Department.

We are pleased to introduce you to Alain Vachet, who is taking over from Maryse. Alain long served as a purchasing manager, interfacing with our Falcon library (which makes Falcon documentation available worldwide). He worked for nearly 10 years with Maryse in this former position.

So welcome aboard, Alain, to the Falcon Customer Service team!



FALCON 10X CABIN MOCKUP BRINGS MODULARITY TO LIFE

Since the virtual launch of the Falcon 10X last spring, the industry has been eager to see Dassault's mighty new flagship up close. The Falcon 10X cabin mockup was introduced at the recent NBAA-BACE convention in Las Vegas in October – and made quite an impression. In addition to being the largest in the industry in volume, the Falcon 10X cabin also features the world's first and only modular design. Mockups currently on display at Le Bourget in Paris and in Little Rock in the U.S. are as unique as the aircraft. Not only can visitors experience the 10X's immense size and innovative details; they can experience multiple layouts through the magic of modularity, brilliantly executed by the Dassault Design Team. Often compared to a flying penthouse due to its spaciousness and home-like ambience, the 10X cabin is endlessly customizable. The cabin is 6-feet, 8-inches (2.03 m) tall and 9-feet, 1-inch (2.77 m) wide, a larger cross section than some modern regional jets.

We will be pleased to welcome you to our Paris-Le Bourget and Little Rock showrooms for individual customer tours.



Scan the QR code to watch the video

A PENTHOUSE IN THE SKY

It's simply perfect – a perfect 10, you might say. A business jet cabin that's roomier than any other, with sophisticated French elegance to boot. As bright and quiet and comfortable as any space could be. It's the ultimate way to travel.

FALCON OPERATOR ADVISORY BOARD WELCOMES THREE NEW MEMBERS

Though the pandemic has prevented the Falcon OAB from meeting in person for some time, the important work of the Board continues. The worldwide group joined several Dassault executives recently for an in-depth e-forum, at which three new members were introduced.

Ms. Iwona Kowalska is the Account Manager of Luxaviation E.A., S.A. (formerly Masterjet Aviação Executive SA), which operates six Falcons (Falcon 2000 and Falcon 900B/EX/EX EASy/LX). Based in Portugal, Iwona will represent Luxaviation Group, which operates 40 Falcon aircraft.

Mr. Lamine Mbaye is the Technical Director for Global Jet, a worldwide business jet operator based in Luxembourg. Global Jet operates and manages 17 Falcon aircraft.

Mr. Eric Bataille is the Chief Pilot for FJR Private Flight, based in Fujairah, UAE. He has 16 years of experience flying on Falcons and currently operates a Falcon 8X.

We look forward to Iwona's, Lamine's and Eric's contributions and insights on behalf of the Falcon Family!



Iwona Kowalska



Lamine Mbaye



Éric Bataille



OAB RECOMMENDATIONS BRING RESULTS

Part of the OAB's mission is to present and discuss potential areas of improvement to help Falcon operators. These discussions normally generate recommendations for Dassault to take a particular action. Two such recommendations are now delivering results: a new aircraft de-icing procedure and streamlining the FAA Letter of Authorization (LOA) process.

The new de-icing procedure removes the APU usage prohibition while the aircraft is being de-iced. The revised procedure is already available for Falcon 8X, 7X, 2000 EASy and 900 EASy aircraft. For other models, it will be released in 2022. More details are available in FSA-30-00-006.

The Board also generated a recommendation intended to assist operators with frequently changing and challenging regulatory requirements, such as LOA applications. The recommendation will lead to changes in the FAA LOA application process for new aircraft that are Part 91 certified in early 2022. The Falcon Operational Support team participated in the GAMA / NBAA working group that helped the FAA define policy changes to streamline the LOA process. ■

2021 CUSTOMER SERVICE ACHIEVEMENTS



DASSAULT MRO NETWORK

NEW MRO SALES ORGANIZATION

Sales activities of EMEA and APAC factory-owned MROs are consolidated. Operators now have a single point of contact and a wider choice of MRO solutions and locations in Europe, the Middle East, Africa and Asia/Pacific.

FALCON 6X

FALCON 6X COMPLETES FIRST FLIGHT

The Falcon 6X takes to the skies for its momentous first flight and everything goes according to plan. The Falcon Customer Service team has been involved in development of the 6X every step of the way as it has worked to ensure smooth entry into service in 2022.



CUSTOMER EXPERIENCE

VOTED NUMBER ONE AGAIN IN 2021 AIN SURVEY

For the third year in a row, Dassault Aviation takes the #1 position in the annual AIN product support survey.



DASSAULT MRO NETWORK

A MILESTONE IN MALAYSIA

The first ExecuJet MRO Services C-check on a Falcon 2000LXS is completed in Kuala Lumpur, with the support of TAG Maintenance Services technicians.



FALCON RESPONSE

2021 FACTS & FIGURES

2 Aircraft
 2021 : **86 missions** | **494 flight hours**
 Since Day 1: **975 missions** | **6,177 flight hours**



Marc Aubin becomes Director, Customer Relations

FALCON SPARES

The new Spares Online goes live, offering a refreshed look and new features.



FALCON SPARES

FALCON ADVANTAGE

Falcon Spares launches the Falcon Advantage program, providing members with exclusive benefits, discounts and extended warranties. Almost 800 aircraft enrolled!



FLIGHT OPS

A NEW FALCON 8X SIMULATOR IN TETERBORO

FlightSafety International debuts a new Falcon 8X simulator at its Teterboro Learning Center.



The new FIELD 6 maintenance app launches, offering a host of improvements and new features.



CUSTOMER EXPERIENCE

The Falcon Customer Service team hosts the second series of webinars to deliver updates on key topics and answer questions from operators.

23 webinars hosted, more than **2,300** attendees



COMPANY NEWS

DASSAULT INAUGURATES NEW M BUILDING IN MERIGNAC



OPERATOR ADVISORY BOARD

OAB GATHERS FOR VIRTUAL MEETING

The full Falcon OAB gets together remotely for an e-forum on December 9. Three new members attend and, though virtual, the warm, collaborative spirit of the OAB is on full display.



CUSTOMER EVENTS

FALCON M&O'S RETURN

The Dassault team stages the successful return of its U.S. Falcon M&O seminars with shows in New Jersey and Chicago.

CUSTOMER SERVICE GEARS UP FOR SERVICE ENTRY OF FALCON 6X



“The readiness is all.”-- Hamlet, Act 5

It's enough to keep senior members of Customer Service up at night—the entry into service of a 100-percent new Falcon. Think of it: tens of thousands of parts (many of them used for the first time on a Falcon) all flying in tight formation, as pilots sometimes quip. What could go wrong?

Jean Kayanakis, Senior Vice President of Worldwide Customer Service & Service Center Network, claims not to have sleepless nights, which is undoubtedly a requirement for the position. But in a recent conversation, he reeled off a number of concerns. *“We have to be ready to answer all technical questions on systems and on every type of operation. We need a simulator approved, pilots and mechanics trained, the MRO network ready, all documentation, spares. We have to be*

ready everywhere; airplanes don't stay at their home base. Yes, it's a lot to think about.”

Fortunately, Kayanakis and his team have spent years mapping out a plan and executing it. Some of this groundwork has benefited from new technology. For example, Customer Service has used a CATIA digital mock up more extensively than on previous aircraft to assess maintainability.

“We've run a huge number of maintenance checks using the digital mockup, which is a virtual reality simulation,” said Paul Chaubet, Product Support Manager for the 6X. *“If we have any doubts about accessibility or maintainability, we can perform the task on the real aircraft in Mérignac.”*

Certification of the 6X is expected before the end of 2022, with the aircraft entering

“We're all excited to see this fantastic new airplane take its place in the Falcon fleet.”

**Jean Kayanakis, SVP,
Worldwide Customer Service
& Service Center Network.**

service shortly thereafter. The flight test organization has flown three pre-production aircraft more than 500 hours. The first production aircraft, which has a full interior fitted in Mérignac, will fly very soon. The second production aircraft was ferried in late January to the Little Rock completion center for installation of the first interior.

Customer Service has been very hands-on with the 6X as the initial units have come down the assembly line and then entered flight test. Customer Service engineers and



technicians have been present throughout the design and production process and have been analyzing maintenance data throughout the testing phase—for example, analyzing downloads from the aircraft's new FalconScan diagnostic system, which records thousands of parameters on each flight.

Four technicians from the MRO organization have been embedded with the flight test organization, two from Dassault Falcon Service and two from TAG Maintenance Services. They will become important resources for their respective MRO networks on the 6X.

Flight test aircraft, as one might imagine, receive an obsessive amount of attention from technicians at the Istres test base. Not so for production aircraft in the field where the objective is to fuel the aircraft, load catering and hit the road.

Accordingly, Aircraft 3 in December was turned over to Dassault's elite Pilot Operational Group, the highly experienced pilots who support flight departments around the world. They flew the aircraft for a week from Dassault Falcon Service at Le Bourget, where it was supported by line maintenance technicians. This will allow members of the Pilot Operational Group to be dispatched to flight departments to aid in initial 6X missions.

As a further real-world test, the first production aircraft will embark on a world tour. Everything on the aircraft, including cabin systems, will get a workout far from Mérignac or major maintenance centers. It will be a test of the aircraft as well as the global support network, which must be ready to respond on short notice.

Already, \$100 million in spares have been ordered and many parts delivered, with most housed at Dassault's major hubs in



Paris and Teterboro, but also at smaller remote distribution sites around the world.

“We have to be prepared for the unexpected,” says Kayanakis. *“What if a plane has a bird strike and needs a new slat or flap? We'll be ready for that.”* In all, Dassault has ordered about 6,000 line items, including tooling.

It's not enough to be ready on day one, however. The organization will also be collecting and analyzing data from the field from each early customer, gathering feedback not just on service issues but on likes and dislikes (Dassault acknowledges there may be dislikes; there's always room for improvement). That feedback will come from pilots, flight attendants, owners and passengers.

“We're going to collect a lot of feedback. It's going to be a focus of my organization and the company, right up to the chairman,” says Kayanakis.

While preparations have been extensive, Kayanakis and his team are realists. *“We'll find issues,”* he says. *“And we'll address them promptly, just as we respond to all service issues. We're all excited to see this fantastic new airplane take its place in the Falcon fleet.”*



NEW AT THE COMMAND CENTER

Maxime Montuwy
Customer Service Engineer

+33 6 22 93 67 18
Maxime.Montuwy@dassault-aviation.com

Maxime started his aviation career as an aircraft engineer on the Boeing 737. He then joined Dassault Falcon Service (DFS) at Paris Le Bourget airport and served as a mechanic engineer for eight years, rated on most Falcon models from the Falcon 50EX through the Falcon 8X.

In 2015, he joined the Dassault Training Academy® in Bordeaux-Mérignac, where he became a maintenance instructor for Practical Training. During his six years at the DTA, he certified more than 350 MRO and operator students, mostly on Falcon 900EASy and Falcon 2000EASy aircraft. Maxime moved to the Command Center in September so he could apply all of his Falcon experience to further benefit operators. Welcome, Maxime! ■



NEW FLIGHT OPS

Alexia Eutrope
Cabin Systems Operations Manager

+33 1 47 11 51 40
Alexia.Eutrope@dassault-aviation.com

Alexia joined Dassault Aviation two years ago as Training Manager in the Training & Simulation department. Her role was to ensure training quality and pilot course development in coordination with FlightSafety and CAE. In October 2021, Alexia joined the Operational Support team, handling cabin support and cabin familiarization training. Welcome aboard in this new position, Alexia! ■

Falilou Gaye
Cabin Systems Operations Manager

+33 1 47 11 51 07
Falilou.Gaye@dassault-aviation.com

Falilou also recently joined the Operational Support department, as Cabin Systems Operations Manager. Previously, he worked in the Dassault Aviation Hybrid Testing Center Laboratory for Connected Services. This Laboratory integrates connectivity systems, such as in-flight entertainment (IFE), FalconConnect, and FalconSphere. Falilou's work there has given him in-depth knowledge he will be able to share with customers. ■

FRONT LINE UPDATES



Marc Aubin
Director, Falcon Customer Relations

+33 1 47 11 62 28
Marc.Aubin@dassault-aviation.com

Marc Aubin, a 33-year Dassault veteran, was recently appointed Falcon Customer Relations Director, based in Bordeaux-Mérignac. When Marc joined Dassault Aviation in 1989 as an engineer, he first worked on the design of the Hermès space shuttle. From there, he joined the Falcon 900 Engineering Support team and then moved to the U.S. to be part of the Engineering Support group there. Marc later returned to the Design Office to work on Falcon 7X systems. He subsequently moved back to the Support Team, first as the Manager of the U.S. office, and then in France as Head of Falcon Technical Support until being promoted to his new role in fall 2021. ■



Cédric Genevaise
Customer Service Manager

Indian: +91 92 89 06 20 01
French: +33 6 22 93 66 83
Cedric.Genevaise@dassault-aviation.com

Cédric Genevaise has moved to Mumbai to serve as Customer Service Manager for Falcon operators based in India and Bangladesh. Previously, Cédric, who joined Dassault Aviation in 2015, served as a Customer Service Manager for operators in Russian, Luxembourg and Monaco. ■



Brian Ray
Field Technical Representative

+1 201 370 9375
Brian.Ray@dassaultfalconjet.com

Brian Ray is a Falcon 7X and 2000 EASy Certified Master Technician with more than 40 years of experience in aviation maintenance and a strong avionics background. Upon joining Dassault in 2011, Brian worked first as an avionics specialist at the Command Center in Teterboro, and then in 2017 became a Field Technical Representative (FTR) supporting Falcon 2000 operators in the New Jersey area.

Brian is now bringing his expertise to the west coast, where he has just begun serving as an FTR in Seattle, supporting Falcon 7X, 8X and Falcon 50 operators, and providing regional support for all operators. ■



HAPPY RETIREMENT, TOM KOUTERS

After more than 20 years as a Falcon Customer Service Manager, Tom Kouters retired in December.

Tom first met Falcon aircraft in 1979, when he joined Philips Flight Department as an intern. Over the course of 20 years, most of them at Philips, he worked on all Falcon types, from the early Falcon 20 — and even Falcon 10 S/N 001 — to the Falcon 50, operating up to seven Falcon Aircraft. Tom also became an expert on aviation refueling operations.

Tom notably worked in refueling operations as Quality Manager at Philips Aviation FBO at Eindhoven Airport in the Netherlands. In 2001, Tom joined Dassault as a Customer Service Manager, providing top-tier service to Falcon operators based in the Netherlands, Belgium and Germany for two decades.

We sincerely thank Tom for fostering such strong relationships with his customers and for serving their needs so well. We wish you all the best in retirement, filled with your passion for car restoration, mechanical watches and... aviation refuelling operations.

DASSAULT PUBLISHES IN-FLIGHT LANDING DISTANCE AT TIME OF ARRIVAL

Early in 2021, Dassault Aviation deployed new standards for runway surface condition assessment and reporting. In addition, Dassault Aviation introduced standards for required landing distance and in-flight landing distance at time of arrival computations. These standards aim to comply with the EASA mandate in force since August 12, 2021.

The in-flight assessment of Landing Distance at Time of Arrival (LDTA) is mandated for EASA Commercial Air Transport (CAT) operators and is strongly recommended for EASA Non-Commercial (NCC) operators. These standards may also serve as advisory guidelines for non-EASA operators.

The overall landing performance regulations were introduced to increase the current level of safety in relation to airplane performance. They were designed with the intention of:

- Improving harmonization with FAA recommendations (through SAFO 19001) and as ensuring alignment with ICAO recommendations
- Allowing for flexibility and proportionality for certain CAT operations.



A DEDICATED FSA

Dassault Aviation has released an FSA which reviews the impact of the three following changes:

- Runway surface condition assessment and reporting
- Landing distance at time of arrival
- Business operations with reduced landing factor



FALCONSPHERE FALCONPERF

FalconSphere FalconPerf now integrates the landing distance at time of arrival (LDTA) for all EASy Falcon models.



EASIER INFO SHARING WITH eDATA

Later in the first quarter of 2022, Dassault will formally launch Falcon eData, a secured platform for transferring Dassault aircraft databases to the aircraft maintenance computer. This application allows easy downloads of aircraft databases. Database distribution with Falcon eData replaces CD Rom and Falcon Portal distribution; Users can continue to subscribe to CD Roms as an option.

The following databases are now available for download through Falcon eData:

- ACMF
- Electronic Check List
- Fault Code Database
- Status Page Consequence
- Loadable Diagnostic Information

Aircraft Database Status is also available in PDF format; the Falcon eData application can be downloaded on the Falcon Portal.

INTRODUCING eDISPATCH

This winter, Dassault Aviation announced the release of eDispatch for iPad, the new generation digital dispatch solution for the Falcon 7X and Falcon 8X.

This new application, which is included in your Falcon Flight Doc subscription, integrates all reference dispatch solutions in order to efficiently walk operators through the dispatch decision process.

eDispatch is based on the EASA or FAA Master MEL and can be used as is by operators approved to use these Master MELs. For operators with customized MELs, the new app is an efficient tool for conducting a preliminary dispatch analysis before making a final decision based on operator-approved documentation.

Compared to the existing EASy Dispatch Guide Document (eDG), eDispatch introduces new advanced features to facilitate your dispatch assessment:

- The displayed information is filtered to your aircraft configuration
- Failures are prioritized in the event of cascading failures
- When two failures are related to the same system, eDispatch merges the failures and proposes the Dispatch Card related to the failure combination
- Automatically detects the combination of failures leading to NOGO
- Provides a synthesis of the dispatch assessment that can be shared on ground.

Please watch our dedicated webinar on the Customer Portal. ■

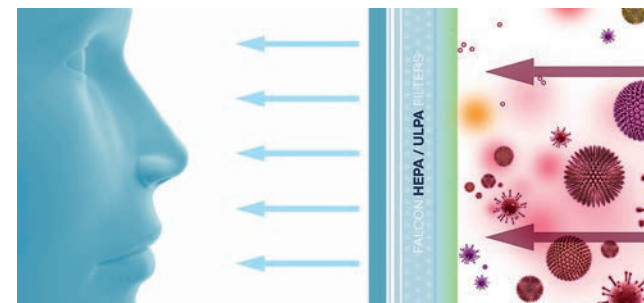
BREATH OF FRESH AIR FOR FALCON LINE

Dassault Aviation aircraft are engineered to ensure optimized air quality and to offer consistent as well as efficient cabin/cockpit air distribution modes. And more than ever since the onset of the Covid-19 pandemic, the topic of air quality has become a high priority for Dassault and the Falcon Family.

With HEPA (High-Efficiency Particulate Air) Filters for the Falcon 7X/8X, and Aviation Clean Air (ACA) Ionizers for Falcon 7X/8X, Falcon 2000/2000EX and Falcon 900/900EX aircraft, Dassault offers two new solutions tailored to your needs. They are complementary technologies that can be combined or installed independently.

HEPA filters are a passive solution, filtering airborne particles, including dust, allergens, bacteria and viruses; they are recommended for the SARS-Cov-2 virus (ref. EASA SIB No. 2020-02-R05). HEPA filters are available through our MRO network for Falcon 7X/8X aircraft and their installation requires custom interior work to facilitate access and maintenance of the system.

ACA Ionizers are an active solution, generating ions that neutralize airborne and surface particles, including dust, allergens, bacteria and viruses. They are also recommended for and effective against SARS-Cov-2 (ref. ACA's Laboratory Resting Results).*



PRODUCT AVAILABILITY*

HEPA FILTERS:	ACA IONIZERS:
Falcon 7X/8X: contact Dassault MRO	Falcon 7X/8X: Via FAA STC ST01973WI, EASA approval targeted 2022
Falcon 2000EX/DX/LX/LXS/S: targeted 2022	Falcon 2000/2000EX: Via FAA STC ST01972W, EASA approval targeted 2022
For more information, please refer to FSA-21-25-002	Falcon 900/900EX: Via FAA STC ST01974WI, EASA

* These installations can easily be integrated during an annual inspection (24M, 36M, 48M, C) requiring no additional access.

AFTER SUCCESSFUL START, FALCON ADVANTAGE ENTERS SECOND YEAR

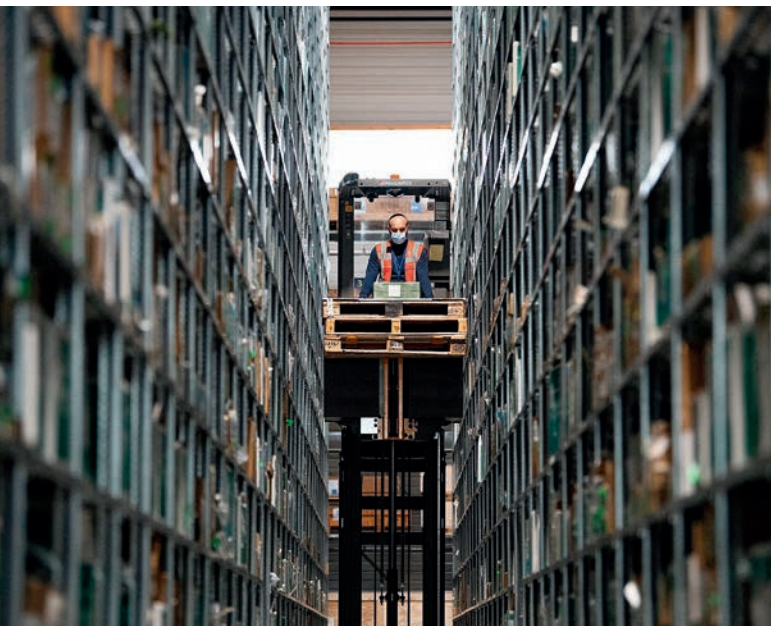
In late 2020, Falcon Spares launched the Falcon Advantage program, creating valuable new benefits for operators. The program has been well received across the board, and today more than 700 aircraft are enrolled in the program.

With a minimal membership fee, operators are entitled to:

- An 8% discount on spares purchased through Falcon Spares
- A 3-year spares warranty,
- Free shipping on core returns
- Limited supplemental bill on exchange parts
- A 3% brake exchange discount
- Free rental for tools on holidays and weekends

In addition, aircraft under the five-year new aircraft warranty and FalconCare aircraft are automatically enrolled without a fee.

We invite customers to renew their membership for 2022 and welcome all new members to join, as well. You can find more information on the Falcon portal. ■



STRENGTHENING FALCON SPARES SUPPORT

We are pleased to announce several additions to our Falcon Spares team.



Margaux Fabre
Falcon Spares Account Representative in Mérignac
+33 5 56 69 56 90
Margaux.Fabre@dassault-aviation.com

Margaux Fabre has joined the Falcon Spares team in Bordeaux-Mérignac as a customer service representative for Dassault Falcon Service Le Bourget and Australian customers. Margaux previously worked as a Communication and Marketing Assistant at an agency in Bordeaux and also as a Commercial Assistant in Paris. She graduated from ISEG Business School with a master's degree in Marketing and Communication. ■



Christopher Trapani
Spares Customer Service Rep in Teterboro
+1 201 541 4547
Christopher.Trapani@dassaultfalconjet.com

Christopher Trapani has joined the team as a Spares Customer Service Rep based in Teterboro. Before coming to Dassault, he worked as an account representative for a real estate and relocation services company, primarily handling military relocation needs. ■



Benoît Gouyou-Beauchamps
Falcon Spares Account Representative in Merignac
+33 5 56 69 51 01
Benoit.Gouyou-Beauchamps@dassault-aviation.com

Benoît Gouyou-Beauchamps has joined the Falcon Spares team in Bordeaux-Mérignac as a customer service representative for TAG Maintenance Service Geneva and Italian customers. Benoît began his career in Aviation at Air France as a VIP Passenger service agent at Washington Dulles Airport, and then served as a Luxury Travel Consultant for Ten Lifestyle Group in Toronto, Canada before joining the Falcon Family. ■



Mike O'Brien
Spares Customer Service Rep in Teterboro
+1 201 541 4809
Michael.O'Brien@dassaultfalconjet.com

Mike O'Brien is another new Spares Customer Service Rep based in Teterboro. He spent the last 20 years at Verizon Wireless, managing Fortune-500 accounts and growing data and wireless needs for the business. ■



INTRODUCING SPARES ONLINE

The new Spares Online went live in October, featuring a refreshed look and new features. And while we are excited to present an improved service to you, we are keenly aware of the effects of the bumpy rollout process.

To that end, we are pleased to report significant progress in addressing applications issues identified in our regular email updates to operators. All of Falcon Customer Service appreciates your patience and understanding, as we have made improvements and hired additional team members to swiftly return to the level of service you deserve and expect from us. Please know that we are fully dedicated to providing a tool you can use with ease and confidence.

Once the new system is operating seamlessly, customers can take advantage of a host of new features, such as the ability to check for New Aircraft Warranty and FalconCare eligibility at the quote level so you know immediately whether the parts will be covered under those programs. Users will also experience easier navigation and increased speed in placing orders.



DASSAULT ENTERS PARTNERSHIP TO STUDY UNBLENDED SAF

Airbus, Dassault Aviation, ONERA, the French Ministry of Transport and Safran have jointly launched the first in-flight study of a single-aisle aircraft running on unblended Sustainable Aviation Fuel (SAF).

During the flight test over the Toulouse region on October 28, a CFM LEAP-1A engine on an Airbus A319neo test aircraft operated on 100% SAF. Ground and flight tests are continuing, with initial results expected in 2022. Airbus, in collaboration with Germany's DLR aerospace research organization, is responsible for characterizing and analyzing the impact of 100% SAF on ground and in-flight emissions.

The unblended SAF is provided by Total Energies. It is made from hydroprocessed esters and fatty acids (HEFA), which primarily consist of used cooking oil as well as other waste fats. HEFA is made of paraffinic hydrocarbons and is free of aromatics and sulfur. Approximately 57 tons of SAF, produced in Normandy, France, will be used for the entire test campaign. The 100% SAF will also be utilized for compatibility and engine operability studies on a Safran Arrano engine mounted on an Airbus H160 helicopter. These studies are expected to begin in 2022. ■

TAG MAINTENANCE SERVICES TO DEBUT SWITZERLAND'S FIRST ELECTRIC GPU

TAG Maintenance Services has selected ITW GSE's new generation GSE 7400 eGPU for its ground power requirements. It's the first electric GPU to be acquired by a European business aviation MRO provider and is capable of supporting the full range of private jets currently in service.

A traditional diesel GPU typically represents more than 40% of the total CO2 footprint generated by aircraft ground support equipment. And introduction of the eGPU will not only reduce ground emissions, supporting TMS's Corporate Social Responsibility policy, but thanks to its battery power and low maintenance costs, it will also make sense economically.

The acquisition was part of Dassault's commitment to reduce its global emissions footprint by gradually deploying electric GPUs and similar technologies across our entire MRO network. ■



FALCON 6X TESTING GOES GREEN

The Falcon 6X test program is well on its way to 2022 certification. Recently, the program entered a new phase when one aircraft was refueled for the first time with sustainable aviation fuel (SAF) at Le Bourget Airport in Paris. The biofuel was provided by TotalEnergies, which now stocks a permanent supply there. SAF, which in this case was made from used cooking oil, reduces CO2 emissions as compared to fossil fuels. The 6X will continue to use SAF during its flight test campaign as part of Dassault's commitment to reducing its carbon footprint.

DFS MÉRIGNAC MARKS FIFTH ANNIVERSARY

Dassault Falcon Service Mérignac, the Falcon factory service center adjacent to Dassault Aviation's final assembly facility near Bordeaux, celebrated its fifth year in operation in October.

DFS Mérignac opened in 2016 to serve large-cabin, long-range Falcon 7X and 8X trijets. The 81,000-square-foot, six-bay facility has been operating at maximum capacity for most of that time and has completed 35 of the 53 Falcon 7X C-checks accomplished by DFS over that period.

Staffed by a crew of 62, the Mérignac center is equipped to handle structural repair, cabin refurbishment and modifications, avionics upgrades, carpentry and paintwork, in addition to heavy maintenance. It is now being expanded to service additional models, including the Falcon 900EX EASy and 2000EX EASy and Dassault's new extra-widebody Falcon 6X, due to enter operation in 2022.

"The Mérignac facility has proved indispensable in multiple ways," said Jean Kayanakis, SVP, Worldwide Falcon Customer Service & Service Center Network. *"It has helped take some of the heavy maintenance load off DFS's busy Paris/Le Bourget facility. Besides, as the service facility most closely linked to our production and engineering teams, it is ideally suited to resolving complex maintenance issues. With the Dassault Aviation customer service organization now relocated from Paris to Mérignac, the service center has also become a resource for supporting maintenance solutions worldwide. Customers also appreciate its location just outside the attractive city of Bordeaux."*



FALCONEYE NOW AVAILABLE FOR RETROFIT AT FACTORY-OWNED SERVICE CENTERS

The FalconEye Combined Vision System lets you see the world like never before.

It is the first Head-Up Display (HUD) to combine synthetic, database-driven terrain mapping and actual thermal and low-light camera images into a single view. The result is an unprecedented level of situational awareness for flight crews. You know exactly where you are in all conditions, including fog, mist or snow, day or night. FalconEye lets you approach every mission with a greater level of confidence.

Born from military technology, FalconEye is equipped with a fourth-generation multi-sensor camera that generates very high definition images. These images are combined with three dedicated worldwide synthetic vision databases that map terrain, obstacles, navigation, and airport and runway data.

FalconEye is certified by EASA and the FAA for an enhanced flight vision system (EFVS) capability with operational credit for poor visibility approaches down to 100 ft., greatly improving access to airports and enhancing aircraft efficiency.

FalconEye retrofit installations can be performed on Falcon 8X, 900LX, 2000S and 2000LXS aircraft; please contact your sales person for more information. ■

DASSAULT FURTHER IMPROVES MRO NETWORK COORDINATION

Dassault has introduced a centralized planning process to further integrate its various MRO operations into our global network. We acted first to centralize sales activities and provide customers a single point of contact. The new process is an extension of that effort, allowing us to manage day-to-day capacity in close collaboration with each MRO's management team.

This organization permits a real-time global view of all the available resources and capacities that our MROs can provide. It balances the workload of each entity in order to prevent resources from becoming too strained during peak periods. It also offers the most appropriate solutions to each customer request, according to the type of project, geographic proximity or the date of aircraft entry.

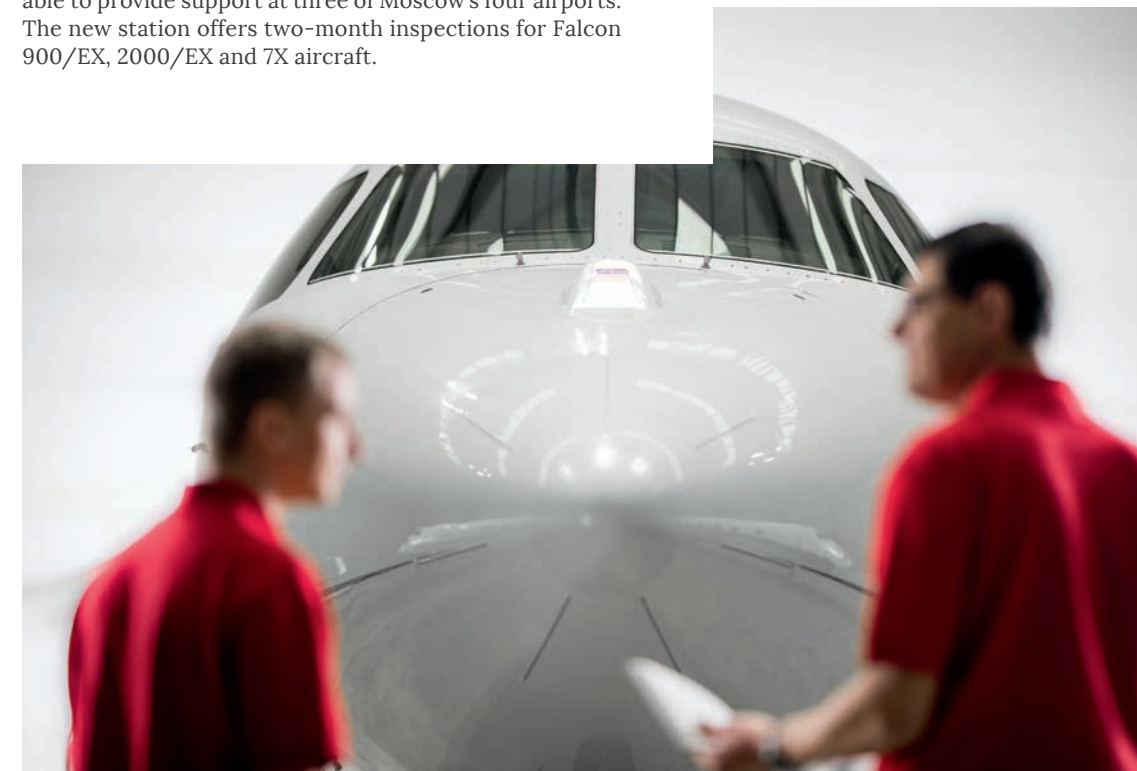
This centralized planning process is integrated into the new sales organization, serving as a single point of contact – entirely dedicated to the customer – that groups all the offers of the entire network. The integration of these teams allows overall optimization with regard to time and cost. ■

TAG MAINTENANCE SERVICES EXPANDS SUPPORT OFFERINGS ACROSS EUROPE

TAG Maintenance Services (TMS) recently opened line stations in Basel and Moscow, increasing its capabilities in support of a growing Falcon fleet and other business aircraft brands it has long served.

The new facility at the Basel, Switzerland airport is approved for Falcon 900EX, 2000/EX and 7X models for inspections up to and including the 12-month/800-flight-hour check. It is also approved for two-month inspections on Falcon 50 and 900 aircraft.

Meanwhile, the new line station at Ostafyevo Airport in Moscow complements satellite service centers at Vnukovo and Sheremetyevo airports run by Dassault Falcon Service. With the addition of Ostafyevo, Dassault Aviation is now able to provide support at three of Moscow's four airports. The new station offers two-month inspections for Falcon 900/EX, 2000/EX and 7X aircraft.





HESITANT DFS CUSTOMER ULTIMATELY PRAISES DASSAULT TEAM

When ACM Charter brought their Falcon 2000LX to DFS Le Bourget, they did so with some apprehension. For years they had used a service center that is no longer in Dassault's authorized network. They had a good relationship at the previous shop and now they had a big inspection coming up – a 2C check.

The inspection revealed issues related to the fuel system, requiring repairs. No one likes unanticipated repairs. But there was good news. The advantage of being in the manufacturer's network is to benefit from all the synergies. With the help and expertise of all Dassault resources (Biarritz, Mérignac, as well as TMS assistance), the extra work was accomplished in less time than anticipated. Customer communication was excellent and almost entirely through the DFS customer portal. ACM reported that the aircraft flew better than it had prior to the inspection, due in part to some fine tuning of the trim system.

In the end, DFS received a very nice note from ACM Maintenance Director Gerd Naumann: "It was and is a pleasure working together with you and your network team. Everyone did their best to achieve such a perfect result." ACM now wants other operators to know about their positive experience with DFS. ■



EXECUJET MRO SERVICES MAKES ITS MOVE IN DUBAI

ExecuJet MRO Services Middle East has relocated its line maintenance operation at Dubai's Al Maktoum International Airport (DWC), which is part of a new residential, commercial and logistics center known as Dubai South. ExecuJet established its first line maintenance facility at DWC in 2013 to enable continued support of existing customers. In recent years, more business jet activity has shifted to DWC, partly driven by airport authority and FBO incentives such as reduced airport landing and parking fees. The new location is adjacent to the corporate ramp and VIP private FBOs, making it well positioned to provide instant support on a 24/7 basis. ExecuJet had provided line maintenance at Dubai International Airport (DXB), where its heavy maintenance base remains for now. Construction is progressing well on a new heavy maintenance base at DWC scheduled to open in Q2 2022 and, at that point, ExecuJet's presence in Dubai will be fully consolidated at the new airport. ■



EXECUJET MRO 30TH ANNIVERSARY

ExecuJet MRO Services recently celebrated its 30th anniversary, marking a major milestone for the aircraft maintenance, repair and overhaul (MRO) firm, a pioneer of emerging markets and a company that is continuing to expand.

Since its inception, ExecuJet, started and still headquartered in Johannesburg, South Africa, has seen continuous growth. In establishing maintenance businesses around the world, it has become one of the most well-known and respected brands in business aviation.

In addition to South Africa, the company has maintenance bases in Australia, Belgium, Malaysia and the United Arab Emirates. It also has a franchisee in China that operates under the ExecuJet MRO Services brand.

Dassault acquired ExecuJet in 2019 and has invested heavily in its expansion. In turn, ExecuJet has allowed Dassault to offer factory service in new areas, including the Asia/Pacific and Middle East regions.

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@dassaultfalconjet.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@dassaultfalconjet.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

Marc Aubin, Director +33 6 17 44 70 23
 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)
 Cédric Genevaise France: +33 6 22 93 66 83
 India: +91 92 89 06 20 01

MIDDLE EAST (CAIRO)
 Bernard Delouye France: +33 6 75 69 60 25
 Egypt: +20 10 99 99 37 65

BELGIUM (ANTWERP)
 Stefaan Valkenborgh +32 497 084 162

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

SWITZERLAND (BASEL)
 Bertrand Casier +33 6 72 83 46 99

ENGLAND (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
 Marc Douton +33 6 26 09 20 19
 Julien Fabre +33 6 08 10 31 62
 Daniel Garcia +33 6 26 09 21 67
 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

Delaware
 Jay Sigmann +1 201 264 1781

Florida
 Randy Boyles +1 201 956 7939

Georgia
 Jason Doerflein +1 201 468 2667

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

New York
 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

Washington
 Brian Ray +1 201 370 9375

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See us for a FalconEye Combined
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Upgrade the situational awareness of your Falcon 2000LXS or 900LX with a FalconEye Combined Vision System. It's available from the worldwide Dassault service center network which now includes ExecutJet and TAG MRO facilities.

Dassault MRO Network

WWW.DASSAULTFALCON.COM | FRANCE: +33 1 49 34 20 86 | USA: +1 201 440 6700

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