

PROFESSIONAL PILOT



AUGUST 2018



Pres & CEO Svcs & Support
Johann Bordais (middle) with
(L-R) Customer Relations:
VP China Siu Yeung,
Dir North & Central America
Greg Graber,
Dir Asia Pacific
Marcio Moreira,
Dir South America
Rafael De Carvalho Leite
and Sr VP & Aftermarket
Sales Worldwide
Pedro Paiva.

**1st in 2018 PP Corporate Aircraft
Product Support Survey Jet Division**

2018 Corporate Aircraft Product Support Teams



Gulfstream (In front) President Customer Support Derek Zimmerman with (L-R) Dir Customer Support Technical Svcs Glen Howard, Chief Pilot Airborne Customer Support Tenille Cromwell, Dir Customer Support Planning & Inventory Rusty Bragg, Dir Parts Sales & Pricing Jamie Linstroth, and Dir Savannah Svc Ctr Ops Murtaza Hassan.



Dassault
(L-R) Senior VP Worldwide Customer Svc Jacques Chauvet and Senior VP Customer Svc Geoff Chick.



Textron
Team listed clockwise, starting in the front center: Sr VP Global Customer Svc Kriya Shortt, VP North American Svc Network Roxanne Howell, VP Global Parts Programs & Distribution April Gerber, Dir Global Field Svc Seth Persons, Mgr 1CALL Team Travis Tyler, Sr Pilot Karen Demauro, Mx Tech Scott Huckins and VP European Service Network Heidi McNary.



Bombardier (L-R) Customer Response Centre Rep Robert Gingras, GM Cust Svcs & Customer Training Philippe Alessandrini, Dir Cust Response Team Ray Godon, VP Cust Support & Training Andy Nureddin, Sr Dir Aftermarket Products & Business Transformation Sajedah Rustom, VP and GM Cust Experience Jean-Christophe Gallagher, Aftermarket Sales & Cust Experience Bill Molloy & Cust Response Centre Rep Jean-Philippe Page.



Daher Sitting on Wing (L-R) Mgr Customer & Network Care Paulo Castro, Field Service Rep Ruben Castellanos, Mgr Warranty & Supplier Recovery William Hosey, Mgr Service Engineering Marcel Kim. Standing (L-R) NTSB & BEA Liaison - Mgr AOG & Special Projects Phil Santoro, Mgr Training & Knowledge Alejandro Prem, and VP Customer & Network Care Charles Holomek.



Piper (L-R) VP of Sales Marketing & Customer Support Ron Gunnarson, Dir Customer Svc Vincent Zarrella, Sr Mgr Aftermarket Sales James Slaton and Mgr Customer Support Frank Sosta.

PROFESSIONAL PILOT



Turboprop Product Support Award

2018



(L-R) Mgr Maintenance Training Mark Loos, President & CEO Thomas Bosshard, Sr Mgr Technical Support Engineering/Air Safety Bob Renshaw, Sr Mgr Parts Sales/Svcs Jerry Frank, VP Customer Svc Piotr "Pete" Wolak, Mgr Svc Center/Customer Relations Aaron DeBuhr and Mgr Warehouse Ops Roland Gelinias.

Pilatus 1st in 2018 PP Corporate Aircraft Product Support Survey, TP Div, constant winner past 17 years

 Crafted in Switzerland

PC-12 NG



 **PILATUS** 

**THE COMPANY WILL THANK YOU AGAIN
AND AGAIN AND AGAIN.**

You simply won't find a business aircraft that offers a better ROI than the PC-12 NG. You get a spacious 8-passenger cabin, seating that can be reconfigured in minutes, and a private lavatory. And we guarantee your CFO will love its low acquisition and operating costs. With an airplane this comfortable, versatile and efficient, you'd better get used to the praise.

Pilatus Business Aircraft Ltd · USA · Phone +1 303 465 9099 · www.pilatus-aircraft.com

2018 CORPORATE AIRCRAFT PRODUCT SUPPORT SURVEY

Jets: 1 Embraer, 2 Gulfstream, 3 Dassault, 4 Textron, 5 Bombardier. Turboprops: 1 Pilatus, 2 Daher TBM, 3 Textron, 4 Piper.

Embraer is back strong regaining 1st place in the jet div. Pilatus remains #1 in TP support. Results are based on 1537 line evaluations which generated 10,350 individual scores.

Pro Pilot staff report

Data compiled by Conklin & de Decker

Operating a business jet is so much more than just finding an aircraft with the specifications that meet your needs. It's also about how well the OEM supports you, your aircraft and your mission after the buy. And of course, aftersale product support will greatly influence your next aircraft purchase.

Quality of manufacturer product support is both tangible (response times/AOG speed, parts availability/cost) and intangible (what makes a good tech rep, service satisfaction). Our survey has always captured the total product support experience in its 7 categories plus comments for a standard, year-to-year comparison.

To make this survey even more useful to OEMs and readers alike, we've focused our chart format. For recency and relevancy, we've zeroed in on the last 11 years. To compare pre- and post-financial crisis performance, we included 2008 data that was collected before the "dip." To quickly see trends across time, we've added the OEM rankings to each year's data bar. And to account for Textron acquisitions, we're still presenting historical Citation, Hawker, Beechcraft, and Cessna data in addition to the 1st year of combined ratings.

Jets

Embraer increased in responses from 2017 and scores were higher to retake the jet division crown. They won 1st in cost of parts, tech manuals, tech reps, and service satisfaction, placing 2nd in the other 3 categories.

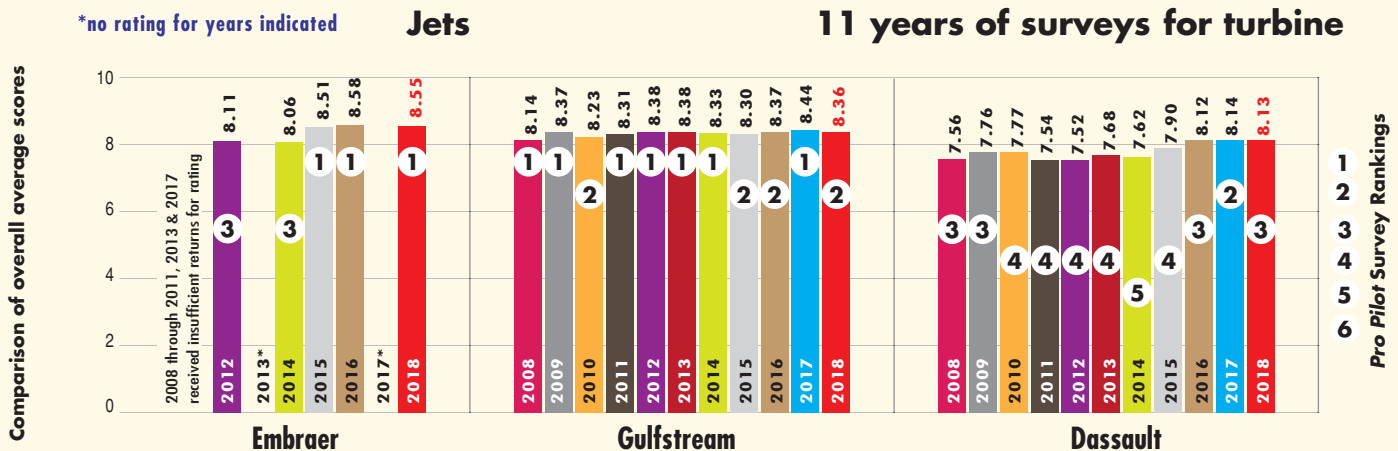
Gulfstream remains in the top 2 overall, moving down from the number 1 spot last year. They scored 1st in company response time, spares availability and speed in AOG service.

Category 2nd place spots were cost of parts, tech manuals, tech reps, and service satisfaction. Gulfstream's highest category improvement was in tech manuals.

Dassault's overall trend has generally been up since 2014. This year they earned a strong 3rd place ranking after hitting 2nd last year. Exhibiting an even and stable showing, they received 3rd place in all survey categories. Dassault's biggest score improvement was for their tech reps.

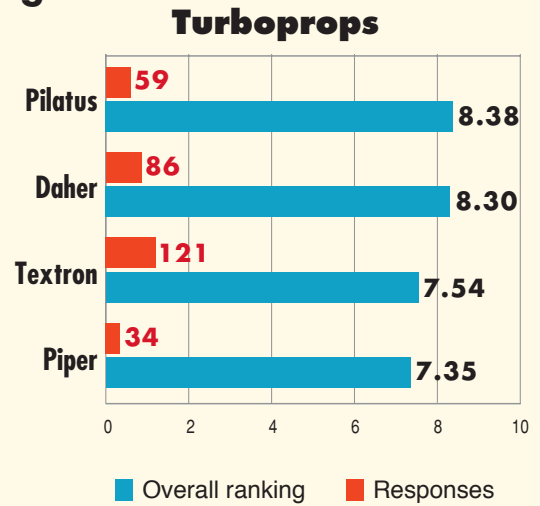
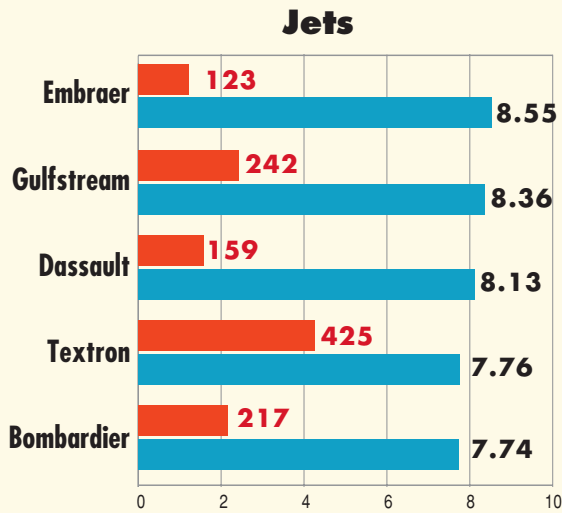
2018/2017 OEM comparison										
Manufacturers	Responses	Company response time			Spares availability			Cost of parts		
		2018	2017	Dif	2018	2017	Dif	2018	2017	Dif
Jets										
Embraer	123	8.80	◆	-	8.24	◆	-	7.50	◆	-
Gulfstream	242	8.86	8.89	-0.03	8.28	8.48	-0.20	6.43	6.55	-0.12
Dassault	159	8.51	8.46	0.05	8.21	8.33	-0.12	6.40	6.30	0.10
Textron	425	8.12	◆	-	7.73	◆	-	6.19	◆	-
Bombardier	217	8.00	8.16	-0.16	7.40	7.77	-0.37	6.35	6.50	-0.15
Turboprops										
Pilatus	59	8.73	8.43	0.30	8.60	8.46	0.14	6.93	6.80	0.13
Daher	86	8.76	8.60	0.16	8.33	7.88	0.45	5.94	6.00	-0.06
Textron	121	7.88	◆	-	7.59	◆	-	5.66	◆	-
Piper	34	7.74	◆	-	6.94	◆	-	6.16	◆	-

2018 Pro Pilot Corporate Aircraft Product Support Survey



2018 Pro Pilot Corporate Aircraft Product Support Survey

Overall ranking

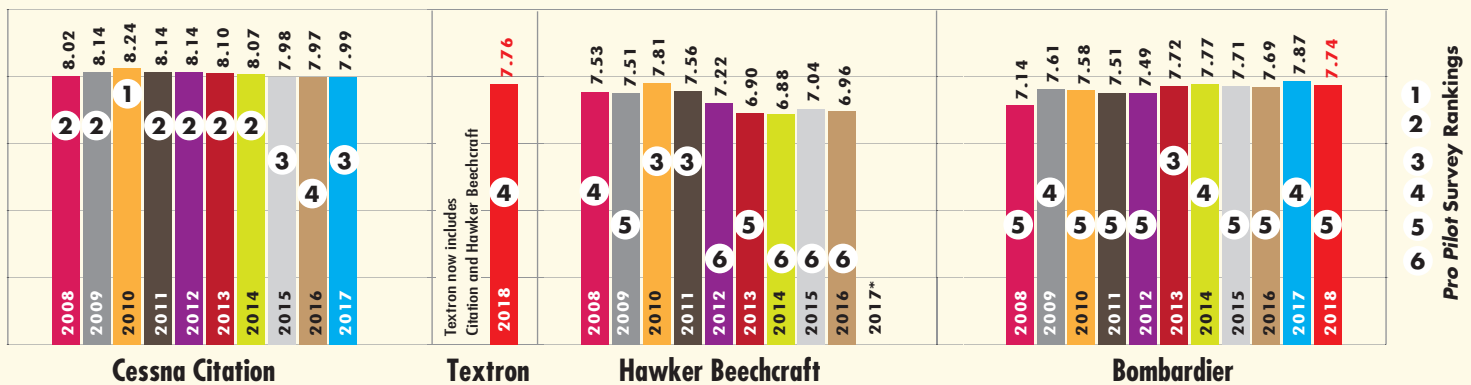


Jet mfrs rated by 100 responses or more. Turboprop mfrs rated by 25 responses or more.

support scores for corporate jets and turboprops

Manufacturers	Speed in AOG service			Tech manuals			Tech reps			Service satisfaction			Overall scores		
	2018	2017	Dif	2018	2017	Dif	2018	2017	Dif	2018	2017	Dif	2018	2017	Dif
Jets															
Embraer	8.41	◆	-	9.07	◆	-	9.09	◆	-	8.74	◆	-	8.55	◆	-
Gulfstream	8.71	8.83	-0.12	8.69	8.58	0.11	8.96	9.02	-0.06	8.58	8.71	-0.13	8.36	8.44	-0.08
Dassault	8.29	8.45	-0.16	8.18	8.20	-0.02	8.90	8.75	0.15	8.40	8.47	-0.07	8.13	8.14	-0.01
Textron	7.86	◆	-	8.10	◆	-	8.35	◆	-	7.96	◆	-	7.76	◆	-
Bombardier	7.87	7.92	-0.05	8.00	8.03	-0.03	8.62	8.67	-0.05	7.91	8.03	-0.12	7.74	7.87	-0.13
Turboprops															
Pilatus	8.32	8.49	-0.17	8.70	8.71	-0.01	8.69	8.63	0.06	8.68	8.73	-0.05	8.38	8.32	0.06
Daher	8.38	8.16	0.22	9.03	8.88	0.15	9.01	9.05	-0.04	8.66	8.47	0.19	8.30	8.15	0.15
Textron	7.65	◆	-	8.10	◆	-	8.05	◆	-	7.83	◆	-	7.54	◆	-
Piper	7.00	◆	-	7.67	◆	-	8.10	◆	-	7.82	◆	-	7.35	◆	-

corporate aircraft manufacturers rated 2008-2018



Textron starts their new jet division entry by placing 4th with a Cessna Citation-Hawker Beechcraft combined score. On March 14th, 2014 Textron acquired Beech Holdings, the parent company of Beechcraft Corp. It brought together Cessna and Hawker Beechcraft under 1 entity, Textron Aviation. *Pro Pilot* policy is to rate the newly-acquired product line separately for 3 years. A scan across historical Citation and Hawker charts on either side of the new Textron entry below provides an insightful comparison. It reveals there are points of excellence and challenge within this large organization. *Pro Pilot* will continue to follow their combined journey in future surveys.

Bombardier has displayed consistency over the last 5 years after a high

point in 2013. They moved to the 5th position after taking the number 4 spot in 2017.

Turboprops

Pilatus retained the division crown as they have since TPs were split out from jets 17 years ago. Their winning score included 1st place in spares availability, cost of parts and service satisfaction. They took 2nd in company response time (the highest category improvement for Pilatus), speed in AOG service, tech manuals, and tech reps.

Daher TBM is a stalwart scorer, placing 2nd for the 10th consecutive year. Significantly, they earned the biggest improvement in the entire survey in the spares availability

category. Daher also took 1st in company response time, speed in AOG service, tech manuals, and tech reps. This manufacturer placed 2nd in spares availability, and service satisfaction.

Textron takes 3rd as a combined entity which includes Caravan, Conquest and King Air. Similar to the jet division, a left to right comparison across Beechcraft, Textron and Cessna is instructive for their areas of strength. Textron placed 3rd in company response time, spares availability, speed in AOG service, tech manuals, and service satisfaction.

Piper received more than double the number of respondents over 2017, taking 4th place. They also scored 2nd place in cost of parts and 3rd in the tech reps category. □

Methodology

For the past 28 years *Pro Pilot* has used a paper questionnaire to ask corporate turbine aircraft operators to rate the quality of aftersale service provided by aircraft manufacturers. For 17 years jet and turboprop aircraft support have been rated in different divisions. There are 7 categories listed on the survey form—company response time, spares availability, cost of parts, speed in AOG service, tech manuals, tech reps, and service satisfaction.

During Apr 2018 a target mailing of 7843 survey forms was sent out to a random selection of corporate operators from the *Pro Pilot* subscription list. A supplemental mailing of 3261 was sent to other turbine aircraft operators.

A total of 1388 survey forms, representing a 13% return, came back to the *Pro Pilot* office by the July 24 cutoff date. A total of 1264 survey forms were properly filled out which provided 1537 evaluations with 1198 for the jet division and 339 for the turboprop division. A total of 124 survey forms were disqualified due to inconsistencies, errors, duplications, or lateness.

On March 14th 2014, Textron Acquired Beech Holdings LLC, the parent company of Beechcraft Corp, and it brought together Cessna and Hawker Beechcraft under 1 entity, Textron Aviation. Responsibility for Cessna, Beechcraft and Hawker is now under Textron. *Pro*

Pilot's policy is to continue to rate the newly-acquired product line separately for 3 years. Therefore, in this 4th year since the merger they are now all rated together under Textron Aviation.

Pro Pilot rules for the 2018 survey required a minimum of 100 responses to rank in the jet division. There were 5 manufacturers that met the criteria and therefore were rated in this division—Bombardier, Dassault, Embraer, Gulfstream, and Textron (Citation, Beechjet and Hawker). There were other jet manufacturers that received responses but not enough to rank in this division: Airbus (4), Boeing (14), British Aerospace (1), Eclipse (3), HondaJet (4), Pilatus (1), Saabliner (3), and Worthington Aviation/Westwind (2).

For the turboprop division manufacturers needed 25 responses for inclusion. Only 4 TP aircraft manufacturers met the criteria—Daher, Pilatus, Piper, and Textron (Caravan, Conquest and King Air). Other TP manufacturers received responses but not enough to rank—Aero Commander (9), Fairchild/Swearingen (1), Mitsubishi (7), Piaggio (18), Quest Kodiak (2), and Viking (2).

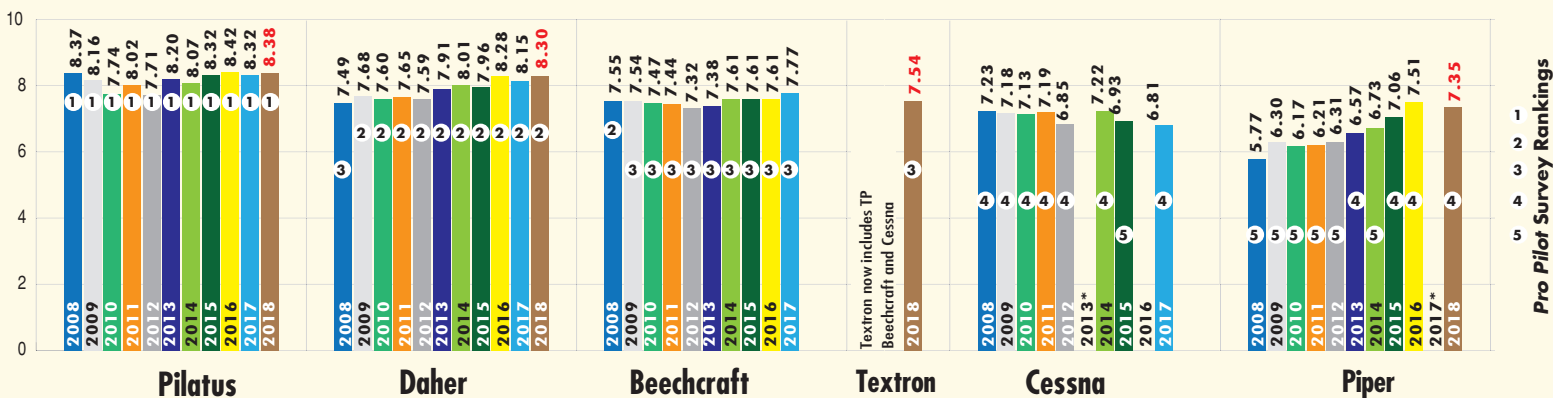
Survey respondents were asked to rate corporate aircraft OEMs on a scale of 1 (poor) to 10 (excellent) within each of the 7 categories. Conklin & de Decker of Arlington TX acted as research agent and performed independent data analysis. □

2018 Pro Pilot Corporate Aircraft Product Support Survey

Turboprops

Comparison of overall average scores

*no rating for years indicated



JETS



President & CEO of Embraer Services & Support Johann Bordais, the new Business Unit that integrates the capabilities of Commercial Aviation, Executive Aviation and Defense divisions

to provide the best solutions to the customers. Johann can be reach at +55 12 3927 3518 or by email at jbordais@embraer.com.br.

In my 45 years of fixed and rotary wing aviation I have never experienced a finer level of product quality and service that I have received from Embraer.

Keith Christensen
Comm-Multi-Inst/Helo.
Phenom 300
President
Christensen Industries
South Salt Lake UT

Embraer has a very committed team with strong professionals. They're always willing to help.

Paulo Fernandes
A&P. Phenom 300
Aircraft Mx Mgr
NetJets
Paço de Arcos, Portugal

I've been managing and flying Embraer Phenoms since 2010 and Embraer has consistently demonstrated a willingness to listen to their customers and continue to strive to make a terrific product even more phenomenal.

Jim McIrvin
ATP/CFII. Phenom 300 &
Boeing 767/757
Chief Pilot
McIrvin Aviation
Warrenton VA

We are entering our 9th year of Phenom 100 ownership with the aircraft bought new. Embraer support has been unwavering, especially the team at their BDL (Windsor Locks CT) service center.

John Wood
ATP/CFI. Phenom 100
Pilot
Bedford Jet Flight
Concord MA

Our Embraer Phenom 300 continues to be the most reliable aircraft we've ever owned. Embraer has built a world-class organization and their dedication to supporting their aircraft is clear every time we interact with them.

Jay Obernolte
ATP. Phenom 300
President
FarSight Technologies
Big Bear Lake CA

I love flying the Phenom 300. Embraer works extremely hard to keep their customers happy. I look forward to flying our Phenoms for many more years. Thank you Embraer.

Rick Boyer
ATP. Phenom 300
Aviation Manager
SCANA
West Columbia SC

My Phenom 300 just works. Actual issues are rare and when they do occur the quick response times from Embraer are phenomenal.

Luke Krepsky
ATP/CFII.
Phenom 300
Owner & Captain
Exec Aire
Stevens Point WI

The Embraer maintenance facilities are clean, organized and easy to access. There is someone to help you and guide you through the building, with a dedicated room to use as an office while the aircraft is undergoing maintenance. And feedback is always available online.

Francisco Sacco
ATP. Legacy 650
Pilot Manager
Lojas Riachuelo
São Paulo, Brazil

Our Phenom 100 has been remarkably reliable. And our relationship with the Embraer BDL service center is outstanding.

William Mildon
ATP. Phenom 100
CEO
Invest International
Concord MA

Embraer has been right there to support us when we go AOG. And their service personnel and service centers have been a pleasure to work with.

Timothy Rink
ATP. Phenom 100
Chief Pilot
American Trust & Savings Bank
Dubuque IA

The service center network for Embraer is top notch. We couldn't be happier with their products or support.

Ryan Christensen
Comm-Multi-Inst.
Phenom 300
Owner & Pilot
Christensen Industries
Salt Lake City UT

2018 scores by product division for jets and turboprops

Manufacturer	Responses	Company response time	Spares availability	Cost of parts	Speed in AOG service	Tech manuals	Tech reps	Service satisfaction	Overall average
Jets									
Bombardier									
Challenger/Global Express	163	8.04	7.54	6.43	7.85	8.01	8.63	7.97	7.78
Learjet	61	7.82	6.97	6.02	7.79	7.98	8.45	7.66	7.53
Gulfstream									
GII-V,G300-650	187	8.86	8.39	6.56	8.77	8.73	8.97	8.66	8.42
IAI-1125/G100-G280	64	8.81	7.95	6.02	8.55	8.61	8.92	8.37	8.17
Textron									
Cessna Citation Jet	316	8.34	8.10	6.62	8.16	8.19	8.51	8.17	8.01
Hawker Beechcraft *	109	7.45	6.64	4.98	7.00	7.85	7.87	7.37	7.02
* Includes Beechjet 400, Hawker 400, MU300, Hawker 125 series and Premier									
Turboprops									
Textron									
Beechcraft-King Air	107	7.99	7.81	5.74	7.80	8.13	8.18	7.92	7.65
Cessna-Caravan, Conquest	14	7.07	5.92	5.00	6.54	7.92	7.00	7.14	6.66

Some respondents rated a single corporate manufacturer with 2 or more models they operate. (eg. Bombardier for a Challenger 604 and Learjet 45). Because of this, there is a small difference between total responses for the overall rankings by type of aircraft rated within the divisions.



Gulfstream President Customer Support Derek Zimmerman can be reached at 912-395-0856, or via e-mail at derek.zimmerman@gulfstream.com.

In my opinion Gulfstream continues to set the standard for product support in the business jet market. Even with just the small number of issues we've experienced, they've been very proactive in rectifying these items.

Ken Norman
ATP. Gulfstream G650ER
Chief Pilot
Little Aviation
Melbourne, Victoria, Australia

To support our Fortune 500 company, my corporate flight department needs to operate efficiently with high degree of reliability and availability. Gulfstream large cabin aircraft fit our operating model well. And from my maintenance standpoint, Gulfstream is the high water mark for corporate fleets.

Fritz Oesterle
Priv/A&P. Gulfstream G550
Chief of Mx
Hewlett Packard Enterprise
San Jose CA

Out of the 5 different aircraft manufacturers that we operate, Gulfstream still has the best support.

Thomas Meier
A&P. Gulfstream G550/G450,
Challenger 350, Boeing 737BBJ
& Sikorsky S76B/C++
Av Mx Mgr
Amway
Grand Rapids MI

Gulfstream is well known for great support and all the service centers I've dealt with are excellent.

Brent Keyes
ATP. Gulfstream G550
Chief Pilot
Graham Capital Mgmt
Bethel CT

A 15 year support/warranty simply puts Gulfstream above all other manufacturers. They really stand behind their products.

Edward Cassella
ATP. Gulfstream IV
Captain
Hudsons Bay
Columbia NJ

We enjoy great customer service and support from the Gulfstream team. And the tech reps category gets the highest marks from me.

Kevin Flood
A&P. Gulfstream G450
Aircraft Mx Mgr
American Family
Madison WI

The G550 & G450 we fly are both very reliable aircraft with great support.

Denny Zeller
ATP. Gulfstream G550/G450
Captain
American Express
Montgomery NY

In my view, Gulfstream is head and shoulders above all other OEMs. This observation comes from a career flying military and business jets for over 40 years where I experienced most aircraft manufacturers including Bombardier, Cessna, Lockheed, Rockwell, and others.

David Bausch
ATP. Gulfstream G650/G550/V
President
Skyhawk Global Air
Jamison PA

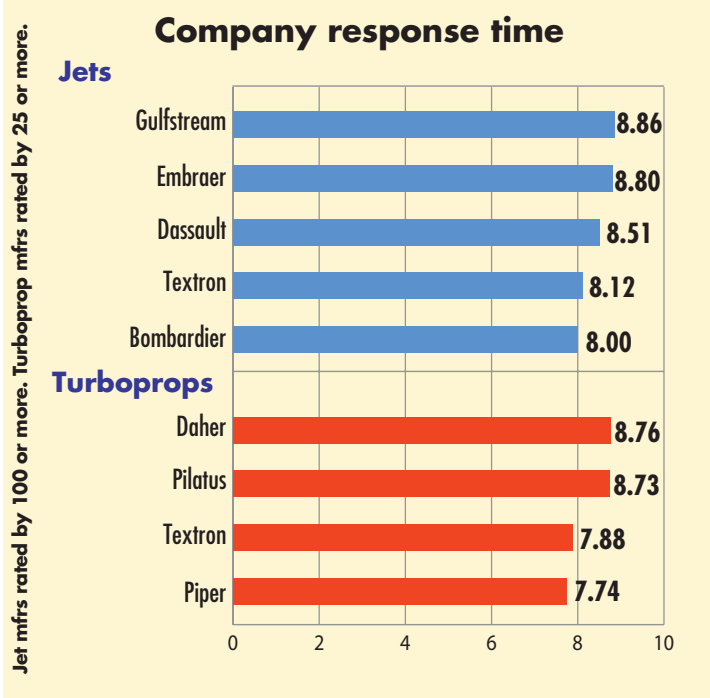
Gulfstream as a manufacturer has given us the best service as a customer than any other aircraft our company has owned or operated.

Martin Quinlan
ATP. Gulfstream IVSP
Dir of Ops
Philadelphia Jet Service
Philadelphia PA

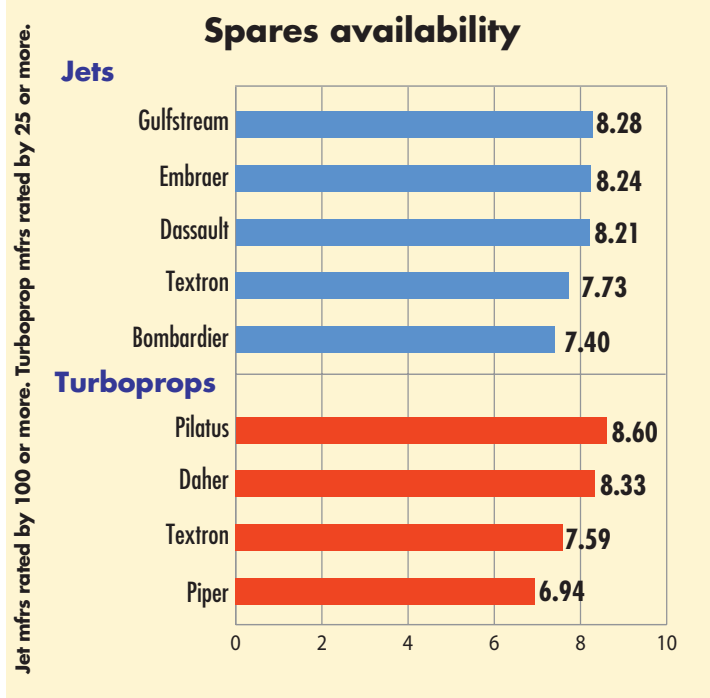
Simply put, with Gulfstream we've got a superior airplane from a great manufacturer with excellent backup service

David Rada
ATP. Gulfstream G550
Finance Mgr & Pilot
DuPont
New Castle DE

2018 Pro Pilot Corporate Aircraft Product Support Survey



2018 Pro Pilot Corporate Aircraft Product Support Survey



Can't say enough good things about our Gulfstream tech rep Dallas Gumm. He has a vast knowledge of G200 aircraft systems and always displays a willingness to help us out.

Jeff Finnigan
A&P. Gulfstream G200
Dir of Mx
JELD-WEN
Charlotte NC

Very longtime customer – our company has been in the Gulfstream family for over 57 years. We currently operate 1 G650 and 4 G280s. Our loyalty is due in large part to their remarkable tech support, superior customer service and endless drive for continuous improvement.

Lee Bradshaw
A&P. Gulfstream G650/G280
Asst Mx Mgr
Cox Enterprises
Atlanta GA

Fantastic is how I describe Gulfstream support. Kudos to our field representative Mark Soloman. I think he is the hardest working rep in the industry. Gulfstreams are great aircraft too.

Anson Mount
Comm-Multi-Inst/A&P.
Gulfstream G550/G450 & KA 350i
Flt Eng & Crew Chief
Abbott Labs
Arlington Hts IL

Delivering world class support around the globe is what Gulfstream continues to do well. And the reliability of the Gulfstreams are outstanding. Plus it's al-

ways great to know that 1 call can get it done—from support to parts to service.

Sherman Collins
A&P. Gulfstream G650ER/G550
Dir of Mx
Chevron
Oakland CA

For 25 years I've been a director of maintenance servicing Gulfstream products. For me, they're hands down the most reliable business aircraft made.

Donald Carlson
ATP/A&P. Gulfstream V/IV, Falcon 50
& Hawker 800A
Pilot & Former DOM
Lyon Aviation
Pittsfield MA

Kept our loyalties with Gulfstream by purchasing a brand new G550 in Feb 2018 to replace our GIV. Factory support has been excellent.

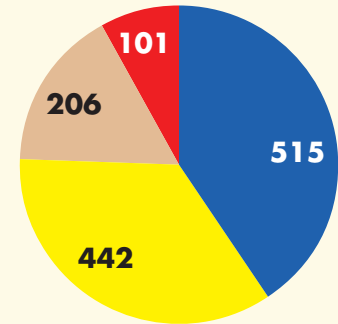
Robert Decker
ATP/CFI. Gulfstream G550
Captain
Executive Jet Mgmt
Coral Springs FL

If we are AOG, then Gulfstream and their Field and Airborne Support Teams (FAST) are there to get us going almost instantly. And when we drop in for maintenance, they drop everything to get us taken care of and out again.

Jeff Jacober
ATP/CFII. Gulfstream G650/G550
Chief Pilot
Renco Group
Bensalem PA

2018 Pro Pilot Corporate Aircraft Product Support Survey

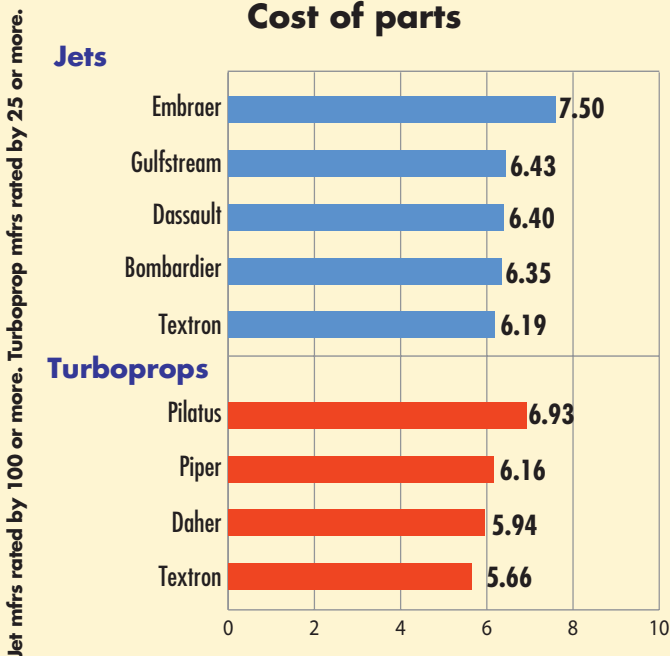
Job titles of survey respondents



- Aviation Dept Mgr, Chief Pilot, Dir of Aviation, Flight Ops Mgr or VP Operations
- Captain, Line Captain, First Officer or other pilot
- Owner, Chief Executive, President, VP, General Mgr or other corporate officer
- Maintenance Chief, Maintenance Mgr or Mechanic

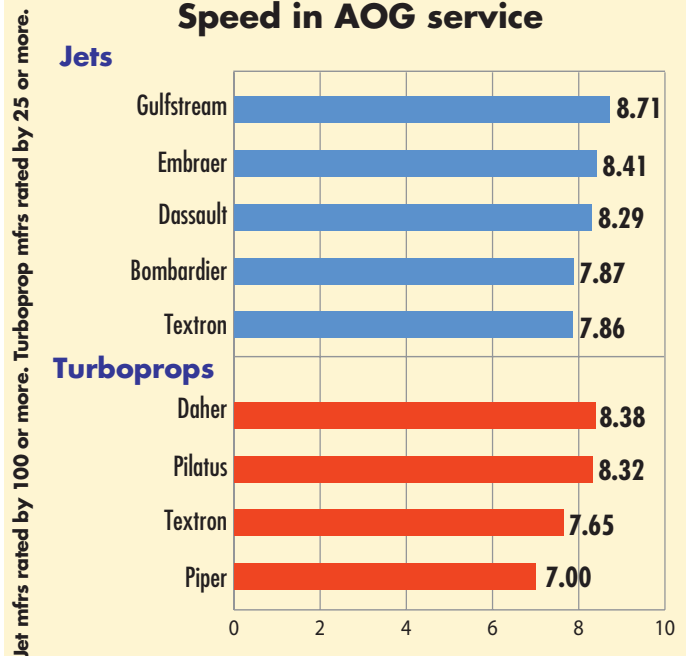
2018 Pro Pilot Corporate Aircraft Product Support Survey

Cost of parts



2018 Pro Pilot Corporate Aircraft Product Support Survey

Speed in AOG service





Dassault Senior VP, Worldwide Customer Service Jacques Chauvet is based in Saint-Cloud, France. Falcon support personnel are positioned around the globe to provide Falcon operators

with 24/7 AOG, technical, ops and spare parts services. Chauvet can be contacted at 3314-711-6194 or at Jacques.chauvet@dassault-aviation.com.

We've always had satisfying, open communication with Dassault. We report any troubles and they've always given us strong support with a good level of response. Keeping the communication lines open is key to efficient and safe operations.

Jean-Jacques Quenivet
ATP. Falcon 2000LXS/S
Deputy Mgr & Captain
Michelin Air Services
Clermont Ferrand, Cedex, France

I've been most impressed by Dassault aircraft, company representatives and their response to questions. And I'll say that their manuals are the best I've seen.

Ian Struthers
ATP. Falcon 50EX
Av Mgr & Chief Pilot
Air 700
Richmond BC, Canada

Dassault has gone out of their way to make sure our aircraft meets our needs. Their support is very good for our privately owned aircraft.

Peter Hearn
ATP/CFII. Falcon 7X/2000
Chief Pilot
The Working Group
St Paul MI

Falcon Jet has greatly improved their customer support over the past few years. So I gave them very high marks in all Pro Pilot survey categories.

Thomas Morrison
ATP/CFII. Falcon 900LX/50EX
Captain
Solairus
West Simsbury CT

Our company appreciates Dassault's continued investments in product support. They're showing their commitment to the customer, even during the current, challenging economic times.

Ronald Ruocco
Comm-Multi-Inst/A&P. Falcon 7X
Chief of Mx
The Hertz Corp
Stamford CT

Exceptional product support from Dassault is evident in every way for our aircraft. D-FJ gets the highest survey ratings from me.

Drew Oetjen
A&P. Falcon 2000LXS/S
Mgr of Aircraft Mx
Union Pacific Railroad
Omaha NE

Great strides from Dassault are obvious as they continue to improve in all survey categories. Keep up the good work!

Joseph Pritko
ATP/CFII. Falcon 50EX & King Air 350i
Av Mgr & Chief Pilot
Silver Ventures
San Antonio TX

It doesn't matter if we're on the road or at home base, Dassault takes care of us. They always do a fine job with product support.

William Stephenson
ATP. Falcon 2000LXS
Av Mgr
Jato Lxs
Morristown NJ

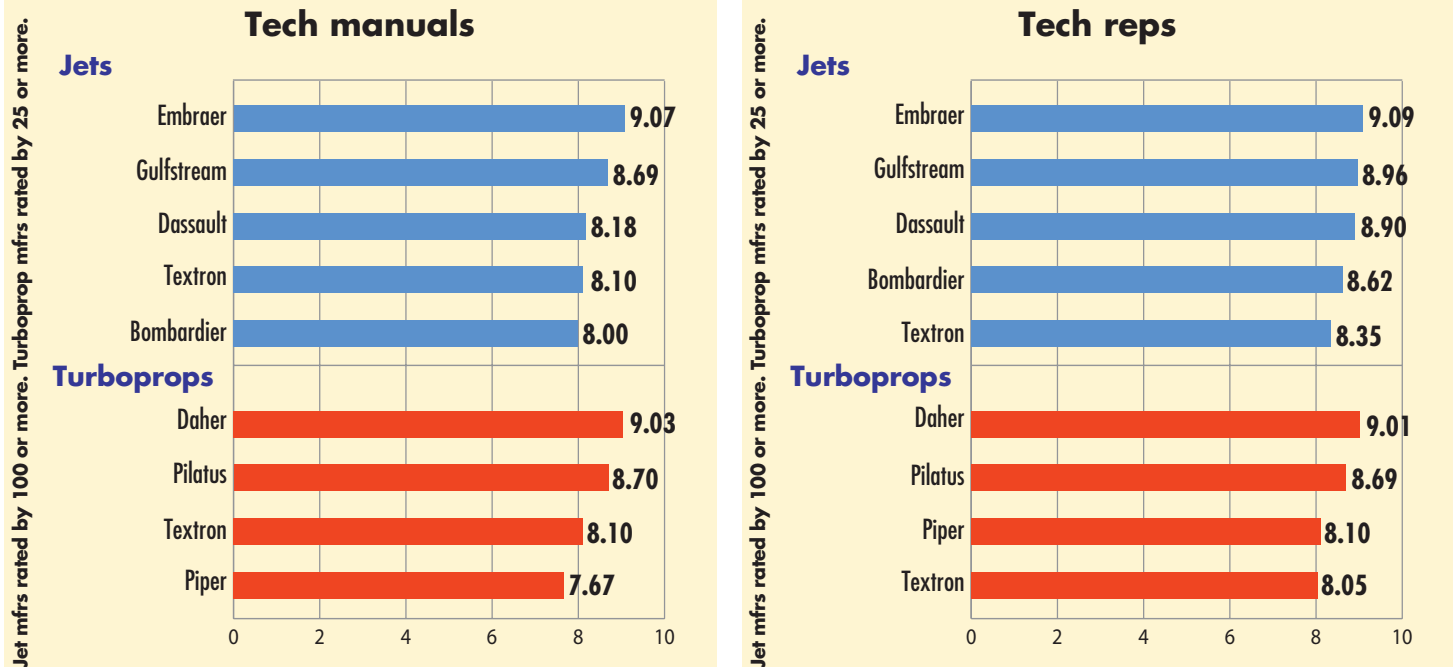
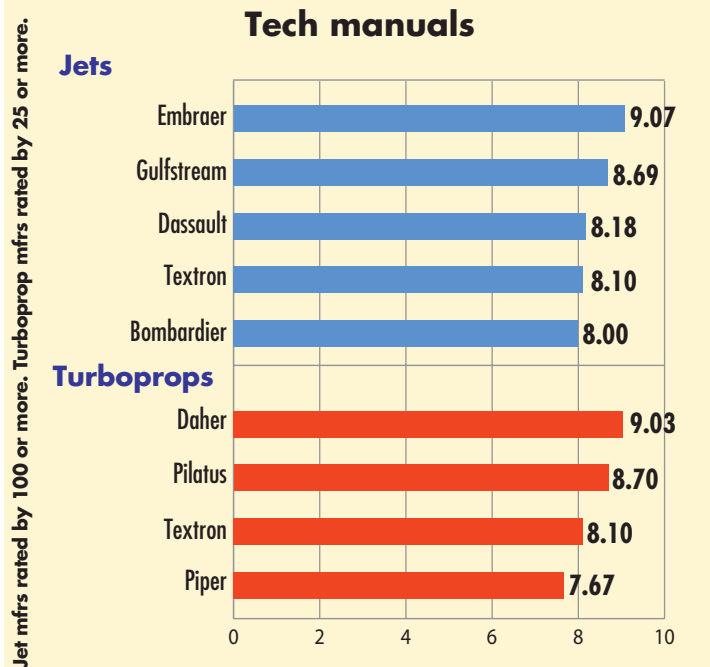
Dassault builds a superior aircraft and offers excellent support to complement their aircraft design efforts.

Robert Snyder
ATP. Falcon 2000LX, Learjet 60XR & Gulfstream G200
SVP Av Ops
Sedgwick
Memphis TN

Very pleased with our tech reps Randy Boyles and David Graham. They're always helpful and eager to assist with any issue we may have.

James Wilser
ATP/CFII. Falcon 2000EASy
Pilot
Concord Air
Cary NC

2018 Pro Pilot Corporate Aircraft Product Support Survey



We've been well supported by Dassault in the operation of our fleet of 6 Falcon aircraft. Our experience has been that Dassault's AOG support is outstanding.

Mark Ellis
ATP. Falcon 7X/2000EASy/50
Dir Av
Tyson Foods
Bentonville AR

They're doing a really good job supporting my company at Dassault Falcon Service. Their service response time has been quick and our satisfaction with the D-FJ service has been great.

Michal Wamej
ATP. Falcon 2000S
Captain
Magellan Pro-Service
Kielce, Poland

Dassault Falcon has done an excellent job supporting our flight operations when we've experienced any service issues. The Falcon Command Center team consistently demonstrates a high sense of urgency in returning our aircraft to service quickly with efficient fault analysis assistance and replacement parts logistics solutions. Our department truly appreciates Dassault Falcon's commitment to delivering outstanding customer service.

Bradley Hennis
A&P. Falcon 2000LX & Citation Excel
Av Mx Mgr
CCBCC Ops
Charlotte NC

Textron
(now Citation & HawkerBeechcraft)



Textron Aviation Senior VP for Customer Service Kriya Shortt is responsible for all aftermarket service and support for Beechcraft, Cessna and Hawker brands. She can be reached at 316-517-5065 or by e-mail at kshortt@txtav.com.

Support from Textron for our Mustang continues to be great. I gave high survey marks for response time, spares availability, and service satisfaction.

Don Lockard
Pvt-Multi-Inst. Citation Mustang
Gen Mgr
National Socket Screw Mfg
Beamsville ON, Canada

Textron has established an impressive network. They did hit a rough patch when incorporating Beech/Hawker into the mix but now seem to have overcome that. The Mobile Service Unit (MSU) trucks have been very helpful to us on multiple occasions.

Alan Dusman
ATP/CFII. Citation Excel
Aviation Dept Mgr
Hanover Foods
Thomasville PA

Mobile Service Teams are our go-to for AOG events. They're great to work with, very knowledgeable and always very responsive.

David Joyner
ATP/CFI. Citation XLS
Captain
Milliken Co
Simpsonville SC

Textron continues to improve. They've been consolidating different systems and working to standardize their approach at each service center. Their billing and reporting software remains a weak point but the commitment of their team specialists is a very strong positive in their favor.

Marc Dulude
ATP. Citation C/3+
Member & Chief Pilot
Mild Air
Okatie SC

We're very pleased with Textron's service center at MCO (Orlando FL), especially with the Mobile Service Unit. Every time we've called they've showed up quickly. The last time we called the waiting period was only 2 hours.

Jose Marquez
ATP. Citation Encore
Chief Pilot
Constructora Sambil
Miami FL

Textron Citation centers do an excellent job. And the Mobile Service Units are fantastic for AOG situations.

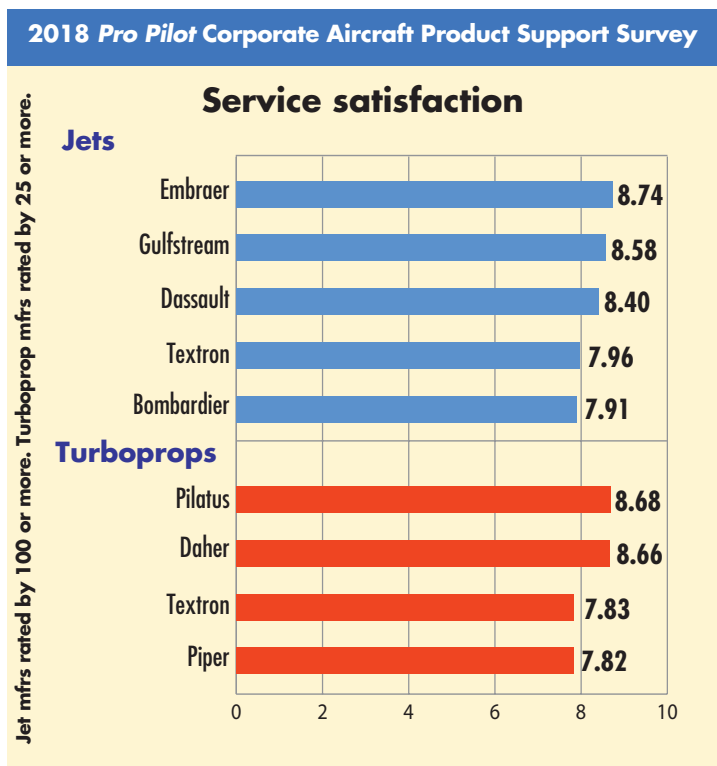
Michael Martin
ATP/CFI. Citation C/1
Chief Pilot
Mustang Properties
Huntsville AL

Very happy with Textron's 1CALL service. They've provided immediate solutions for the few issues we've had with our Sovereigns. On a side note, we've learned that the Jeppesen chart and nav database subscriptions on our aircraft are only about 1/2 the price compared to other midsize bizjets.

Kevin Giefer
ATP/CFII. Citation Sovereign
Chief Pilot
Southwestern Energy
Spring TX

Great customer support received at the San Antonio Service Center.

Glen Goodwin
Comm-Multi-Inst/CFII. Citation XLS+
Chief Pilot
RCS
Houston TX





Field Service Engineers – In Your Hangar!

Honeywell's goal is to bring our technical experts to your aircraft to resolve your issue quickly and efficiently.

Honeywell has field service local Field Services Engineers (FSE) to support you when needed. Your local FSE will be available in person, in your hanger to resolve your issue.

And of course, your Customer Service Manager is always available to provide additional assistance.

The MyAerospace portal is accessible 24/7 so you can quickly and efficiently troubleshoot your problem, or easily access specialized technical support experts.

So no matter how you prefer your support delivered – in your hangar, on your tablet, phone, internet, or all of these – we're there for you.

To learn more about the FSE program, go to aerospace.honeywell.com/CustomerSupport

Fortunately, we haven't had much requirement for manufacturer help. Our Citation CJ1 just doesn't break down. That's probably because I've personally flown all of the 1840 hours on the meter! But when I have needed help, the tech reps have been outstanding.

Will Carroll
ATP. Citation CJ1
Chief Pilot
LDB Corp
Kerrville TX

Service center and MSU support from Textron are both excellent. They're also continuing to improve their mobile capabilities. This saves us time and money by not having to move the aircraft to a service center.

Michael Herman
Comm-Multi-Inst/Helo/CFI.
Citation CJ3
Owner & Pilot
Bear Air
San Diego CA

Our Citation Ultra is a great airplane with outstanding support, which is why I gave Textron high marks across all survey categories.

Daniel Carrigan
ATP/CFII/A&P. Citation Ultra
Chief Pilot
Mikal C Watts
San Antonio TX

When we have a problem I usually only have to make a call and it is no longer my problem.

Nicholas Pellegraind
ATP. Citation CJ3
Chief Pilot
Maverik
Salt Lake City UT

In my opinion, Textron is doing a great job supporting the large number of models they have been operated worldwide.

Dwain Chase
A&P. Citation Latitude
Dir of Mx
Levine Investments
Mesa AZ

Textron does a nice job supporting their legacy Citation aircraft.

Thomas Lyons
ATP/CFII. Citation X
Chief Pilot
C750 LLC
Lawrenceville GA

Rick Best is the tech rep for our CJ, and he is the best I've ever worked with. He stays on top of things and is extremely good about follow-ups whenever they are necessary.

Frank Hale
ATP/CFII. Citation CJ2
Contract Pilot
AMC
Kalispell MT

Textron has the best product support in Europe and does a good job supporting our CJ.

James Healey
ATP/CFII. Citation CJ
Managing Dir
Jet Alliance International
Monte Carlo, Monaco

I've always thought Cessna made very good to excellent quality products. I'd rate Textron's service and support to the same level.

Mark Moran
ATP/CFII. Citation Latitude
Captain
NetJets
Port Orange FL

Your views help Pro Pilot have a better magazine for you and your input helps improve your product support from OEMs. Thanks!

Murray Smith, Publisher

PROFESSIONAL PILOT

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2018 CORPORATE TURBINE AIRCRAFT MANUFACTURERS PRODUCT SUPPORT SURVEY

measures your satisfaction or dissatisfaction with aftersale service provided by aircraft mfrs.

00245

Your response, with scores and comments, should be based on 1st-hand experience in the past 2 years only.

Rate aircraft in 91, 91K or 135 use, not airline use	Office use	Must show for form to be tabulated		(Poor) 1 2 3 4 5 6 7 8 9 10 (Excellent)							
		Aircraft type	Hours logged in this mfr's a/c in past 2 yrs.	Company response time	Spares availability	Cost of parts	Speed in AOG service	Tech manuals	Tech reps	Service satisfaction	
Manufacturers and examples of types											
Airbus A318, 319 CJ & other Airbus a/c in corp use	1										
Boeing BBJ and other Boeings in corp use	2										
Bombardier Global Express, Challenger, Dash 8, Learjet	3										
Daher (Socata) TBM700, 850, 900, 910, 930	4	TBM850	300	10	9	8	10	10	10	10	
Dassault Falcon 10, 20, 50, 900, 2000, 7X	5										
Embraer Legacy, Lineage, Phenom and a/c in corp use	6										
Gulfstream Astra/G100, G150, G200, G280 Gulfstream I, II, III, IV, V, G450, G550, G650	7										
Piaggio P180 Avanti I/II, EVO	8										
Pilatus PC12, PC24	9										
Piper Cheyenne, Meridian, M500/M600	10										
Textron Cessna: Citation series, Caravan, Conquest	11.1	C-560 ENCORE	170	9	9	7	9	5	7	8	
Hawker Beechcraft: Beechjet, Hawker, King Air, Premier	11.2										
Viking DHC-2/3/4/5/6/7	12										
Others	13										

Note: Scores for Aero Commander (turboprop series), Fairchild/Swearingen (SA226/227), JetStar (L1329), Mitsubishi (MU2), Sabreliner (NA265 series) and Westwind (WW1123/1124) may be included under Others (Line 13).

Comments DAHER IS TO BE COMMENDED ON THEIR FREE ON LINE SERVICE MANUALS. IF YOU THINK A PART PRICE IS TOO HIGH THEY HAVE AN E-MAIL ADDRESS FOR YOU TO SEND YOUR INQUIRY. I HAVE NEVER WAITED MORE THAN TWO BUSINESS DAY FOR A RESPONSE AND MOST TIMES IT IS IN MY FAVOR. DAHER STANDS HEAD & SHOULDERS ABOVE OTHERS WHEN IT COMES TO CUSTOMER SUPPORT. FOR THE CUSTOMERS THAT THINK THEIR PARTS ARE TOO EXPENSIVE -- TRY BUYING JET PARTS

Info below required • Mail back this form ASAP • Cutoff July 12, 2018

PLEASE FORWARD TO THE APPROPRIATE PERSON IF YOU DO NOT HAVE EXPERIENCE WITH THESE OEMS—PROVIDE NAME AND RATINGS

Certificates/Ratings ATP SMEL/SMES *Type a/c now operated TBM850, C-560 ENCORE

Job Title VICE PRESIDENT Total pilot hours 6100

Please make corrections to label

or for A&Ps total mx experience in years



Date 5/25/18

1000013907 C-D
DAVID KAPLAN
VICE PRESIDENT PARTNER
CLOVERLEAF COLD STORAGE
401 DOUGLAS ST STE 406
SIOUX CITY IA 51101-1471

Day phone 712-279-8083

e-mail davek@cloverleaf.com

* Signature [Signature]

*Required for form to be counted

Cloverleaf Cold Storage VP & Partner David Kaplan holds an ATP and has over 6100 total flight hours. He rates and comments on the product support provided by Daher and Textron Aviation for his company's Citation Encore and 2 TBM 850s. Overall he was very pleased with Daher and the services received. His survey is 1 of the 1388 forms received for the Pro Pilot 2018 Corporate Manufacturers Product Support Survey.

Bombardier



**Bombardier
Business Aircraft VP
Cust Support
Andy Nureddin
can be reached
by phone at
514-855-8307,
or by e-mail at
andy.nureddin@aero.
bombardier.com.**

Support professionals from Bombardier are really great people to work with, especially with over-the-phone assistance on various issues.

Michael Crotty
ATP. Challenger 300
Chief Flight Standards Branch
The United Co
Gray TN

Bombardier continues to improve their customer support. Now we're looking forward to service center improvements.

Chad Moore
A&P. Global 6000
Dir of Mx
Johnsonville Sausage
Sanford FL

Dean Echaute is our field support rep, and he's absolutely the best. Always quick to respond, his product knowledge on our Lear 45 is phenomenal. Dean is the kind of FSR who builds product loyalty.

Keith Cook
ATP/CFII. Learjet 45
Chief Pilot
Basler Electric
Worden IL

Bombardier has made a huge improvement in the quality of delivered aircraft. They've complemented this with great support emanating from the help desk in Montreal.

Charles Hunt
ATP. Global Express
Dir Flight Ops
HK Bellawings
Hong Kong, China

In my experience, Bombardier's AOG mobile response team is exceptional. They have exceeded my expectations in speed and service to get us back in the air a day or 2 early after mx.

Trey Willis
ATP/CFII. Learjet 75/45
Owner
Willis Aviation Enterprises
Bentonville AR

Considering we have operated our Challenger 601-3A for 10 years and it's now 28 years old, I have nothing but praise for Bombardier. Over these years I have seen Bombardier customer service and product support improve greatly.

Bobby Lippner
ATP/CFI. Challenger 601-3A
Chief Pilot
Ride Realty Investments
League City TX

Field service rep from Bombardier is outstanding. Our FSR responds quickly to our DOM. We have had some issues with parts availability however.

Rob Garrison
ATP/CFII. Challenger 300 & Learjet 35
Dir of Av & Chief Pilot
Sinclair Services
Salt Lake City UT

Company Challenger 350 is an excellent aircraft. And Bombardier backs it up with superior service and support.

Joseph Akins
ATP. Challenger 350
Captain
NetJets
San Ramon CA

Our Bombardier tech rep for our Challenger 300 is great. He's efficient and always replies quickly to our phone calls.

Chase Guinn
ATP. Challenger 300
Line Captain
Circle K
Freetown IN

All in all we have been pleased with our Bombardier 300 and 350 aircraft. The 350 took a lot longer to work the bugs out of the new aircraft compared to our 300s. We had Hawkers previously and hope the Challengers give us the same reliability our Hawkers did over the last 12 years.

Ronald Neds
ATP. Challenger 350/300
Chief Pilot
Marathon Petroleum
Findlay OH

Bombardier has consistently met the high profile requirements of our operation both in technical and operational support.

Thomas Miller
A&P. Challenger 605
Dir of Mx
Jet Asia
Macau, Macau

TURBOPROPS

Pilatus



Piotr "Pete" Wolak is Pilatus VP for customer service. Wolak welcomes calls from Pilatus customers. Operators can reach him at his office by calling 303-410-2720. Wolak's cell

phone is 720-201-3765 and his e-mail is piotr.wolak@pilatus-aircraft.com.

I've flown a Pilatus PC-12 for the past 22 years. Of the 15 aircraft I've owned and flown, the PC-12 has been the greatest to fly and the most outstanding in backup service.

Aaron Henschel
Pvt-Multi-Inst. Pilatus PC-12/47
Owner
H-S Air
Englewood NJ

Pilatus is an excellent company that makes an outstanding product and has great support.

John Thompson
Pvt-Inst. Pilatus PC-12
President
E L Thompson & Son
Atlanta GA

Never had an AOG issue with our Pilatus aircraft. In the last 2 years the plane has always been ready. KCAC Aviation at SUS (Spirit of St Louis MO) is our maintenance facility.

Don Yager
Comm-Multi-Inst/CFI/A&P. PC-12
Pilot
Pure Air Ventures
Greensburg IN

We've had great communication with Pilatus on parts, service and scheduling.

Mike Parnell
Comm-Multi-Inst. Pilatus PC-12NG
Chief Pilot
TimeTool
Eastsound WA

I have logged over 900 hours on our new PC-12NG and I really enjoy flying this fine aircraft. And service from Pilatus is great.

Robert Armstrong
ATP/FE. Pilatus PC-12NG
Chief Pilot
Allegheny Wood Products
Rawlings MD

Our PC-12 has fantastic reliability and Pilatus provides unmatched support. High marks in all survey categories for great service.

Daniel Mavrakis
Comm-Multi-Inst. Pilatus PC-12
CEO
Myriel Aviation
Luxembourg, Luxembourg



The team at Daher is always easy to reach and responds quickly to questions and problems. I highly recommend the Daher TBM aircraft, service and support.

John Labonte
Pvt-Inst. Daher TBM 850
President & Mgr
JL Asset Mgmt
Rice Lake WI

Very pleased with the TBM and Daher's care and professionalism. It's a great airplane with a great organization supporting it.

Richard Krulik
Pvt-Inst. Daher TBM 850
CEO
DZ Holdings
Hauppauge NY

Daher is to be commended for their free online service manuals. And if a customer thinks a part price is too high, they have an e-mail address for you to send your inquiry. I've never waited more than 2 business days for a response and most times it's in my favor. Daher stands head and shoulders above the others when it comes to customer support. And for anyone that thinks their TP parts are too expensive, try buying jet parts.

David Kaplan
ATP. Daher TBM 850 & Citation Encore
VP Partner
Cloverleaf Cold Storage
Sioux City IA

My TBM 900 is truly an outstanding airplane. We bought the airplane new and have flown the airplane approximately 780 hours to date. Our trips have covered the highlights of South America and last year Air Journey's Australian around the world adventure. It's just a great airplane with excellent backup support.

John Edwards
Comm-Multi-Inst. Daher TBM 900
Owner
JE Consulting
Geneseo IL



Daher VP Customer & Network Care, Charles Holomek is located in Pompano Beach FL. His email is c.holomek@daher.com. The TBM Care team can be reached at 1-833-TBM Care during office hours.

For after hours AOG support their 24 hour Global AOG Hot Line is 1-844-4 TBM AOG.

For over 50 years I've owned & operated many different aircraft. I've owned TBMs for the last 10 years along with several other airplanes. Daher aircraft and service are impeccable. They are absolutely the best in the industry in my opinion.

Ralph Ragland
Comm-Multi-Inst/CFII. TBM 850
Owner
Ragland Aviation
Fredericksburg TX

I've found that Daher-Socata has been a wonderful company to deal with over the past 30 years.

James Thorpe
Pvt-Inst. Daher TBM 850
Owner & Pilot
Spring Brook Marina
Naperville IL

Charlie Holomek and his team at PMP (Pompano Beach FL) have always been very responsive and helpful in resolving AOG and service issues. Running my TBM 850 under Part 135 requires an exceptional level of service for operational integrity. I really appreciate Daher's product support efforts.

Eric Walden
ATP/CFII. Daher TBM 850
President & Pilot
Little Hawk Logistics
Charlottesville VA

Love this airplane! It's easy to fly and manage while being fast, economical and having great avionics. Also the backup from Daher is great.

Phil Griffith
ATP/CFII. Daher TBM 850
Pilot
Domokur Aviation
Massillon OH

Daher has done an outstanding job building a close relationship with their customers.

Brian Dunsirn
Pvt-Inst. Daher TBM 850
Owner
Dunsirn Aviation
Menasha WI



Aircraft dispatch reliability on our King Air 200 continues to be excellent. Good airplane with good backup.

Allen Lambert
ATP. King Air 200
Owner & Pilot
Allen Lambert Pilot Service
Roanoke VA

We're receiving good service from Textron on our King Air 300, so I gave them high ratings across the survey categories.

Paul Balas
ATP. King Air 300
Av Dept Mgr
Allen Concrete & Masonry
Lake Placid FL

Love the King Air, period! Textron does a great job supporting my operations.

David Strahle
Comm-Multi-Inst/CFII. King Air 200
President
MIUS RMI
Fenton MI

I love the aircraft and am mostly satisfied with service. I wish Textron would work on the high cost of parts though.

Ross Sullivan
ATP/CFII/A&P. King Air 350
President
RAS
Rutherford CA

Great product support and parts availability from Textron. Tech reps are excellent and knowledgeable. But I think that combining Cessna and Beech into a joint service center still needs work. Closing the Beech ILG (Wilmington DE) center and moving to SWF (Newburgh NY) is okay for CJ owners but not so good for King Air operators. I'm flying down to TPA (Tampa FL) now, since they have the maintenance experience.

Chaz Harris
ATP/CFI. King Air 350
Flight Dept Mgr
C and C Aviation
Worcester MA

The Conquest I we fly has been a very solid workhorse for us. Parts for it are still available, but sometimes a little hard to find.

Hal Arnack
ATP/CFII. Conquest I
Av Dept Mgr
SAS Lima
Cary IL

Seems that as sales of new aircraft decline, parts and service has increased at a rate of 7-8% per year for our operations. Aircraft age is a factor of course, but I feel manufacturers are taking advantage of a cornered market.

Sean Doherty
ATP/CFII. King Air 350
Chief Pilot
Adams Leasing
Milton FL

We are flying a new plane so all the work is still under warranty. The service and support has been very professional.

Wayne Hammermeister
Comm-Multi-Inst. King Air 200
Chief Pilot
Texas Farm Bureau
Waco TX

Our King Air 300 is a great, solid aircraft which is well supported.

Dan Upstrom
ATP/CFII/FE. King Air 300
Captain
Flexsteel Industries
East Dubuque IL



Piper Aircraft VP of Sales, Marketing and Customer Support Ron Gunnarson can be reached at 772-299-2000. Additional contact information is available online at www.piper.com.

Contact your nearest Piper dealer for product support and service questions.

I have been running an operation with Meridians for 10 years. Overall I'm very happy and satisfied with the aircraft and the support for them.

Andre Mueller
Comm-Multi-Inst. Piper M500
Owner & Pilot
Mullair
Weggis, Switzerland

We flew over 600 hours in our 2005 Meridian in just 2 years. Now we've upgraded to the M600 and really love the airplane and the good support from Piper.

David Irvine
Pvt-Inst. Piper M600
Pilot
Eagles Flight
Grove OK

Extremely pleased with Piper aircraft. I'm also very happy with Skytech that is our Piper authorized service center. As owner of serial number 38 I've been well supported on my new M600. Very few maintenance issues have occurred during my 1st year of ownership, but those that did were well handled.

Philip Soucy
Comm-Multi-Inst/CFII.
Piper M600
CEO
P and P Services
Springfield VA

The M600 is a fantastic machine. We burn 40 gals per hour at 275 kts with great range and payload. Piper really hit a home run with the M600, and they have provided us excellent support.

Kirby Chambliss
ATP. Piper M600
Manager
Chambliss Aerobatics
Eloy AZ

Comments regarding TP OEMs that did not receive the 25 responses required to be rated.

Piaggio (18 responses)

Over the past 2 years we've seen improvements by Piaggio on spare parts availability, but I think this area still needs more attention. In addition, the cost of parts is still very high.

Dany Hemond
ATP. Piaggio Avanti II/I
Mx Mgr & Pilot
Cascades
Victoriaville QC, Canada



Piaggio America VP Customer Support Paolo Ferreri is based in West Palm Beach FL and can be reached at +1 561 253 0104 or via e-mail at

pferreri@piaggioaerospace.it.

Outstanding tech reps from Piaggio have provided us excellent support. They're very professional, knowledgeable and responsive. In my opinion they're the best component of the company, hands down.

Gina Beckner
ATP. Piaggio P180
Chief Pilot
SFG/1st Source Bank
South Bend IN

Very pleased with Piaggio's knowledgeable tech reps, so they get the highest marks on the survey from me. However I do recommend that they work to improve on what are sometimes extremely high costs and long lead times on many of their parts.

Eric Russell
ATP. Piaggio P180
Chief Pilot
Rainbow Sandals
San Clemente CA

Piaggio technical support has been and remains outstanding. And their parts availability is improving even though some of them are still pricey.

Pete Brower
ATP/CFII. Piaggio P180
Chief Pilot
Bob Jones University
Greenville SC



Piaggio (L-R) Head of Customer Svc BU Andrea Di Fede, Product Support Engineering Mgr Alberto Siviero, Mx Mgr Danilo Piccone, Head of P180 Customer Support Simone Pietro Saragosa, Spares/Logistics & Procurement Mgr Mauro Porcu, Program Mgr Alice Boggiano, Warranty & Svc Centers Network Mgr Massimiliano Mencaroni, Governmental Commercial Svcs Mgr Giacomo Tachella.