

Dassault Aviation Leads Business Jet Industry in Product Support *Voted Number One in AIN and ProPilot Surveys*

August 8, 2019 (Saint-Cloud, France): Dassault Aviation recently took the top position in two of the business aviation industry's leading gauges of customer satisfaction, the *Aviation International News (AIN)* and *ProPilot* product support surveys.

The top ranking, after several straight second and third place finishes, follows a multi-year effort to establish a level of customer service second to none in the business jet sector. Dassault was voted #1 overall in the *AIN* survey and led the field in Parts Availability, Parts Cost, AOG Response, and Overall Aircraft Reliability. In the *ProPilot* survey, Dassault took the #1 spot overall, as well as placing first in Spares Availability and Service Satisfaction.

"These survey results attest to the many different steps we have taken in recent years to improve our global service center network, spare parts availability, AOG support and training services. It's also a direct result of the unwavering commitment to excellence by our employees," said Eric Trappier, Chairman and CEO of Dassault Aviation. "However we realize that retaining industry leadership in product support is a continuous effort and we will do our utmost to maintain and elevate the standard of customer service we have achieved."

The top finish—the first time Dassault has placed first in both the *ProPilot* and *AIN* surveys—also reflects new improvements made over the past twelve months.. In the first half of the year, the company expanded its global Maintenance, Repair and Overhaul (MRO) network with the acquisitions of ExecuJet's global maintenance business, TAG Aviation's European maintenance network and RUAG's MRO operations in Geneva and Lugano, Switzerland. It also enhanced spares performance and operator support by opening a new flagship state-of-the-art distribution center near Charles de Gaulle airport in Paris and moving technical personnel closer to customers and their destinations.

These enhancements followed a number of innovative customer support solutions introduced previously, including FalconResponse — a comprehensive portfolio of AOG support services supported by a pair of dedicated Falcon 900s (Falcon airborne support) available day and night to transport technicians, parts and tools to return an AOG aircraft to service and provide alternate lift to passengers if needed. Dassault remains the only OEM to offer this type of dedicated service.

Notes for Editors

About Dassault Aviation

Dassault Aviation is a leading aerospace company with a presence in over 90 countries across five continents. It produces the Rafale fighter jet as well as the complete line of Falcons. The company employs a workforce of over 11,000 and has assembly and production plants in both France and the United States and service facilities around the globe. Since the rollout of the first Falcon 20 in 1963, over 2,500 Falcon jets have been delivered. Dassault offers a range of six business jets from the twin-engine 3,350 nm large-cabin Falcon 2000S to its flagship, the tri-engine 6,450 nm ultra-long range Falcon 8X and the new ultra widebody cabin Falcon 6X.

For more information about Dassault Falcon business jets, visit: www.dassaultfalcon.com

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