

Falcon Update

Volume 107 - Summer 2022

News from Falcon Customer Service

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IN BORDEAUX**

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LEADER ON
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**DASSAULT
AVIATION**

WHY NO OTHER BUSINESS JET FLIES LIKE A FALCON

No other business jet shares so much with modern fighter aircraft, including their incredibly precise and intuitive flight controls. Competitors buy off-the-shelf fly-by-wire systems. We design our own flight controls for

optimal integration with each new aircraft—fighters and business jets. The result: more precise handling, greater pilot confidence, smoother flights, enhanced reliability and safety with full envelope protection.

THE FIRST FLY-BY-WIRE IN BUSINESS AVIATION IS STILL THE MOST ADVANCED

Our first fully digital flight control system was for the Mirage fighter in the 1970s, later refined for the Rafale fighter, and then introduced on the first fly-by-wire business jet, the Falcon 7X, which made its maiden flight in 2005. That system has proven itself—delighting pilots and passengers—for more than 15 years.

In our advanced Falcon 6X, the Digital Flight Control System (DFCS) has expanded capabilities, managing all flight control surfaces, including spoilers, slats and flaps, a new high-lift flaperon control, even nosewheel steering. The next iteration of DFCS, in the Falcon 10X, will be even more advanced, with new levels of automation and new safety protections.

A DESIGN PHILOSOPHY BORN OF FIGHTER JET EXPERIENCE

Dassault DFCS is fundamentally different than competitor fly-by-wire systems, which essentially replicate conventional flight controls.

Pilots of those systems are forced to make constant flight path adjustments and manual trim changes to achieve a desired aircraft trajectory.

DFCS in Dassault fighters and business jets is a “closed loop” system, meaning that the system itself is making subtle adjustments of multiple control surfaces continuously to maintain a stable path along the trajectory the pilot selects. Trim is automatic, as is flight path stability, in any configuration.

A SMART SYSTEM THAT EASES PILOT WORKLOAD

You can see how this would be valuable in a single seat fighter, with a pilot multi-

tasking in a fast-paced combat situation. The benefit is similar in a business jet, where pilots are freed to focus on the big picture. With DFCS, the pilot sets trajectory and can release the “smart sidestick.” Hand flying is easier, adjustments to flight path fewer and more precise.

In the back of the aircraft, passengers benefit from a smoother ride on autopilot or during hand flying, because DFCS corrections are quicker, smoother and smaller. It also smooths the bumps in rough air and pilots are less inclined to disconnect the autopilot in turbulent conditions. Full envelope protection is ensured. Safeguards

are layered and significantly exceed certification requirements as well as those of our competitors.

YOU CAN FEEL THE DIFFERENCE

Falcon DFCS represents the highest level of flight control, safety and comfort in the industry. But there is only one way to appreciate its advantages over competitors. And that is to fly with it. Then you will truly understand.

FALCONS FLY BETTER AND SMARTER. ASK A FALCON PILOT.



Falcon Update

News from Falcon Customer Service

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

Dassault Falcon Jet
Teterboro Airport
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: One of the first Falcon 8X aircraft with EASy IV installed, at Charles de Gaulle Airport in Paris.

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

As I sit down to write this column, I have just returned from our Operator Advisory Board meeting at our new building in Mérignac. Just as this beautiful space has brought our teams closer together, it was wonderful to be face to face with the OAB once again, for the first time in three years. The meeting capped off a busy spring that began with the first Paris M&O in three years.

Such gatherings were always eagerly anticipated – by Dassault team members and operators alike. But the pandemic has made us value the opportunity to get together more than ever. And while Covid-19 persists, the return of these flagship Falcon events went a long way to restoring a sense of normalcy in our business.

It seems that many Falcon customers have likewise returned to normal operations, as flight activity has been steadily increasing around the world. As you will see in this issue of *Falcon Update*, we have a lot of exciting news to share from throughout the company on how we are providing support for you now and into the future.

In our News & Notes section, you will find the latest updates on the Falcon 6X and 10X; the 6X has commenced a world tour as it progresses toward certification. We are also introducing a novel 3D illustrated parts catalogue available in FIELD 6 upon the aircraft's entry into service.

In our Front Line and Spares sections, you will see notable hires and personnel updates. One such move was the promotion of Pauline Annen, who has been for several years a valued resource for pilots in the Western Hemisphere. She always earns high marks for her presentations at our M&Os.

You will discover the latest news from across our MRO network and learn more about our sustainability efforts – including meeting Thierry Lamant, a 27-year Dassault veteran who has just taken on a new role to lead us in this critical area.

Meanwhile, we continue the ongoing work of remedying our Spares issues, as well as navigating supply chain challenges. Conditions have improved but are not quite yet back to normal.

In general, though, I am feeling optimistic. And, as we and you are traveling more, we will support you wherever and whenever you need us. I look forward to our paths crossing again soon and I wish you a safe and enjoyable rest of your summer.

Jean Kayanakis
SVP, Worldwide Customer Service and Service Center Network

Jean.Kayanakis@dassault-aviation.com

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Falcon M&O Seminars 2022

FALCON M&O SEMINARS PROVIDE LONG-AWAITED REUNIONS

For the first time since 2019, the worldwide Falcon Customer Service team hosted a full slate of Maintenance & Operations seminars. The tour took us to seven cities in four countries on three continents during an eight-week sprint in April and May.

Dassault presenters delivered updates in all areas, including our response to difficulties with Spares, and then led smaller technical breakout sessions for pilots and technicians.

The mood at each venue was very positive and substantiated by customer feedback on post-event surveys. The M&Os served as reunions not just for customers to reengage with Dassault team members, but with their fellow operators, as well as with vendors and key partners.



A UNIQUE TRIP THROUGH STAR WARS CANYON

In January, Dassault pilots flew a mission to demonstrate the unique capabilities of the Falcon 8X in Star Wars Canyon — a famed proving ground in California for low-level, tactical fighters. This was not your everyday business jet mission—but this is not your everyday business jet.

The 8X's digital flight controls provide the precision and confidence-inspiring handling to make the twists and turns required to fly through the canyon. In the real world of day-to-day flying, these capabilities become important in low level circle-to-land approaches, for example, or when maneuvering around terrain on tricky VFR approaches such as the short turn to final at La Mole-St. Tropez. And none of it comes at the expense of onboard passenger comfort.



Scan the QR code to watch the video



FALCON 6X CRUISING TOWARD THE FINISH LINE



Following its public debut at Geneva's EBACE trade show in May, the first production Falcon 6X (Serial number 004) launched on a 40-stop, 150-hour, round-the-world proving campaign. The tour, with a cabin full of engineers, is intended to ensure the reliability of the aircraft and onboard systems in real-world operating conditions prior to initial customer deliveries. Entry Into Service (EIS) is expected mid-2023.

Development aircraft have flown more than 900 hours in a flight-test campaign, completely opening the flight envelope (including high-speed testing to Mach 0.97) and performing many other certification tests. The aircraft has endured ground temperatures

as low as -34.6°F (-37°C) near the Arctic Circle in Canada. It has performed high-elevation operations from Colorado's Telluride Airport at 9,040 feet. It will soon conduct flooded runway tests at a special facility in Cranfield, UK.

Dassault flight crews are now flying with EASA and FAA counterparts on the next stage of certification flights. One of the final requirements for entry into service is an approved simulator and training syllabus. Training provider CAE announced at EBACE that it is about to deploy a Falcon 6X simulator at its Burgess Hill location in the UK. It will be ready to train first flight crews for the aircraft prior to EIS.



FALCON 6X PUT TO THE TEST ON WORLD TOUR

The one-month proving tour concludes in late July. The program includes a number of long- and short-haul legs across Europe and between North and South America, Asia, the Middle East and Africa. Flights of 10-12 hours will alternate with multiple quick, short hops. The aircraft will perform long night flights and at least one high-speed, long-haul run at Mach 0.88. To thoroughly check out the environmental system, the aircraft will heat soak at Middle Eastern airports and fly circuits over the desert at 10,000 ft to confirm maximum cooling capacity.

Meanwhile, the fifth and sixth aircraft are currently being fitted out at Dassault Aviation's Little Rock, Arkansas completion facility. The 6X has flown on many occasions with a sustainable aviation fuel (SAF) blend, including during a one-week operational period while based at Dassault Falcon Service at Le Bourget. DFS offers SAF through a collaboration with TotalEnergies.

The 6X will be certified with the latest-generation EASy IV flight deck, adding sharper displays and new capabilities, including ADS-B In, SiriusXM weather products, new RNP approach ability, expanded datalink capabilities and a runway overrun safety alert. It also includes a 3D weather radar and an autothrottle upgrade. All these new features are intended to streamline operations, improve safety and enhance situational awareness. ■

"The program includes a number of long-and-short-haul legs across Europe and between North and South America, Asia, the Middle East and Africa."



FALCON 10X GETS REAL

Dassault Aviation is making rapid progress in moving the Falcon 10X from the digital drawing board to production.

Detailed design of the 7,500 nm aircraft is nearly complete. Parts production is gearing up at several Dassault locations. A first wing will be installed in a static test rig this summer. Suppliers are contributing first sets of systems / equipment, including engine, electrical power distribution, braking, landing gear, fuel, environmental control systems and avionics. Final assembly will begin in 2023 with entry into service expected in late 2025.

Structures and subsystems are being tested on the ground to ensure they are mature when the 10X takes



to the sky. Test “benches” at partners’ facilities, at the flight test center in Istres, at the production site in Bordeaux-Mérignac and at Dassault Aviation headquarters in Saint-Cloud are evaluating the fuel system, environmental controls, avionics and flight controls.

To evaluate heating and cooling airflow more precisely, the development team organization built a full-scale cabin mockup with representative furniture shapes. With the 10X, the company is offering precise temperature control by cabin section. Pilots are able to use three test benches (in Istres and Saint-Cloud) to evaluate flight deck layout and the new NeXus touch-screen system, plus flight controls, along with all the systems of the aircraft. The 10X's innovative Smart Throttle is being evaluated for various operations, including noise abatement profiles, one-engine inoperative scenarios and upset recovery mode.

The first ultra-efficient Pearl 10X engine, with more than 18,000 pounds of thrust, was recently run on a test stand at Rolls-Royce's Dahlewitz, Germany facility, surpassing its target thrust level on the first run. Already, Rolls-Royce has accomplished 1,000 hours of testing on the engine, including runs on 100 percent sustainable aviation fuel. The Pearl 10X and the Falcon 10X will be certified for 100 percent SAF. ■

DASSAULT DEBUTS NEW FALCON PRIVACY SUITES FOR THE 6X, 8X AND 10X

The patented Falcon Privacy Suite concept is the result of a two-year-long collaboration between industrial designers at Dassault's in-house Falcon Design Studio and the Dassault Aviation Engineering Department. It meets demanding requirements for aircraft seat design, safety, comfort and intuitive use.

“The Falcon Privacy Suite is a brand new high-end option that will be available only on Falcon business jets,” said Dassault Aviation Executive Vice President, Civil Aircraft Carlos Brana. “It responds to customer demand for a personal space to work, relax and get a proper rest during long-duration trips.”

The suite is separated from the cabin aisle by an adjustable mid-height partition. The seat itself is 22 inches wide on the Falcon 8X and 24 inches wide on the 6X. It is electrically operated and reclines to a full flat position to create a comfortable 80 inch (2.03 m) long bed. ■





INNOVATIVE CABIN SYSTEM (ICS) BRINGS EASE AND CONTROL

What would you call an innovative system that combines cabin management and in-flight entertainment into the only app-based system on the market? How about the Innovative Cabin System (ICS)?

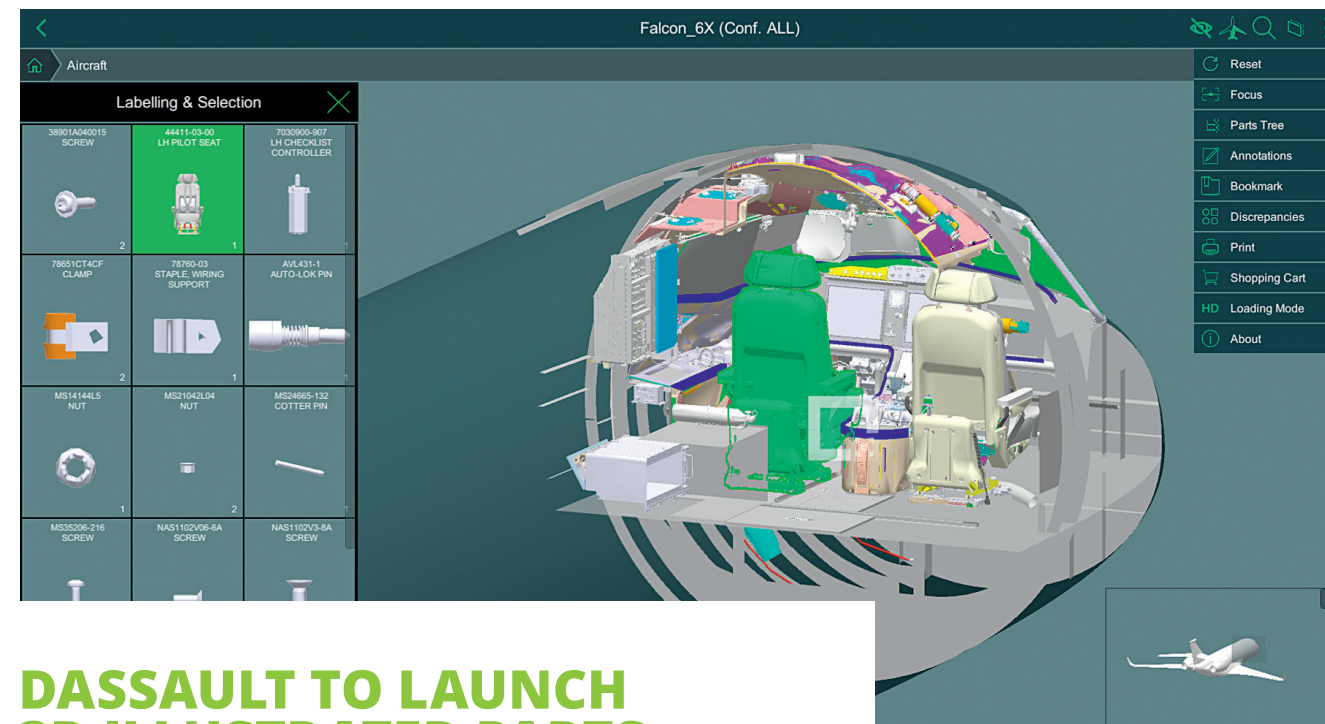
Jointly developed by Dassault Aviation and Collins Aerospace, ICS is easy-to-use and works on all cabin touchscreens, as well as personal electronic devices. ICS replaces FCHD+ on new 2000LXS, 6X, 8X and 10X aircraft.

For those who are adept at managing their homes with a few taps on a smartphone, ICS will be familiar.

It lets passengers and flight attendants manage lighting, temperature, shades, moving maps, audio, movies and more.

Passengers will appreciate the ability to customize settings for their location within the cabin and stream personal music by Bluetooth to cabin speakers. ICS is the next step in syncing with Bluetooth headphones or earbuds, selecting moving map options, external cameras and streaming media.

It's an easier way to manage the cabin for elevated satisfaction. ■



DASSAULT TO LAUNCH 3D ILLUSTRATED PARTS CATALOGUE FOR FALCON 6X

Dassault is pleased to introduce a 3D addition to Falcon 6X Maintenance documentation for easier and more accurate ordering.

Thanks to the digital end-to-end continuity project (from design data to customer

support and Spares), the new 3D Illustrated Parts Catalogue (IPC) will be available in FIELD 6 upon the Falcon 6X entry into service in 2023. The 3D IPC will offer you the latest documentation technology, featuring navigation through a digital mock-up. New functionalities such as labeling, selection

and shopping cart have been developed. With this new documentation tool it will be easier to identify, provision and issue replaceable aircraft parts and units. It's innovation at your service. ■

DASSAULT ANNOUNCES HUD UPGRADES, DUAL HUDS, FOR IMPROVED OPERATIONAL EFFICIENCY

HUD technology is progressing rapidly at Dassault, with various upgrades, improved symbology, and Dual HUD installations, plus more to come.

Today, FalconEye-(single HUD) equipped aircraft can fly approaches to 100 feet "operational credit." With the latest upgrades, Dassault keeps the all-weather EFVS-to-land capability (in Dual HUD

configuration) as a target, once new EASA regulations will be available.

Here's the latest: Dassault has certified a major upgrade to HUD symbology, the Mk 1.2 standard, with the possibility to install the Dual HUD option. Now, both pilots can share the same view keeping eyes outside, enhancing crew coordination. Either pilot can act as "pilot flying" while

the other monitors on the second HUD. The Dual HUD option, already selected by 12 customers on the Falcon 8X, is available on aftermarket but also on new 8X and 6X aircraft.

Later upgrades will add capabilities, such as flare guidance, making EFVS-to-land a possibility. EASA also takes into account HUD and EVS technology improvement

through the past 20 years by implementing new regulations that allow EFVS operations to 200 feet with a 30 percent RVR credit, contributing to extended EFVS operations without any flight department specific EASA approval.





DASSAULT AVIATION UNVEILS EASy IV, A COMPREHENSIVE FLIGHT DECK UPGRADE FOR THE FALCON 7X AND 8X

The EASy Flight Deck is about to turn 20—the first version of the system entered service on the Falcon 900EX in 2002. Electric flight information systems before EASy were closer to digital versions of steam gauges. Integration with the FMS system was limited. Graphical information was rudimentary at best.

While EASy was an acronym for Enhanced Avionics System, it was more aptly

described as an intuitive avionics system, allowing pilots to take in the flight situation at a glance. It was a big step forward for safety and situational awareness.

Now EASy is moving out of its teenage years. In fact, it is entering its fourth generation, with vastly more memory and processing power leading to more streamlined procedures, new capabilities and even better situational awareness—in the air

and on the ground. In the end, the ultimate benefit is improved safety. More processing power also means brighter, better terrain resolution and more vivid displays.

EASy IV is the new standard for the Falcon 6X and, by year end, for new Falcon 8X aircraft. It is also available to upgrade earlier 7X and 8X aircraft, improving operational capability and enhancing value retention. Here are its key new features.

"All of the features ... enhance safety by streamlining procedures, adding new capabilities and providing more useful information."

ENHANCED SITUATIONAL AWARENESS

An advanced interactive navigation map (INAV) better depicts airspace restrictions, while an interactive vertical situation display gives pilots a better sense of where they are heading in three dimensions. Pilots can layer a great deal of navigation, weather and traffic information; they can also declutter easily.

The new TCAS system includes ADS-B In and Out (versus just "Out" previously), so pilots will see traffic in the air and also on the ground, including their detailed flight information, when desired. It will be easier to visually acquire traffic identified by ATC and follow it as directed. That is true in the airport vicinity and also on the surface of busy airports. On the ground, 2D/3D airport moving maps (AMM) give a sharp display of runways, taxiways, ramps and more, making ground navigation easier, particularly in low visibility. They will reduce the risk of runway incursion.

Operators can upgrade to SiriusXM® weather information and all the graphical and text weather data it provides. XM weather aids in long-range weather planning strategies and monitoring conditions at destination, among many useful features. Its weather products cover all of the U.S., Canada and the Caribbean.

STREAMLINED AIRCRAFT OPERATIONS

The latest version of Honeywell's NextGen FMS adds new capabilities, including RNP AR approaches for improved access to runways affected by terrain or high-density traffic. New graphical CPDLC capabilities provide seamless data communication by phase of flight, reducing crew workload. The system has broader compliance with various datalink standards.

Jeppesen charts have new features. A night mode keeps an even light level on

the flight deck during night approaches. Charts have a new Panoramic mode and an aircraft symbol is georeferenced on approach charts adding another valuable situational awareness cue.

With EASy IV, the Falcon 7X offers Falcon 8X standard features: the enhanced auto-throttle option is a significant workload reducer in the event of an in-flight shutdown. In the event pilots secure one engine, automation for the other two remains.

IMPROVED OPERATIONAL SAFETY

All of the features above enhance safety, by streamlining procedures, adding new capabilities and providing more useful information. In addition, EASy IV has specific landing safety features that supplement the "Mark I" eyeball in judging landing margins—on non-precision approaches, for example.

An improved takeoff and landing data (TOLD) function allows additional inputs for precise calculation of realistic landing distances. It meets new mandates on runway performance calculations from EASA and the FAA and complies with the latest regulations for landing distance at time of arrival (LTDA).

The new runway overrun and alerting system (ROAAS) analyzes aircraft trajectory and TOLD performance to determine if the aircraft can come to a full stop within the remaining runway length. Early PFD alerts lead to improved pilot perception of runway end margin and safer approaches or go arounds. It's not subtle: first an amber "SHORT RUNWAY" caution; then "RUNWAY TOO SHORT" in red letters, both with aural alerts. The risk of overruns is greatly reduced at challenging airports and even on longer runways when weather conditions may reduce margins.



Scan the top QR code to review the EASy IV brochure and the bottom one to watch the video



A number of these features have been long awaited (ADS-B In, as an example) and it has taken a comprehensive system upgrade to incorporate them. Once the move is made to EASy IV, there won't be much left on a flight crew's wish list—at least for the time being.

"We are very pleased to release this significant upgrade to our customers," said Jean Kayanakis, SVP Worldwide Customer Service & Service Center Network. "It enables them to bring their operations to the latest standards and enhance their aircraft value." ■

In addition to the video (link above), visit the Falcon Portal for more details. <https://login.dassaultfalcon.com/auth.jsp?path=customer%2F>

For quotes, please contact our MRO network. Any additional questions can be sent to EASyIV@dassault-aviation.com.

EXTENDING A TRADITION OF SWISS CRAFTSMANSHIP TO BUSINESS JET INTERIORS

TAG Maintenance Services, known for its extensive heavy maintenance capabilities. And it has recently made a significant investment in its upholstery and cabinetry workshops and set up a new customer showroom. The company is constantly upgrading its capabilities for installing new materials, accessories and the latest in-cabin entertainment and communications systems.

New cabin interior shops are now co-located in one of the company's three air-side base maintenance hangars at Geneva airport for increased efficiency and interactions with maintenance staff.

The move to consolidate new and "purpose built" facilities was the next logical step given the already long established cabin refurbishment capability at TMS. The combined shop surface exceeds 1,000 sqm and this in-house competency - unique within Dassault MRO EMEA facilities - is a key attribute of TMS' "One-Stop Shop" strategy. The investment initiative has allowed the company to replace aging

equipment and thoroughly modernize its interiors capability.

The company has the capacity to work on any cabin project at its Geneva facilities, ranging from installation of new carpet and new upholstery to a completely reimagined interior with new veneers. It can conduct interior upgrades concurrently with major inspections.

"We work with customers to keep their aircraft modern in appearance and up to date with the latest capabilities," said TMS CEO Franck Madignier. "These interior upgrades create delightful environments for their owners and also maintain the resale value of the aircraft."

In addition to the workshops' dedicated staff, TMS has a team of seven expert installers, plus in-house designers to help customers select their preferred options among hundreds of possible materials. The end result is a completely personalized interior with an almost obsessive attention to detail. ■



DASSAULT-OWNED FBOs IN PARIS AND GENEVA EARN TOP 10 STATUS

Dassault Aviation's FBOs in Geneva and Paris are in Europe's top 10 as ranked in a new survey by *Business Air News*. The TAG Maintenance Services FBO in Geneva was ranked number three, while Dassault Falcon Service at Le Bourget was number six.

The two FBOs have benefitted from recent renovations and new capabilities. But, above all, customers have recognized them for their outstanding customer service. The facilities are led by veteran managers (Frédéric Daniels in Geneva and Andréa Pernoud at Le Bourget) who emphasize attention to detail and going the extra mile for customers. Additionally, DABS just recently opened a new, very convenient terminal on the south side of the airport.

In addition to its elegant VIP lounges and quiet, relaxing crew lounge, the TMS Geneva FBO serves as a convenient handling point for customers using TMS' extensive MRO facilities. The FBO is also a highly regarded stopover for transient traffic with full customs services.

The facility made a notable step in recent months with the introduction of Geneva's

first electric ground power unit (eGPU). The unit is both quiet and emissions free and its successful introduction will lead to wider adoption of these clean power units. GPUs account for about 40 percent of greenhouse gas emissions from airport ground equipment.

The Dassault Falcon Service FBO is an integral part of one of Dassault's major factory service locations. It is also adjacent to the company's Falcon interior design center and close to one of FlightSafety International's major Falcon training centers.

Dassault Falcon Service at Le Bourget has made news recently by offering sustainable aviation fuel through a collaboration with TotalEnergies. The FBO handles a mix of Falcon and non-Falcon traffic. About half of movements are non-Falcon. The thoroughly renovated facility reflects modern Parisian elegance in both executive and pilot lounge areas.

The FBO has earned IS-BAH Stage 2 certification for its focus on safe ground handling operations on this busy airport. ■





RECENT DFS PROJECTS SHOWCASE TIP-TO-TAIL CAPABILITIES

Dassault Aviation's MRO services constitute a one-stop-shop for any upgrade, repair or inspection a Falcon may need. This is certainly the case at Dassault Falcon Service and its main locations at Le Bourget in Paris and adjacent to the factory in Bordeaux-Mérignac.

A few recent projects illustrate this comprehensive capability. A Falcon50EX is getting a totally modernized flight deck, upgrading from ProLine 4 to ProLine 21. Additions include FANS for global datalink communications, ADS-B and a digital standby flight display. Upgrades like these maintain an older aircraft's ability to operate reliably in today's ATC system and maintain a high resale value.

Meanwhile, an 8X that suffered a towing mishap is having skin panels on the forward

fuselage replaced. Such repairs benefit from easy coordination with Dassault structural engineers and in-house sheet metal expertise.

Lastly, a Falcon 7X is undergoing a nose to tail refurbishment with support from the Falcon interior design team, incorporating the best of modern Falcon styling.

As customers consider their schedule for an upcoming C-check or other inspection, they should keep in mind the array of upgrades and refurbishment services that could be performed simultaneously, reducing downtime. These range from HEPA filter installations to EASy IV upgrades to new in-flight entertainment and communications systems. ■

DAS COMPLETES FIRST FALCONEYE RETROFITS

Dassault Aircraft Services (DAS) recently completed two successful Falcon Eye installations. The first was performed on a Falcon 2000S with Falcon Eye electrical and mechanical provisions. The second was completed on a Falcon 2000LXS (NG I/O) without mechanical provisions. This marked the first time a service center completed a Falcon Eye installation on a non-provisioned aircraft.

The retrofit was a substantial project, which revealed, once again, the capability of the OEM engineering team and the unique state-of-the-art execution by the DAS team.

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



AFTERMARKET SOLUTIONS GROUP BRINGS LATEST CAPABILITIES TO EVERY FALCON

Thinking about an upgrade to your flight deck or cabin? The Falcon Aftermarket group has 134 of them, with more in the works.

In developing new upgrades, the group takes inputs from customers, service centers, the OAB and industry partners. These are ultimately published under the Dassault Service Bulletin format with the goal of modernizing and enhancing the value of in-service Falcon aircraft. The team's output is far reaching, from flight-critical FMS and radar upgrades to cabin entertainment and connectivity solutions to air purification systems. Sometimes it is as simple as LED flashlights.

The Aftermarket group leverages the global Dassault MRO network's certifications to bring those solutions to market and then ensures that they are supported through all layers of the Falcon Customer Service organization – field reps, CSMS, Spares and more. For each published Aftermarket solution, the group seeks certification from agencies including the FAA, EASA, TCCA and ANAC.

Having supported more than 1,200 Falcon customers, some of the solutions have made a profound impact on the Falcon fleet. Two prime examples are the Elite II program now adopted by more than 90% of the Falcon 900C/EX fleet and the Proline 21 program,

approaching 50% adoption on the Falcon 2000/Falcon 50EX fleet.

More recently, the Aftermarket department pioneered the certification of iPad solutions for both the cockpit and the cabin.

Aftermarket certifications bring never-before-seen solutions on Falcons. For example, the Aftermarket group is currently finishing the certification of a new Garmin stand-by system on the Falcon 7X that will not only provide synthetic vision for the first time on the stand-by instrument, but also a second display with navigation information and real-time connectivity to a tablet via Wi-Fi and Bluetooth for extra applications.

Since the creation of the department, more than 3,800 aftermarket solutions have been sold; midway through 2022, already 215 solutions have been provided.

The department is constantly engaged with the Dassault-owned service center network, bringing its expertise to aid the development of proprietary solutions uniquely available at those sites.

To schedule an installation, please contact your preferred Falcon service center. You can also get in touch with the Aftermarket team for more information at aftermarket@dassaultfalconjet.com. ■



FALCON OPERATOR ADVISORY BOARD REUNITES IN BORDEAUX



For the first time in three years – nearly to the day – the Falcon Operator Advisory Board (OAB) gathered in late June for a face-to-face meeting. Twelve board members from around the world attended the session in Bordeaux-Mérignac, joined by numerous Dassault leaders and department heads from both France and the United States.

The first item on the schedule was a guided factory tour. In addition to seeing the production lines for Falcon aircraft (including the new Falcon 6X) and for the Rafale fighter jet, board members were invited to explore intricately designed sound-testing rooms and received tutorials on topics such as wind tunnel testing.

The two-day meeting opened the following morning at Dassault's new Customer Service building in a sun-splashed boardroom. The

board introduced guided discussion topics and recommendations that had been submitted prior to the meeting. Recommendations that were formally validated are to be followed up on by Dassault, while other topics requiring further consideration are frequently assigned to OAB working groups.

A significant portion of the two-day meeting was dedicated to three workshops – on sustainability and SAF, the Dassault MRO network and on market demand for future aircraft – in which the group split up into smaller factions. The 90-minute breakouts led to valuable exchanges that are sure to influence future decision making. The meeting was run by OAB Chairman Marcus Brunner and Vice Chairman BC Campbell. Brunner is a Managing Director of Aviation for a German conglomerate and Campbell is an Aviation Director for a large Canadian bank.

The Board also welcomed several board members who attended their first OAB meeting: Eric Bataille, a Chief Pilot in the United Arab Emirates; Ernesto Castillo, a Chief of Maintenance for a Mexican operator; Craig Fitzsimmons, a VP of Aviation in the U.S.; Lamine Mbaye, a Technical Director in Europe; and Clovis Sandoval, an Aviation Manager in Brazil.

The atmosphere of the meeting was extremely warm, blending professionalism with an unmistakable collegiality. There was a mutual respect among the participants and a shared sense of gratitude to finally be in the same room again. And after the two full days of meetings had concluded, multiple long-time board members said that this was the best OAB meeting they had attended. ■

NEW IN CUSTOMER SERVICE AND PILOT OPS



Damien Farret
VP, Worldwide Falcon Customer Service
+33 6 80 05 60 72
Damien.Farret@dassault-aviation.com

Damien Farret has been appointed VP, Worldwide Falcon Customer Service, reporting to Jean Kayanakis. He takes charge of an expanding organization managing worldwide spares, technical support, and other customer relations activities. Damien is also intently focused on the successful entry into service of the new Falcon 6X. He steps into the shoes of Pierre Thielin, who has retired. Pierre in recent years helped lead the organization to top ratings in independent customer surveys. Damien graduated from France's Supelec Engineering School in 1999 and has a PhD. in Electrical Engineering. He joined Dassault in 2002 after a stint with missile manufacturer MBDA. He started off as an advanced design engineer in flight control systems before moving over to Falcon Customer Service, where he served five years as manager of customer support for the Falcon 7X. In 2014, Damien joined the engineering support team at Dassault Falcon Jet in Teterboro and two years later was named head of customer relations for Europe, Africa, the Middle East and Asia, a position he held for six years. ■



Pauline Annen
Director, Pilot Operational Support
+1 201 393 8103
Pauline.Annen@dassaultfalconjet.com

This spring, Pauline Annen was promoted to Director, Pilot Operational Support, leading the team responsible for ensuring a seamless customer experience for Falcon pilots based in the Americas. Pauline had served as a manager in the group since July 2019.

Born in France and raised in the United States, Pauline graduated from Embry-Riddle Aeronautical University in Prescott, Arizona, and began her career in 2008 as a professional pilot on a King-Air C906T and Cessna Conquest II. She went back to school shortly after, earning a Master of Science in Aerospace Engineering with a specialty in smart structures from the University of Maryland. Pauline then worked for two years at Boeing before joining Dassault Falcon Jet in Wilmington in 2014 as a Structural Project Manager and Liaison. She moved to New Jersey in 2016 to become a Pilot Operational Support Representative. During her tenure as a representative, Pauline completed pilot-in-command type ratings on both the Falcon 2000EX EASy series and Falcon 7X/8X. ■

A couple of familiar faces to Falcon customers have been promoted to new roles. Meet our new leader of global customer service and discover a pair of updates for our pilot ops support team.



Guillaume Deleuze
GPO Falcon Pilot
+33 6 08 78 87 46
Guillaume.Deleuze@gpofalcon.fr

After a distinguished career flying a range of Falcons, Guillaume Deleuze has joined Dassault's Falcon Operational Support group, an elite Customer Service unit of nine highly experienced pilots who help Falcon operators all over the world.

Passionate about aviation as a boy, Guillaume had the rare opportunity to visit the Dassault chalet at the 1979 Paris Air Show, witnessing an inspiring performance by the Mirage 4000 and meeting founder Marcel Dassault. Few Dassault employees today can make that claim.

Across 17 years in the French Navy, he flew patrol and other missions on Falcon 10, 50 and 200 maritime aircraft. Afterward, he flew the Falcon 50EX and 2000S/LXS for 11 years for Michelin, including as head of training for two years and chief pilot for his last five. Now at Dassault, he has his type rating in the Falcon 7X and 8X and is ready to share his deep knowledge and long-held enthusiasm for Falcons with his fellow operators. ■



NEW CSMs IN EUROPE



Daniel Garcia
Manager Customer Service group

+33 6 26 09 21 67
Daniel.Garcia@dassault-aviation.com

Daniel Garcia has taken on a new role as the head of the Customer Service Manager group in the Eastern Hemisphere. Daniel began his career at the airlines, working first for Air Outre-Mer, which was in the 1990s the second-largest French carrier. He joined Delta Airlines in 1996, where he worked for 17 years, serving as a maintenance supervisor in his last role there. In 2013, Daniel joined Dassault as a Customer Service Manager, residing for the majority of that time in Lisbon. Now he is stationed at our Saint-Cloud headquarters, responsible for our first-class team of CSMs. ■



Laetitia Lenoir
Customer Service Manager

+33 6 77 52 52 54
Laetitia.Lenoir@dassault-aviation.com

Laetitia recently joined Dassault Aviation as the Customer Service Manager for Scandinavia. She worked as a Customer Service Representative for Pratt & Whitney for 19 years, supporting Airbus and Boeing operators and maintenance providers in France, Benelux and Northern Africa. Laetitia also has experience in military support, having served as a logistics manager for MBDA and as a bid manager for Thales. ■



Théo Florencio
Customer Service Manager

+33 6 77 52 50 57
Theo.Florencio@dassault-aviation.com

Théo recently joined Dassault Aviation as the Customer Service Manager for Spain & Portugal. Previously, he worked as a technical representative (Europe & Asia) for a company providing “by the hour” contracts to support airlines with spare parts. He also has served as a *Maintenance Planning & Reliability Manager* at an airline and as *Line Maintenance Engineer* at an MRO, contributing to his in-depth knowledge of aircraft maintenance and his customer care skills. ■



Stefaan Valkenborgh
Customer Service Manager

+32 497 08 41 62
Stefaan.Valkenborgh@dassaultfalconjet.com

Stefaan Valkenborgh has joined Dassault Aviation as the Customer Service Manager for the Benelux (Belgium, Netherlands and Luxembourg) region. Stefaan started his career at the Belgian Royal Military Academy, where he graduated as an Air Force officer in 2008. For several years, he worked as a maintenance manager on C-130H aircraft, mainly in avionics. In this role, he participated in deployments to Afghanistan, Tajikistan, the Democratic Republic of Congo and several European countries. After eight years in the hangars, Stefaan moved to the Air Force headquarters, where he worked as a contract manager on the C-130H and later on the Falcon 900B of the Belgian Air Force. During this period, he closely cooperated with Tom Kouters, the former Customer Service Manager for the Benelux region who retired earlier this year. After a short stint in the chemical industry as a strategic buyer for BASF Antwerpen, Stefaan came to Dassault to take over for Tom. ■



DIDIER ROUYER'S NEARLY HALF CENTURY OF SERVICE

After 48 years in aviation – including 22 with Dassault – Didier Rouyer has retired. From 1982-1988, he worked for what was then known as Europe Falcon Services at Le Bourget as a technician for all Falcon aircraft types. He rejoined Dassault in 2006 and served as a Senior Customer Service Manager from 2008 until 2022.

Didier began in the industry in 1974, attending a French Air Force technical school. After graduating, he worked at Villacoublay Air Base and then at Fenwick Aviation (now FRANCE Aviation) as a maintenance technician. In between his stints at Dassault, Didier spent 18 years with IBM Euroflight as a technician, quality manager and technical director on multiple Falcons.

One story is emblematic of Didier's passion and dedication. Planning to meet a customer accepting a Falcon delivery in Little Rock, his connecting flight from Atlanta was canceled. Didier rented a car and drove most of the night in pouring rain to be on time to start the delivery with the customer the next morning.

Now it is time to relax, and we wish Didier a happy and healthy retirement.

NEW ON THE FRONT LINE



Daniel Perry
Customer Service Manager

+1 501 210 0270
Daniel.Perry@dassaultfalconjet.com

This spring, **Dan** rejoined his colleagues in Customer Service as the CSM for the South Central U.S. Dan has a long history with DFJ and he has made his mark in many roles. He started his career with Dassault at the Command Center in Boise in 2008. He served as a Field Technical Representative starting in 2015 and joined the Pilot Operational Support team in 2020. Dan served as the director of the pilot ops team for two years, providing outstanding leadership and valued technical advice. ■



Lonny Stevens
Field Technical Representative/
Multi-Model Specialist

+1 303 468 0658
Lonny.Stevens@dassaultfalconjet.com

Lonny joins us with more than 17 years of Service Center experience, working for Duncan, West Star, and most recently Dassault Aircraft Services in Reno. He has held various roles from line maintenance to Go Team, Crew Chief, and Quality Inspector. Besides his vast work experience on a variety of airframes, Lonny is also Engine Run qualified on all Falcon production models. ■



Nigel Ward
Field Technical Representative/F2000
Series Model Specialist

+1 847 775 1356
Nigel.Ward@dassaultfalconjet.com

Nigel joins our team as a talented industry veteran. His resume includes 12 years of service in the U.K. Royal Air Force, serving as an Aircraft Electrical Technician and holding several teaching positions in mathematics and avionics. Most recently, he was a Falcon 7X/8X and Avionics instructor with FlightSafety in Dallas. Nigel was responsible for writing the F8X curriculum, which is still currently in use. ■



Benjamin Balmy
Customer Service Manager

+1 914 261 5157
Benjamin.Balmy@dassaultfalconjet.com

Benjamin Balmy has been appointed as the CSM for the New York, New England, and Eastern Canada region previously managed by Bill Masloski, who recently retired. Ben has worked for various departments within DFJ for the past 13 years, including serving as a Program Engineer in Little Rock, F7X/F8X Program Specialist in Teterboro and, most recently, as a Supplier Quality Manager. Ben has an MBA from Rutgers University and a Master of Engineering in Aeronautical and Space Engineering from EPF Engineering School in Paris. Additionally, he holds a Six Sigma Black belt certification. ■



RETIRED DASSAULT REP EARNS A PRESTIGIOUS HONOR

Bob Menier, who spent 34 years at Dassault Falcon Jet before retiring as a Command Center Representative in 2017, received the prestigious Charles Taylor Master Mechanic Award earlier this year. The award, bestowed by the FAA, recognizes recipients for 50 years of distinguished service in aviation maintenance.



FALCONCARE SELECT PACKAGE OFFERS MORE FLEXIBILITY

When Dassault announced an overhaul to the FalconCare program in 2020, operators could choose from two new offerings: FalconCare Elite or Essential. The objective was to add value and minimize financial risk. Now, the team is pleased to announce a new option that offers even greater flexibility: FalconCare Select.

FalconCare Select gives customers the ability to tailor their coverage to best suit their individual needs. Whereas the Essential package includes a range of base offerings and Elite covers just about any and all needs, Select provides a la carte options. For example, coverage

for AOG, Documentation, Brakes and C-Check/Landing Gear Overhaul can each be included or not. Same for scheduled and unscheduled labor. It is the best way for you to pay for exactly what you want and need.

Operators can join FalconCare at any time during any term of aircraft ownership and benefit from best-in-class service from our global MRO network.

Contact us for more information: In the Americas, email bob.fantozzi@dassaultfalconjet.com In the rest of the world, email falconcare-sales@dassault-aviation.com



FALCONBROADCAST MARKS 10TH ANNIVERSARY

This year marks the 10th anniversary of the FalconBroadcast service, helping operators save time and money.

Introduced in 2012, FalconBroadcast allows EASy operators to receive real-time notifications and explanations of technical issues on an aircraft while still in the air. These “live” notifications enable an immediate call-to-action before the aircraft even lands, providing a virtually seamless link between your Falcon and ground maintenance crews. Identifying maintenance tasks early allows your team to monitor a flight from the ground and immediately take the necessary steps to minimize its downtime and to avoid an AOG.

The service makes auto transmissions if needed throughout the flight but it also offers the possibility to make manual transmissions if deemed necessary.

The promise is that, wherever you are in the world, if a failure occurs in flight, a crew member simply has to press a button to transmit any crucial data to operators on the ground. In less than two minutes, an email alert including a synthesis of the maintenance report is sent to your maintenance base and, in one click, the detailed maintenance report is available on the private Falcon Customer Portal. Just as quickly, your team can define what needs to be done. Even better, FalconBroadcast lets you know the overall health of your EASy aircraft while airborne.

Today, we are very pleased to celebrate 10 years of this exceptional service, which we will continue to modernize to accompany you and your aircraft in the years to come. ■

More than 500 satisfied customers with more than 300,000 flights covered.



If you want to test the service, we offer a one-year, free-of-charge trial period to every new customer! Contact us now to get your demo account at: Documentation-sales-and-support@dassault-aviation.com

IMPROVED COMPATIBILITY FOR FALCONSPHERE APPS

FalconSphere is the all-in-one suite customized for each Falcon. And the apps that comprise it are now compatible with both Windows and Apple iOS products. These apps can be downloaded from the FalconSphere store.

- Falcon Perf, used for takeoff and landing performance
- eWB, which allows for easier, more reliable and optimized weight and balance computation
- ePM, for flight planning and cruise performance
- Flight Doc, which offers access to a wide range of Dassault publications, both online and offline
- eDispatch, an integrated solution for a seamless dispatch decision-making process and improved aircraft operational availability
- eOFP, the newest Dassault application, which provides pilots with a completely digital navigation log
- v eWAS, which offers a real-time, optimized view of weather along the flight plan in both horizontal and vertical profiles

With FalconSphere, preparing your mission has never been so easy. Pilots, crew and administrators can prepare and manage business jet missions, saving time and cost while improving

safety and efficiency. And now, you can use the platform of your choice to benefit from these apps.

For technical assistance – including setup and administration of Windows or Apple devices, please contact falconpilot@dassault-aviation.com.





FALCON ADVANTAGE INCREASES DISCOUNT ON PARTS

The Falcon Advantage program officially launched in February 2021, with customers offered early enrollment in October 2020. The program has been well received, with approximately 1,000 aircraft enrolled worldwide.

The program offers members benefits including:

- 8% discount on eligible parts purchased from Falcon Spares
- 3-Year Spares warranty
- Free shipping on cores returned within 10 days
- Limited supplemental bill guarantee
- 3% discount on brake exchanges
- Free tool rentals on weekends and holidays

Due to the systems issues customers have experienced since late 2021, as a customer service gesture, Falcon Spares will increase the Falcon Advantage discount from 8% to 10% for eligible parts for all Falcon Advantage members from August 1, 2022 to January 31, 2023, when the program period ends and is due for renewal. A mailing was sent in June notifying customers of the enhanced discount.

For operators interested in joining the program, please visit the Falcon Advantage page on the Customer Portal. ■



FALCON SPARES INTRODUCES ECO-FRIENDLY PACKAGING

Falcon Spares boxes are now more eco-friendly, using only one color on our packaging. This new packaging offers the same security and quality you have come to expect. While you may still see some of the green and white boxes being used as we deplete our supply, the new box will ultimately replace the two-color style. ■



FALCON SPARES ANNOUNCES UPGRADED STARTER GENERATORS

Thanks to a new agreement between Dassault and Thales, Falcon operators will receive unprecedented value for premium services, along with significant reductions in direct maintenance costs and a robust incentive campaign for starter generators (PN 8060-160 upgrade to a new PN 8060-170).

Dassault recommends that customers upgrade to the -170 at their next maintenance interval. Operators who are enrolled in the Falcon Advantage program are offered the exchange at a discount. ■

For more information we invite you to visit the Falcon Spares Special Program on the Falcon Customer Portal: https://customer.dassault-falcon.com/library/Doclib_SparesSpecialProgram_All/728053-1.pdf

NEW ON SPARES SERVICES



Benoit Lefondre
Senior Director,
Worldwide Falcon Spares

+ 33 6 87 69 00 59
Benoit.Lefondre@dassault-aviation.com

Benoit Lefondre has been appointed the new Senior Director, Worldwide Spares. Benoit is a former fighter pilot with an engineering degree from the French Air Force Academy and a master in business administration from INSEAD, near Paris. He joined Dassault in 2002, serving in various military support management capacities before moving on to the civil aircraft side of Dassault.

Benoit's business aviation responsibilities have included working as bid manager for special purpose Falcon jets, handling warranty administration for the EMEA region and, most recently, managing the popular FalconCare maintenance cost management program. He will assist Damien Farret (VP, Worldwide Falcon Customer Service) on streamlining logistics and defining global Falcon spares strategy. ■



Maxime Voultoury
Customer Account
Representative, in Mérignac

+ 33 5 56 14 56 92
Maxime.Voultoury@dassault-aviation.com

Maxime Voultoury has joined the Falcon Spares team in Bordeaux-Mérignac as a customer service representative.

Maxime previously worked as a consultant and economic development project manager as an entrepreneurship. He graduated with a master's degree in International Purchasing and Supply Chain. ■

AN UPDATE ON SPARES ONLINE

While Spares Online got a new look and feel when we transitioned to a new system in October 2021, it continues to be overhauled. We are making fixes to existing issues as well as building improved functionality.

Our latest improvements include the ability to export data from the Contracts, Quotes and Returns Page, giving you the ability to use it as a reporting tool. Customers can look forward to enhanced capabilities in the coming months not only in Spares Online, but for Service Reports as well. Providing a seamless customer user experience is the goal and we will continue to share details as the enhancements are put into production.





THIERRY LAMANT APPOINTED TO LEAD SUSTAINABILITY EFFORTS

Thierry Lamant, a 27-year Dassault Aviation veteran, has assumed a new role as Director, Falcon Operations Sustainability. The move comes as the company reinforces its efforts to operate as efficiently and sustainably as possible.

A significant part of Thierry's portfolio is the promotion of sustainable aviation fuel (SAF). While it is only available at a handful of airports today, there are plans for dozens more locations around the world to offer SAF in the coming years. In June, thanks in large part to Thierry's efforts, Bordeaux-Mérignac airport just began to offer SAF.

Thierry joined Dassault Aviation in 1995 as a simulation software developer for fighter aircraft prototyping and was involved in embedded software development for military aircraft and helicopters.

From 2000 to 2015, he established and promoted aircraft logistic support solutions for the Dassault export market for the Rafale. Then, from 2015 until this year, Thierry was in charge of Falcon operational support program coordination. This covered the development of the Falcon training network worldwide, for aircraft in production and future programs.

During this time, Thierry coordinated the development of new simulators, updates of simulators in service and the development of pilot and technician training courses. His team managed the training of new customers at the time of aircraft deliveries. Thierry also headed the Dassault Training Academy, an approved training organization in charge of providing Falcon operators and service centers with practical training on aircraft at the Dassault final assembly line.

His new role is a natural fit. For many years, he has had a particular interest in SAF and is invested in educating Falcon operators and Dassault personnel on that topic. Thierry is a member of several working groups that focus on environmental and SAF matters. In particular, he is an observer for the ICAO-CAEP Corsia working group and is involved in discussions with organizations including GAMA and EBAA at the EU level. ■



PARTICIPANTS ASSERT SUSTAINABILITY GOALS AT AVIATION SUMMIT

Dassault was pleased to have a delegation at the European Aviation Summit in February in Toulouse, France. Attended by representatives from the 27 EU member states, other nations and air and energy sector businesses, the main topic was sustainability.

The output of the summit was the adoption of the Toulouse Declaration, which endorses the goal of carbon neutrality in the air transport sector by 2050. Such a declaration was unprecedented, both in its content and in number of signatories.

"Today, a new chapter in aviation history is being opened. In committing to reducing the carbon emissions of air transport by 2050, Europe is leading by example," said Jean-Baptiste Djebbari, former French Minister Delegate for Transport. "All of us – governments, industry stakeholders, associations – have come together to rally behind this goal. We shall proudly and in unison uphold it on an international level."



Scan the QR code to view the Toulouse Declaration



DASSAULT TRAINING ACADEMY MAKES U.S. DEBUT

Dassault Aviation developed the Dassault Training Academy to offer customers and service centers a comprehensive portfolio of training options, from entry-into-service through the entire life cycle of their aircraft. And now Falcon operators can choose a location on either side of the Atlantic.

In addition to its original location in France, the Dassault Training Academy is now live and operational in the United States. This follows a beta course held in November 2021 on Composite Damage Assessment and Repair. The team is now pleased to offer courses on a growing range of topics.

All U.S. courses take place at Tarrant County College in Fort Worth, Texas. Dassault partnered with the school to benefit from its world-class aviation program facilities and training tools.

In addition to our Composite Damage and Assessment course, the U.S.-based Dassault Training Academy is offering several additional classes taught by Dassault Falcon Jet subject matter experts:

- Composite Damage Assessment and Repair (August 16-19, October 11-14*)
 - Structural Repair and Mapping (August 22-25, October 4-7*)
 - NDT Eddy Current, Ultrasonic, and Phased Array Refresher courses (August 15-19, October 24-27)
 - NDT of Composites (October 17-21)
- *tentatively scheduled

We are also currently exploring new course options to add for 2023. These would consist of specialized training for aircraft systems content that is not currently available.

For more information, including costs and complete course descriptions, please contact:

Craig Johnson
 U.S. Training Academy Coordinator
 +1 254 967 1298
Craig.Johnson@dassaultfalconjet.com

FALCON WORLDWIDE CUSTOMER SERVICE

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

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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
 Daniel Garcia, Manager CSM +33 6 26092 167
 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

EGYPT (CAIRO))

Bernard Delouÿe 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
 Julien Fabre +33 6 08 10 31 62
 Theo Florencio +33 6 77 52 50 57
 Laetitia Lenoir +33 6 77 52 52 54
 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

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
 Daniel Perry +1 551 206 4835
 Brandon Atkinson +1 201 421 5543
 Mike King +1 501 438 1143
 John Taylor +1 908 601 320

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

Lonny Stevens +1 908 246 6249

Delaware

Jay Sigmann +1 201 264 1781

Florida

Randy Boyles +1 201 956 7939

Georgia

Jason Doerflein +1 201 468 2667

Illinois

Nigel Ward +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
 Luis Morales +1 551 795 0797

New York

Benjamin Balmy +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

Nathan Jones +1 908 347 5159

Washington

Brian Ray +1 201 370 9375

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