

# 2017 CORPORATE AIRCRAFT PRODUCT SUPPORT SURVEY

## Jets: 1 Gulfstream, 2 Dassault, 3 Citation-Textron, 4 Bombardier. Turboprops: 1 Pilatus, 2 Daher TBM, 3 Beechcraft, 4 Cessna TP, 5 Piaggio.

**Pro Pilot staff report**  
Data compiled by Conklin & de Decker

**A**ftersale product support from aircraft manufacturers has always been vital for all flight departments in order to accomplish their missions. Operators make their decisions of purchasing a new aircraft based on how they can fulfill their air travel responsibilities with aircraft that have been serviced well and are always ready to fly.

The race by OEMs to be rated for best product support provider continues nonstop all year around. These leading aircraft companies work hard to meet customers' demands and keep them pleased with their service. They are all winners but at the same time we believe there is always room for improvement and the exceptional work should continue upwards.

This year the Jet division 1st place medal goes to Gulfstream and the Turboprop crown is placed on Pilatus.

### Jets

**Gulfstream** came back strong and regained the 1st place award held from 2011 to 2014 and lost to Embraer in 2015 and 2016. This OEM has worked nonstop to fulfill their customer needs, efforts that have earned them 1st place in all categories across the board. Overall score earned this year was 8.44 compared to 8.37 overall in

2016. Their FAST team has benefited customers worldwide.

**Dassault** went up to 2nd place from 3rd in 2016. This is another example of efforts and dedication to their operators. Dassault has continued to work hard over the years taking 4th in 2015, 5th in 2014 and 4th from 2010 thru 2013. The Dassault product support team this year earned 2nd place in all categories except for cost of parts. They continue to provide excellent AOG support through their FalconResponse Team. Overall score achieved was 8.14 this year compared to 8.12 in 2016.

**Citation-Textron** moved up a notch to 3rd after placing 4th last year. Citation took the 3rd spot in all categories except for tech reps where they were 4th. They were 3rd in 2015, 2nd from 2011 through 2014 and 1st in 2010. This OEM continues to provide excellent service to their operators through their 19 worldwide service facilities, 60 Mobile Service Units (MSUs) and 1Call. Overall score this year is 7.99 up from to 7.97 in 2016.

**Bombardier** climbed up to 4th from 5th in 2016 with an improved overall score of 7.87 this year from 7.69 in 2016. It was the greatest overall score

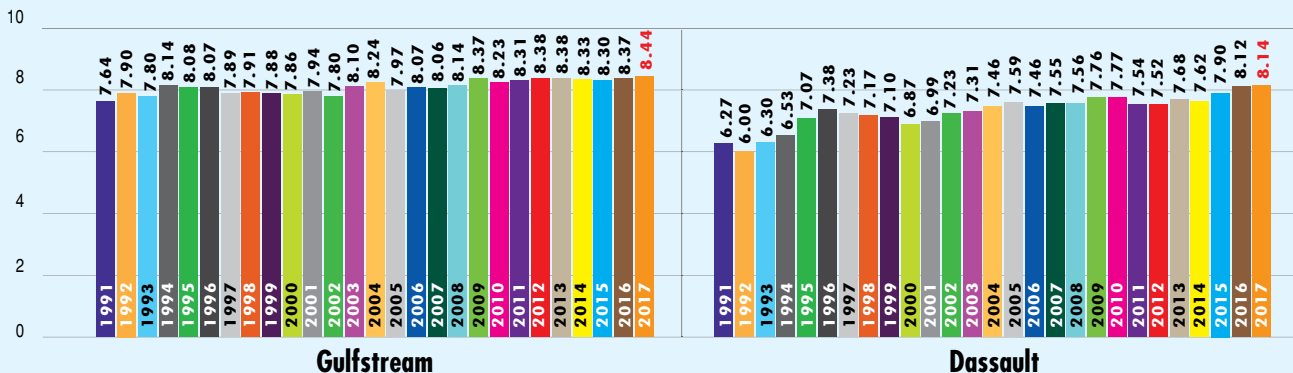
2017/2016 OEM comparison										
Manufacturers	Responses	Company response time			Spares availability			Cost of parts		
		2017	2016	Dif	2017	2016	Dif	2017	2016	Dif
<b>Jets</b>										
Gulfstream	242	8.89	8.86	0.03	8.48	8.36	0.12	6.55	6.42	0.13
Dassault	154	8.46	8.48	-0.02	8.33	8.32	0.01	6.30	6.29	0.01
Cessna Citation	333	8.39	8.38	0.01	8.18	8.14	0.04	6.38	6.43	-0.05
Bombardier	252	8.16	7.97	0.19	7.77	7.49	0.28	6.50	6.32	0.18
<b>Turboprops</b>										
Pilatus	51	8.43	8.91	-0.48	8.46	8.58	-0.12	6.80	6.57	0.23
Daher	47	8.60	8.74	-0.14	7.88	8.02	-0.14	6.00	6.50	-0.50
Beechcraft	97	8.02	7.95	0.07	7.96	7.79	0.17	5.93	5.89	0.04
Cessna	21	7.10	◆	-	6.60	◆	-	5.57	◆	-
Piaggio	20	5.68	◆	-	4.60	◆	-	3.45	◆	-

### 2017 Pro Pilot Corporate Aircraft Product Support Survey

#### Jets

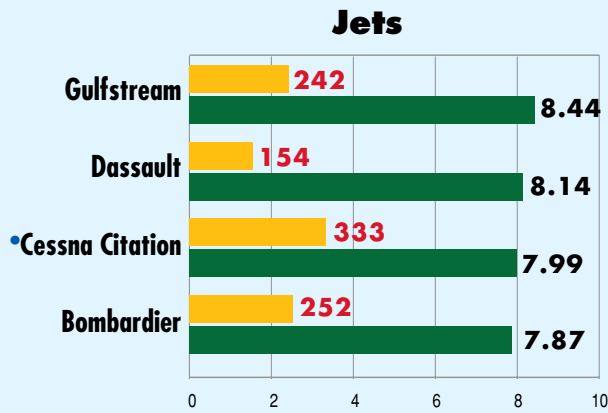
#### 27 years of surveys for turbine

Comparison of overall average scores



# 2017 Pro Pilot Corporate Aircraft Product Support Survey

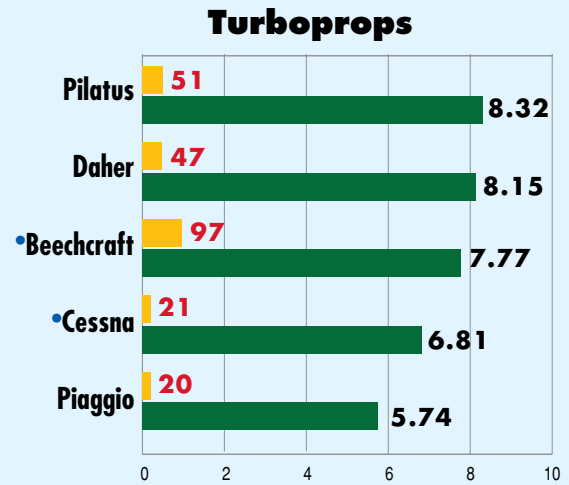
## Overall ranking



\*Now under Textron

Jet mfrs rated by 100 responses or more.

Turboprop mfrs rated by 20 responses or more.



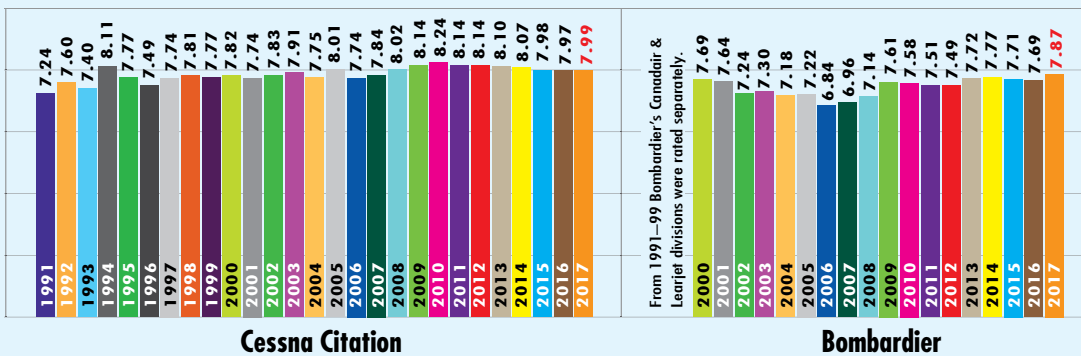
Overall ranking Responses

## support scores for corporate jets and turboprops

Manufacturers	Speed in AOG service			Tech manuals			Tech reps			Service satisfaction			Overall scores		
	2017	2016	Dif	2017	2016	Dif	2017	2016	Dif	2017	2016	Dif	2017	2016	Dif
<b>Jets</b>															
Gulfstream	8.83	8.73	0.10	8.58	8.64	-0.06	9.02	8.93	0.09	8.71	8.64	0.07	8.44	8.37	0.07
Dassault	8.45	8.38	0.07	8.20	8.16	0.04	8.75	8.73	0.02	8.47	8.49	-0.02	8.14	8.12	0.02
Cessna Citation	8.18	8.18	0.00	8.18	8.11	0.07	8.46	8.41	0.05	8.16	8.15	0.01	7.99	7.97	0.02
Bombardier	7.92	7.82	0.10	8.03	7.94	0.09	8.67	8.40	0.27	8.03	7.90	0.13	7.87	7.69	0.18
<b>Turboprops</b>															
Pilatus	8.49	8.55	-0.06	8.71	8.64	0.07	8.63	8.90	-0.27	8.73	8.80	-0.07	8.32	8.42	-0.10
Daher	8.16	8.40	-0.24	8.88	8.73	0.15	9.05	8.93	0.12	8.47	8.61	-0.14	8.15	8.28	-0.13
Beechcraft	8.11	7.70	0.41	8.24	8.04	0.20	8.08	8.12	-0.04	8.05	7.80	0.25	7.77	7.61	0.16
Cessna	6.33	◆	-	7.32	◆	-	7.71	◆	-	7.05	◆	-	6.81	◆	-
Piaggio	5.20	◆	-	7.40	◆	-	7.85	◆	-	6.00	◆	-	5.74	◆	-

## corporate aircraft manufacturers rated 1991-2017

From 1991-2001 rating included both jet and turboprop



Jet OEMs with less than 100 survey responses

Embraer

Hawker Beechcraft

improvement in the Jet division. They placed 2nd in cost of parts and 3rd in tech reps. Bombardier continues with their efforts to serve their customers by giving access to 24/7 support by specialists in their 4 Customer Response Centres for Business Aircraft in Montreal and Wichita. They placed 5th in 2015, 4th in 2014 and 3rd in 2013.

## Turboprops

**Pilatus** remains the king of aftersale product support in the TP division for 16 years since it was created. Their Customer First motto has enabled this Swiss company to keep their customers pleased. They placed 1st in spares availability, cost of parts, speed in AOG service and service satisfaction and 2nd in response time, tech manuals and tech reps. Overall score for 2017 was 8.32 compared to 8.42 in 2016.

**Daher TBM** takes the 2nd place for 9 years in a row now. Overall ranking was 8.15 this year slightly down from 8.28 in 2016. This OEM earned the 1st spot in response time, tech manuals and tech reps and 2nd in cost of parts, speed in AOG service and service satisfaction. Daher continues to work hard to please their operators through their 24/7 support line.

**Beechcraft** retains its 3rd spot again this year since 2009. They earned an overall score of 7.77 this year up from 7.61 in 2016. Beechcraft took 2nd in spares availability and 3rd place in response time, cost of parts, speed in AOG service, tech manuals, tech reps and service satisfaction.

**Cessna** placed in the 4th position for 2017 with an overall score of 6.81. Caravan and Conquest operators are pleased to have Textron's 1CALL program available.

**Piaggio** rounded out the survey receiving the 5th spot in the *Pro Pilot* Corporate Aircraft Product Support Survey. This OEM made the minimum requirement to rank in the TP division and appeared in this survey for the first time ever obtaining an overall score of 5.74. Piaggio is now showing strong efforts and is working diligently to provide customer support 24/7 for its Avanti customers.

## OEMs with insufficient survey returns for division rankings

**Embraer** and **Hawker Beechcraft** didn't make the minimum required 100 responses. Therefore they didn't rank in the jet division.

Likewise **Piper** didn't meet the minimum requirement of 20 responses to rank in the TP category of the *Pro Pilot* Survey. □

## Methodology

For 27 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 16 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 2017 a target mailing of 7883 survey forms was mailed out to a random selection of corporate operators from the *Pro Pilot* subscription list. A supplemental mailing of 1464 was sent to other turbine aircraft operators.

A total of 1495 survey forms, representing a 16% return, came back to the *Pro Pilot* office by July 21 cutoff date. A total of 1168 survey forms were properly filled out, providing 1457 line evaluations with 1189 for the jet division and 268 for the turboprop division. A total of 327 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 rate newly-acquired product line separately for 3 years. Therefore, Cessna and Hawker Beechcraft are being rated separately for the last time this year. They will be rated all together under Textron Aviation in 2018.

*Pro Pilot* rules for this 2017 survey required a minimum of 100 responses to rank in the jet division. There were 4 manufacturers that met the criteria and consequently were rated in this division—Bombardier, Cessna, Dassault and Gulfstream. There were other manufacturers that received responses but not enough to rank in this division: Airbus (2 responses), Boeing (13), Eclipse (3), Embraer (96), Hawker Beechcraft (90), HondaJet (1), Sabreliner (1) and Worthington Aviation/Westwind (2).

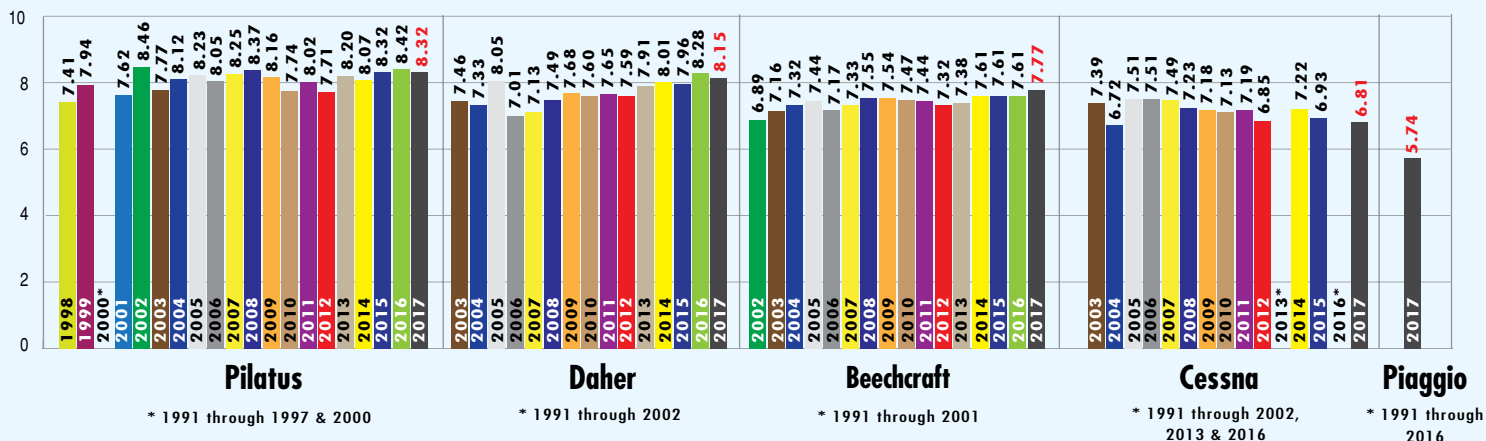
For the turboprop division manufacturers needed 20 responses for inclusion. Only 5 TP aircraft manufacturers met the criteria—Beechcraft, Daher, Cessna, Piaggio and Pilatus. Other TP mfrs that obtained responses but not enough to rank were Aero Commander (8 responses), Bombardier/de Havilland (1), Dornier (1), Mitsubishi (4), Fairchild/Swearingen (2), Piper (15) and Viking (1). 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. □

## 2017 Pro Pilot Corporate Aircraft Product Support Survey

### Turboprops

### Comparison of overall average scores

\*no rating for years indicated



## JETS



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

Our company recently introduced a G650 into service. Gulfstream has provided excellent support for their aircraft. Company response time and tech reps get high marks from me.

Trevor Jones  
ATP. Gulfstream G650/G550  
Aircraft & Crew Mgr  
Ineos Aviation  
Uxbridge, Middlesex, UK

Entry into service of our G650ER has been trouble-free, despite the expected initial anxiety about putting a new aircraft into service. And it's been equal to or better than all previous company models that I've had the pleasure to fly, including the Gulfstream IV, V and G550. Product support from Gulfstream continues to be above reproach.

Ken Norman  
ATP. Gulfstream G650ER  
Aviation Manager  
Little Aviation  
Attwood, Victoria, Australia

Customer of Gulfstream for 13 years, and their product support has been absolutely extraordinary. Whether at their service centers or for an "on the road tech assistance" requirement, they consistently provide top-level support. On the rare occasion when I had concerns about timeliness of an AOG response, the tech ops staff and service team managers always remained on top of the repair to guarantee an expeditious return to service. Gulfstream builds reliable, high performance planes, but their real forte is a product support system that keeps their planes flying.

Wayne Williams  
ATP. Gulfstream V/G550/G450  
Chief Pilot  
Williams Aviation Services  
Naples FL

In addition to designing and building really great products, we operate Gulfstreams because of their excellent and timely customer support.

Carl Sorg  
ATP. Gulfstream G550/G450  
Dir of Aviation  
Johnson & Johnson  
West Trenton NJ

Aircraft of choice is Gulfstream, primarily because of its ever-dependable dispatch reliability and excellent customer service.

Fritz Oesterle  
A&P. Gulfstream G550  
Dir of Maintenance  
Hewlett Packard Enterprises  
San Jose CA

Both Gulfstream and local tech rep David Winkler do a truly outstanding job supporting our G150 and G280. Dave is willing and able to help when we have an issue. He's a great rep for Gulfstream.

Rick Stoullil  
ATP. Gulfstream G280/G150  
Chief Pilot  
Hormel Foods  
Austin MN

First experience with Gulfstream—happy to report that service and tech support are way superior to any other aircraft we've ever operated. Customer service and the FAST teams have done a superb job any time we have been away from base. They always provide the same exceptional level of service, even for our recurring needs during ops in San Juan.

Ricardo Gonzalez  
ATP/CFII. Gulfstream G150  
Dir of Ops  
Dorado Aviation  
Guaynabo PR

We have consistently experienced top-shelf customer service from Gulfstream. So I give them excellent scores across the board in all categories.

Lee Bradshaw  
A&P. Gulfstream V/G280  
Asst Maintenance Manager  
Cox Enterprises  
Atlanta GA

Gulfstream continues to do a good job for us. It's still all about the people and relationships you develop. Gulfstream has wonderful customer-oriented FSRs and service center professionals.

John Leder  
A&P. Gulfstream G450/G280  
Mgr Aviation Maintenance  
Dominion Energy  
Amelia VA

Love the Gulfstream. Have operated them since 1995. My only wish is for legacy aircraft support to remain as strong as for the new birds. Cabin management stands out as 1 area to focus on.

Brian Lynn  
ATP. Gulfstream IV  
Dir of Aviation  
Wren Acquisitions/M Automotive  
Waterford MI

Tech ops staff and FSRs from Gulfstream are the greatest. They really make my life good with tremendous product support. Gulfstream has been #1 in my book for over 30 years.

Dennis Phillips  
A&P. Gulfstream V  
Dir of Maintenance  
Crown Cork & Seal  
Philadelphia PA

### 2017 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
<b>Jets</b>									
<b>Bombardier</b>									
Challenger/Global Express	195	8.17	7.81	6.67	7.90	7.93	8.70	8.05	<b>7.89</b>
Learjet	63	8.21	7.77	6.18	8.02	8.45	8.64	8.07	<b>7.90</b>
<b>Cessna</b>									
Citation	333	8.39	8.18	6.38	8.18	8.18	8.46	8.16	<b>7.99</b>
<b>Gulfstream</b>									
GII-V, G300-650	182	8.99	8.69	6.70	8.93	8.68	9.10	8.87	<b>8.57</b>
IAI-1125/G100-G280	72	8.66	7.96	6.31	8.59	8.35	8.81	8.33	<b>8.15</b>
<b>Turboprops</b>									
<b>Beechcraft</b>									
King Air	97	8.02	7.96	5.93	8.11	8.24	8.08	8.05	<b>7.77</b>
<b>Cessna</b>									
Caravan, Conquest	21	7.10	6.60	5.57	6.33	7.32	7.71	7.05	<b>6.81</b>

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.



**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.**

FalconCare maintenance program is the leader in the industry for quick response, excellent service and the ability to have FAA certified maintenance provided quickly when traveling outside of the US.

Wes Gustafson  
ATP. Falcon 7X  
Aviation Dept Mgr  
Valkyrie Leasing  
Seattle WA

Enjoying flying a Falcon 2000LX for company business. And in our opinion, Dassault is doing an excellent job of product support.

Andrew Cohen  
ATP. Falcon 2000LX & Gulfstream IV  
President  
Aviation Consultants of Aspen  
Castle Rock CO

Very impressed with Dassault Aircraft Services heavy service center at LIT (Little Rock AR). In addition to a full range of MRO capabilities, they have friendly and knowledgeable personnel. We also especially appreciate the fair and accurate billing and on time deliveries.

James Grasmeyer  
A&P. Falcon 7X  
Maintenance Dir  
Clay Lacy Aviation  
Santa Ana CA

We are extremely satisfied with the high quality of our Falcon 2000LXS. Our plane delivers an excellent service which is highly appreciated by all the company passengers we transport. Performance is excellent, fuel consumption is within our expectations and these planes are a delight to fly.

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

Our Falcon 2000EX EASY is an extremely reliable aircraft. Dassault really backs up their products; the support we've received is absolutely world class.

Drew Oetjen  
A&P. Falcon 2000EX EASY  
Mgr of Aircraft Maintenance  
Union Pacific Railroad  
Omaha NE

Have to say that overall, Dassault has been very responsive to any issues encountered with our aircraft. On rare occasions, it seems that their internal processes have presented a challenge to the shipment speed of replacement parts. Of course we always want the fastest delivery possible to meet our requirements.

Thomas Hansen  
ATP. Falcon 2000LXS  
Captain  
Green Bay Packaging  
Howard WI

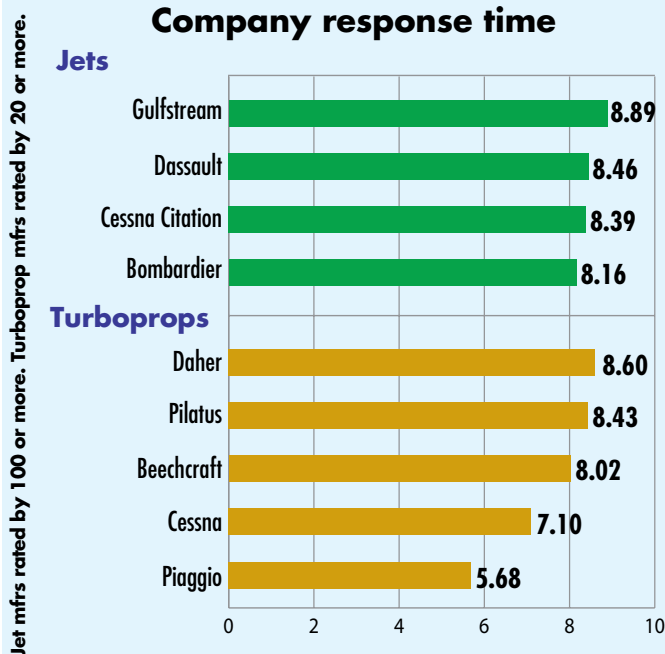
Great product support received from Dassault for our Falcon 900EX EASY. I have no complaints at all.

Moises Cruz  
ATP. Falcon 900EX EASY & Hawker 850XP  
Chief Pilot  
Lesortec  
Toluca, Mexico

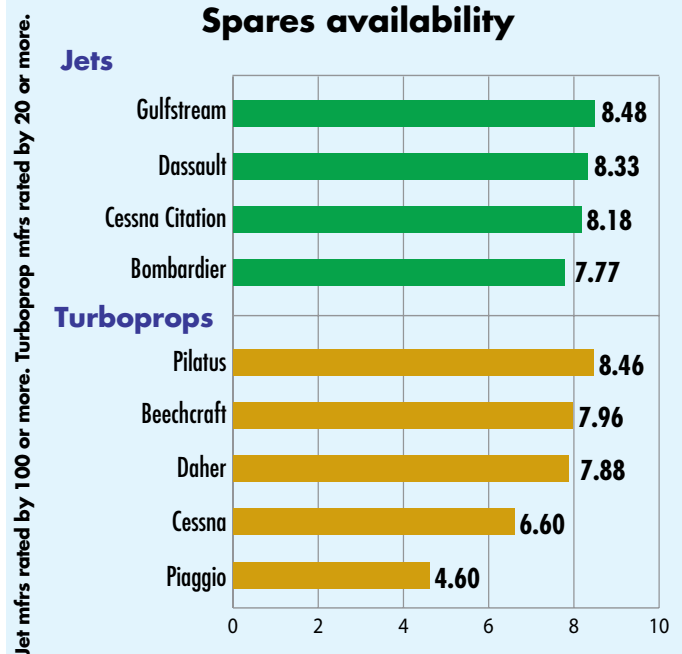
All the staff we depend on at Dassault Falcon Jet are working extremely hard to support our operation. We're very pleased with their efforts to keep us flying.

George Afordakos  
A&P. Falcon 2000/2000EX/900EX  
Dir of Maintenance  
Comcast  
Philadelphia PA

**2017 Pro Pilot Corporate Aircraft Product Support Survey**



**2017 Pro Pilot Corporate Aircraft Product Support Survey**







**Cessna Citation**  
(now Textron Aviation)



**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.**

Our experience with Cessna Mobile Service Unit teams in the last few years has been outstanding. They're a very knowledgeable group that's always willing to put in extra effort to get the job done.

Gary Block  
ATP. Citation Encore  
Chief Pilot  
Meridian Aviation  
Parker CO

Cessna does a great job in service and will spend the needed time to get the job done right the 1st time. AOG techs are knowledgeable and fast to respond. Keep up the good work.

William Hall  
ATP. Citation Sovereign  
Line Captain  
NetJets  
Denver CO

I have to applaud Cessna on their response time, spares availability and speed for AOG issues. We always have whatever parts we need the next day.

Edward Carder  
ATP/CFII. Citation Sovereign  
Chief Pilot  
C Jay Aviation  
Cartersville GA

They always seem to come through for us on product support. Thanks Cessna!

Brian Pruitt  
ATP. Citation X  
Senior Dir of Aviation  
PGA Tour  
St Augustine FL

Mobile Service Units do a good job. Overall great service across all Pro Pilot survey categories.

David Miller  
ATP. Citation Mustang  
Owner Operator  
Eclipse 1 Management  
Dallas TX

We took delivery of a new Latitude the 1st part of 2016, and overall it's been a wonderful plane. Most issues are still under warranty, and Team Latitude has been quick to respond when problems arise.

Travis Sampson  
ATP. Citation Latitude  
Captain  
Las Vegas Aviation  
Smithfield UT

Service and product support from Cessna has been excellent, even though our CJ1 has been extremely reliable. We've only had 2 maintenance cancellations in 11 years, and in both cases Cessna responded quickly, even sending their mobile service truck when needed.

David Womacks  
ATP/CFII. Citation CJ1  
Chief Pilot  
Hudson Co  
Scottsboro AL

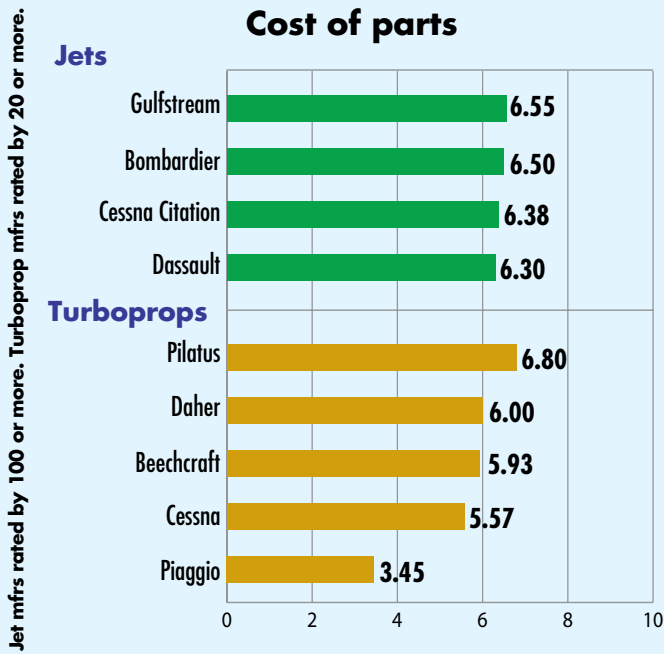
Best corporate aircraft made—the Citation X is truly a winner that is next to none. Beautiful on the outside and just as well designed and functional on the inside. Once you fly it no other even compares. Sweet ride for all aboard, from staff to guests. I also gave Textron the highest score in overall service satisfaction. Can't say enough good things about the Citation X.

Bruce Starkey  
Comm-Multi-Inst. Citation X  
President  
Starkey Express Aviation  
Medina OH

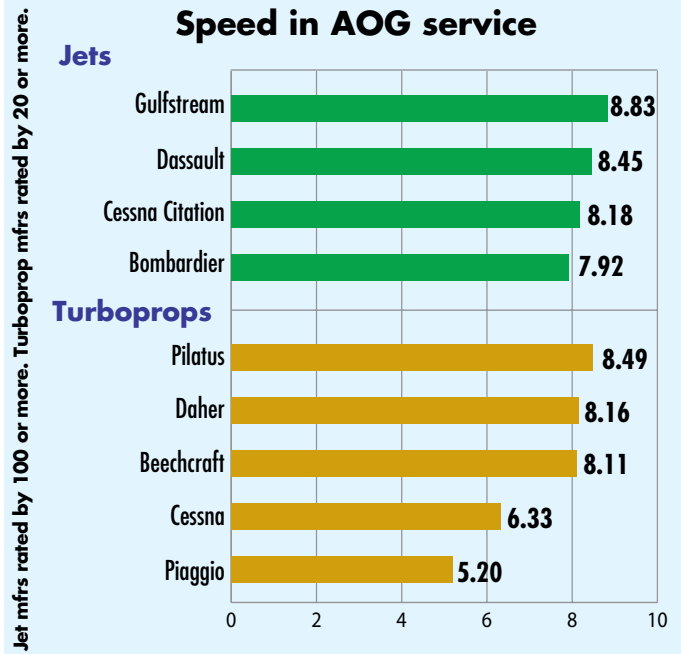
Product support received for our Citation Mustang has been excellent. I feel it's hard to beat a Citation Service Center for maintenance.

Richard Tutt  
ATP/CFII. Citation Mustang  
Principal & Founder  
RJ Tutt Aviation  
Stockton CA

2017 Pro Pilot Corporate Aircraft Product Support Survey



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Textron Aviation has provided above average support for our Citation CJ3 and now our CJ4. Whenever we've had an AOG situation they always take care of our flight ops needs even if they are unable to fix our aircraft immediately.

Sean Gast  
ATP, Citation CJ4  
Flt Dept Mgr & Chief Pilot  
Pacific Intl Marketing  
Castroville CA

Gave good marks in the spares, speed in AOG and tech reps categories. One area I would like to see them focus on is more electronic publications and flight manuals for older aircraft.

Nick Belvedresi  
ATP, Citation Encore  
Pilot  
University of Mississippi  
Oxford MS

Maintenance techs at the Citation Service Centers and MSUs are highly experienced and do excellent work. But since Textron absorbed Cessna, the admin and financial customer service is no longer run like a family owned and operated business. Our customer loyalty (since 1982) is rarely acknowledged or appreciated. Pride in the brand and personal customer service is not the same as it was.

Jan Cooper  
ATP, Citation XLS+  
Chief Pilot  
Lario Oil & Gas  
Denver CO

Long time customer of the Cessna Citation Service Center at GSO (Greensboro NC) that's been in operation for over 25 years. They opened with a fairly young but experienced staff that has matured into a very knowledgeable and capable force. Fast forward to today and it seems they are entering a transition—hopefully they have a plan to replace the very experienced employees who have or will retire in the near future. This, combined with the integration with Beechcraft, is a lot for them to deal with. It's a nice facility but is too small; they need room to grow. Fortunately, the staff and mechanics are putting out great effort and doing tremendous work. Textron should re-source their customer support so they don't get overwhelmed.

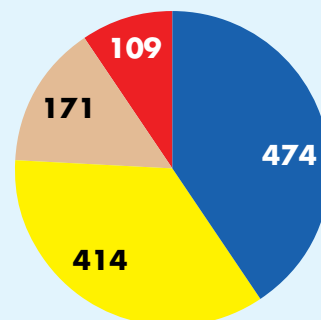
Kenneth Shelton  
ATP/CFII, Citation XLS  
Av Dept Mgr  
Pike Electric  
Mount Airy NC

Have used the Cessna Service Centers as well as their mobile service units in the past year. Response times are good, regardless of the ease of repair. Also some of the techs are better than others, but overall we've had mostly good service experiences with this manufacturer.

D Johnson  
ATP, Citation Excel  
Captain  
Plane Solutions  
Oak Grove MN

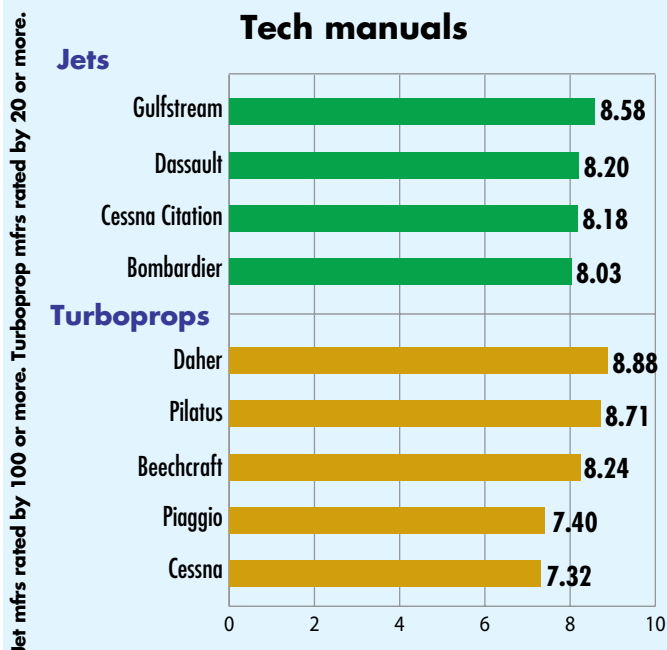
## 2017 Pro Pilot Corporate Aircraft Product Support Survey

### Job titles of survey respondents

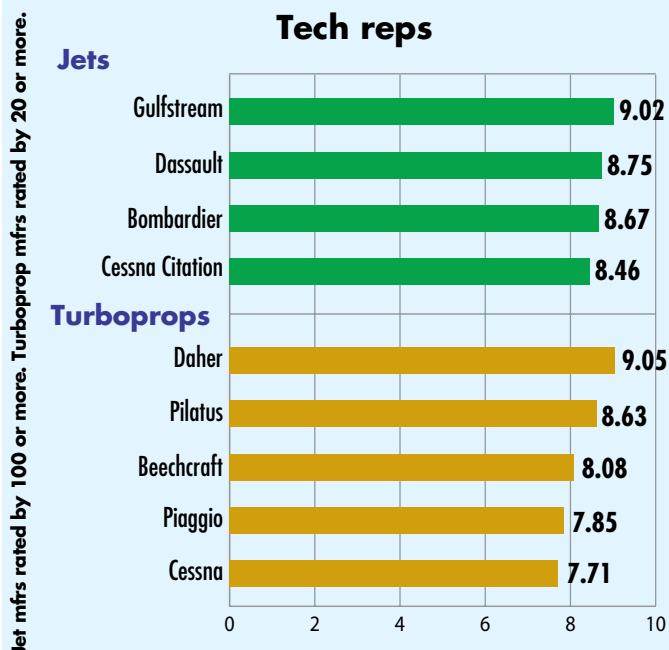


- Aviation Dept Mgr, Chief Pilot, Dir of Aviation, Flight Ops Mgr or VP Operations
- Captain, Line Captain, First Officer or other pilot
- Owner, Chief Executive, President, VP, General Mgr or other corporate officer
- Maintenance Chief, Maintenance Mgr or Mechanic

## 2017 Pro Pilot Corporate Aircraft Product Support Survey



## 2017 Pro Pilot Corporate Aircraft Product Support Survey





**Bombardier  
VP Customer  
Support &  
Training Andy  
Nureddin  
can be reached  
by phone at  
514-855-8307,  
fax 514-855-7818,  
or use his  
e-mail of**

**andy.nureddin@aero.bombardier.com.**

Field service rep Mike Zina is the best thing about Bombardier. His commitment to us is like none I've ever seen.

Robert Freed  
A&P. Global Express XRS  
& Gulfstream G200  
Chief of Maintenance  
Delaware North  
Buffalo NY

Bombardier continues to produce amazingly exceptional products with great support worldwide.

James Moore  
ATP. Global Express  
SVP & Dir of Flt Ops  
Citi Aviation  
Glade Hill VA

Very satisfied with Bombardier support. They're easy to work with.

Tom Sanders  
ATP. Challenger 350  
Chief Pilot  
Bissell  
Grand Rapids MI

Speed in AOG service and quality is an important area where Bombardier does an excellent job.

Russell Arena  
ATP/CFII. Global Express  
& Challenger 650  
Mgr Aircraft  
Raytheon  
Littleton MA

Excellent speed in AOG support as well as parts availability and shipping. Our FSR Bill Houst is very knowledgeable and always puts the customer's concerns 1st.

Steve Pacifico  
A&P. Global 6000 & Sikorsky S76D  
Aircraft Maintenance Tech  
EWA Holdings  
Flanders NJ

Learjet field service reps are the best in the industry. I also rated Bombardier high in the speed in AOG category.

Roger Lipcamon  
ATP/CFII/A&P. Learjet 75  
Dir of Operations  
Knapheide Mfg  
Pittsfield IL

We've received excellent support from Bombardier for our Challenger and 2 Learjets. Especially like to acknowledge the great service received from the highly professional team at Bombardier FLL (Ft Lauderdale FL).

Guillermo Vozza  
ATP. Challenger 604  
& Learjet 40/60  
Captain  
Grupo Dolphin  
Buenos Aires, Argentina

Tucson service center at TUS (Tucson Intl Airport, AZ) is absolutely 1st class. Bombardier also provides great AOG service.

Lynn Allen  
ATP/CFII. Challenger 601  
Chief Pilot  
Allen Aviation  
Waxahachie TX

Our Bombardier field service rep Ken Poiniski has saved us numerous times. He's been our FSR since we were operating our Learjet 60. Nothing but great things to say about him and the professional job he has always done for us.

Richard Sanchez  
A&P. Challenger 350/300  
Aircraft Maintenance Mgr  
HEB Grocery  
San Antonio TX

Had a flap problem while at IAD (Dulles Intl Airport, VA). Fortunately Bombardier mechanics happened to be at the FBO working on a Global Express. They serviced our aircraft immediately after finishing their 1st job and put us back on track that same evening. I'm so grateful for the professionalism and initiative of Bombardier mechanics.

Alan Yacas  
ATP. Challenger 604  
Chief Pilot  
ACY Services  
Frisco TX

My experience has been that service support is good overall, depending on where the aircraft is based. When I was flying the same aircraft with a different operator in another region, the FSR was excellent and knew the aircraft very well. I haven't had the same relationship where I'm at currently. Would appreciate a faster response and better communication from the FSRs.

Alberto Bofill  
ATP. Learjet 45  
Chief Pilot  
51LJ Corp  
Hialeah FL

Great job by the AOG team in Montreal. We've had some issues with a few parts in North America, but Bombardier was willing to pull from production for me a couple of times. And the tech reps are great, they're always there to help.

Simelo Joyner  
A&P. Challenger 300  
Maintenance Supervisor  
Entergy Services  
New Orleans LA





Comments regarding Jet OEMs that did not receive the 100 responses required to be rated.

## Embraer (96 responses)



**Embraer Senior VP Customer Support and Services Worldwide Scott Kalister with more than 16 years experience at Embraer Customer Support and Services.**

Scott can be reached at 321-751-5100 or via e-mail at skalister@embraer.com.

We been lucky to operate the 1st Phenom 300 in Australia and have found the OEM service to really be second to none.

Jeremy Fraser  
ATP. Phenom 300/100  
Ops Mgr & Captain  
Direct Jets  
Ocean Grove, Australia

Have owned our Phenom 100 for more than 7 years and continue to be happy with the aircraft. The Embraer team at BDL (Windsor Locks, CT) service center deserve special credit for a job well done.

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

Applauding Embraer's stated goal to be #1 in customer service. My experience and view is that they are taking the proper steps to do that.

Scott Durkee  
ATP/CFI. Embraer Legacy 450  
& Citation X  
President  
Onflight  
Cincinnati OH

Embraer simplified and streamlined the unscheduled maintenance process by having a one-contact call center. Now it couldn't be easier to obtain service and parts help. Gary Parks and Mike Valek are very responsive and knowledgeable, along with the rest of the Embraer team.

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



**Embraer (Center) Senior VP Customer Support and Services Worldwide Scott Kalister. (L-R in the back) VP Customer Support and Svcs: Siu Yeung (China), Greg Graber (North and Central America), Marcio Moreira (Asia Pacific), Sérgio G T da Cunha (South America) and Pedro Paiva (Europe, Middle East & Africa).**

Couldn't be more satisfied with both of our Legacy 500s or the customer support given to us by Embraer.

Paul Kohler  
ATP. Legacy 500  
Aviation Mgr & Chief Pilot  
Michels Corp  
Fond du Lac WI

Field support engineer at Embraer Asia Pacific, Sanjay Pandey, has provided exceptional service on our Legacy 600 based in Bangkok. And the service center in Windsor Locks CT was very helpful while we were in the US. Special thanks to Inflight Jet Centre at Stansted, London who provided above and beyond AOG help through coordination with Sanjay. Embraer is always available with excellent product support.

Frank Salinger  
ATP/CFII. Legacy 600  
Chief Pilot  
Travel World Aviation  
Bellingham WA

Embraer continues to have a flat-out amazing commitment to customer support. There is no other OEM in the industry that even comes close.

Tiron Pechet  
ATP/CFII. Phenom 100  
Owner & Pilot  
Bedford Jet Flight  
Cambridge MA

Only had our new Legacy 450 for 4 months. We've had a few nuisance mechanical issues that were handled for us quickly and efficiently, so high scores for Embraer in all Pro Pilot categories.

Steven Reed  
ATP. Legacy 450  
Former Av Dept Mgr  
Bretford Manufacturing  
Colorado Springs CO

Response time by Embraer is outstanding. Their tech reps immediately get back to us to solve any issues we may have. They're always there for us!

Fernando Sporleder  
ATP. Legacy 600  
Chief Pilot  
Mabex  
São Paulo, SP, Brazil

Product support for our Phenom 300 has been outstanding. This is unquestionably the most reliable aircraft we've ever owned. And it's comforting to know that Embraer is there for us on the rare occasions we need them.

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

**Hawker-Beechcraft (90 responses)**  
now Textron Aviation

We've had a great experience operating our Hawker 850XP. It's extremely reliable and fits our mission needs. In our experience, it's also very well supported by Textron Aviation.

Tim Richter  
ATP/CFII. Hawker 850XP  
Senior Base Captain  
INPO  
Atlanta GA

Currently flying a Beechjet 400 and I'm very pleased to see that spare parts availability for our aircraft has greatly improved since Hawker Beechcraft was acquired by Textron Aviation. Good job by Textron tech reps as well.

Peter Van Weele  
ATP/CFI. Beechjet 400 &  
Citation Sovereign  
Chief Pilot  
Brown and Brown  
Port Orange FL

Everytime we need to use services in the US we've always been well attended by FBOs and maintenance services of our choice.

Maauri Sousa  
Comm-Multi-Inst/CFII.  
Hawker 800B  
Captain  
Helibase Svc Manut Aeronautica  
São Paulo, Brazil

I am happy Textron is still supporting the Hawker, just sad to see it going away.

Kevin Andrew  
ATP/CFII. Hawker 750  
Chief Pilot  
Kansas City Royals Baseball  
Kansas City MO

Still adjusting to the effects of the Hawker Beech and Textron Aviation merger. I've found that the parts and personnel resources are not readily available whenever we have issues with our Hawker 850XP. Hope Textron keeps supporting this great jet.

Ben Brewer  
ATP. Hawker 850XP  
Chief Pilot  
INPO  
Atlanta GA

Our Hawker 800 has always been a very solid and dependable midsize corporate jet. Always starts up and flies the mission.

R Risher  
ATP/CFII. Hawker 800  
Chief Pilot  
Zenith National  
Poway CA

Darren Paul is a captain flying the Gulfstream G650 with Executive Jet Management, where he's been for the last 5 years. He is an ATP/CFII who also holds an A&P with Inspection Authorization. Along with over 13,000 logged flight hrs, Darren has garnered 15 years of maintenance experience. Here he rates 2 company airplanes - the Global Express and Gulfstream G650 - for manufacturer product support. This Pro Pilot survey received a total of 1495 survey forms from top execs, flight dept mgrs, pilots and mx mgrs.

Please fill out this survey form. In return we'll donate \$1 to St Jude Children's Research Hospital for each properly completed form received. Your input helps improve service at FBOs, MROs and other ground activities. Also you help a great charity. Thanks! Murray Smith, Publisher

**PROFESSIONAL PILOT**

**2017 CORPORATE TURBINE AIRCRAFT MANUFACTURERS PRODUCT SUPPORT SURVEY**

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

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

00581

Rate aircraft in 91, 91K or 135 use, not airline use	Must fill out for form to be tabulated			(Poor) (Excellent)						
	Office use	Aircraft type	Hours logged in this mfr's a/c in past 2 yrs	Company response time	Spare availability	Cost of parts	Speed in AOG service	Tech manuals	Tech reps	Service satisfaction
Airbus A318, 319 CJ & other Airbus a/c in corp use	1									
Boeing BBJ and other Boeing in corp use	2									
Bombardier Global Express, Challenger, Dash 8, Learjet	3	BD-700	300	8	8	7	8	7	7	7
Cessna Citation series, Caravan, Conquest	4									
Daher (Socata) TB4700, B50, 900, 950	5									
Dassault Falcon 10, 20, 30, 900, 2000, 7X	6									
Embraer Legacy, Phenom and EMB a/c in corp use	7									
Gulfstream Aero 10/100, G150, G200, G280 Gulfstream I, II, III, IV, V, G450, G550, G650	8	G650	600	10	10	9	10+	9	10	10
HondaJet HA420	9									
Hawker Beechcraft Beechjet, Hawker, King Air, Premier	10									
Piaggio P180 Avanti 1/8	11									
Pilatus PC12	12									
Piper Cheyenne, Meridian, M500, M600	13									
Viking BAC 212A/S/A17	14									
Others *	15									

\* Note: Scores for Fairchild/Swearingen (SA226/227), Sabreliner (NA265 series), Aero Commander (turboprop series), JetStar (J1329), Mitsubishi (MU2) and Westwind (WW1123/1124) may be included under Others (line 14).

Comments: We operate two Gulfstream G650 in our dept and have 3 years now of operational experience. Even with the early issues that we had with the G650, our overall experience has been very good. That good experience has much to do with the technical support and AOG service that Gulfstream provides. The TECH REPS & TECH OPS Personnel do everything they can do to see a problem resolved. I can't say enough good things about the AOG support they dispatched the FAST TEAM on two occasions - PROFESSIONAL & EXPERT IN THEIR FIELD

Info below required • Mail back this form ASAP • Cutoff July 10, 2017 • Original only • No faxes or copies.

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

Certificates/Ratings: ATP, CFII, A&P, IA \*Type a/c now operated GULFSTREAM G650

Job Title: CAPTAIN Total pilot hours: 13,000

Please make corrections to label or for A&Ps total mx experience in years: 15 years

PP 935799015 C-D Date: 5-10-2017

DARREN PAUL CAPTAIN EXECUTIVE JET MANAGEMENT 16716 ARMSTEAD ST GRANADA HILLS CA 91344-2701 Day phone: 661-755-9864

e-mail: Darren.Paul@stjglobal.net

Signature: [Signature]

\*Required for form to be counted

MAY 15 2017

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## TURBOPROPS



**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](mailto:piotr.wolak@pilatus-aircraft.com).**

Pilatus' website continues to improve. It keeps us informed on all bulletins and future mods to help our planning. And the Pilatus Operating Handbook updates are now automatic and no charge. We expect that growing fleet hours will help Pilatus spot any potential issues that may impact our 100% dispatch record.

Adam Carroll  
*Private-Inst. Pilatus PC12*  
Owner Operator  
Beach Aviation  
Palos Verdes Estates CA

Excellent service. Very professional, superb aircraft. No currently built airplane can do the missions the PC12 can, and I have owned 1 since 1995.

Bob Wilson  
*Comm-Multi-Inst/Helo. Pilatus PC12*  
Owner  
Raw Inc  
Memphis TN

Rock solid service for a really good, dependable aircraft. Tech reps get my highest rating.

John Swanson  
*ATP/CFII. Pilatus PC12*  
Captain  
Alpha Flying  
Amherst NH

Have been flying a Pilatus PC12 for over 22 years now. And I have never had a better experience with any aircraft or product service and support from a manufacturer. Pilatus has done a fantastic job in every *Pro Pilot* survey category to help us keep our aircraft in the air.

Aaron Henschel  
*Private-Inst. Pilatus PC12/47*  
Owner  
H-S Air  
Englewood NJ

Good spare parts availability from Pilatus for the PC12, but they're rather expensive. Wish they were more widely available; you can only go limited places.

Philip Forsgren  
*ATP. Pilatus PC12NG & King Air 200/90*  
Lead Pilot  
Sterling Av Service  
Corpus Christi TX

We've operated 3 brand new PC12s in the past 10 years and they continue to impress us. Were always pleased with Pilatus' outstanding after-sale product support. Also great assistance received from our local service center, KCAC Aviation at OJC (Olathe KS). So far, haven't seen anything that compares to the PC12's reliability and utility for either short or long trips.

Joey Larrabee  
*ATP/CFII/A&P.*  
*Pilatus PC12NG*  
Chief Pilot  
BFD  
Enid OK



I replaced my C510 Mustang (which I really enjoyed) with a TBM 900. Have logged 1025 hours since March 2014 and it has been a real delight. Of the 20 aircraft I have owned it's the most reliable. Daher really works hard to make sure I am satisfied. Great airplane and product support.

Ross Matthews  
*ATP. Daher TBM 900*  
Owner  
REM Industries  
Knoxville TN

Continue to be most impressed with Daher's dedication to customer service. Service and parts manuals are both online and available for the iPad app at no charge. Any phone calls with parts questions or service issues are immediately resolved by their knowledgeable specialists. TBM Owner Association is strongly supported by the OEM. In my opinion other manufacturers could learn from how Daher treats the customer and handles product support.

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



**Daher VP Customer & Network Care, Charles Holomek is located in Pompano Beach, FL and can be reached at 954-893-1408 or by e-mail: [c.holomek@](mailto:c.holomek@daher.com)**

**[daher.com](http://daher.com). Our support team welcomes calls from TBM owners and operators.**

Been a TBM owner for almost 15 years. Daher continues to focus on excellent customer service and developing a close relationship with its owners. Really nice to see an aviation organization making this a priority. This creates a loyal customer base that pays dividends in supporting the future sales of new aircraft. Daher also makes innovations and upgrades developed for new models available to owners of legacy aircraft.

Stuart Auerbach  
*ATP. Daher TBM 850*  
President  
SAAir  
Dover MA

Daher is a wonderful company to work with. Senior management is visibly engaged with the pilot community and listens seriously to their input for product support improvement.

David Scobey  
*Private-Inst. Daher TBM 850*  
CEO  
SE Aviation  
Alpharetta GA

Outstanding product and customer care from Daher. They're very supportive of their aircraft and customers.

Robert Devrnja  
*Comm-Multi-Inst. Daher TBM 930*  
CEO  
Bremfour Aviation Group  
Knoxville TN

Support and product reliability of our TBM 850 have been great.

Matthew Jung  
*Comm-Multi-Inst/CFII. Daher TBM 850*  
Pilot  
Rydell Co  
Sioux Falls SD

Logged 400 hours in our TBM 850 in the 2 years prior to our TBM 910. Most reliable aircraft I've ever owned.

Hannu Halminen  
*ATP. Daher TBM 910*  
President  
CAVU Holdings  
Courtice, Ontario, Canada

 **Beechcraft King Air**  
now Textron Aviation

Hard to beat the King Air airframe and the dependability of P&W engines. And it's a real winner with the great product support from Textron.

Danny Culler  
*Comm-Multi-Inst.*  
*King Air 200*  
Chief Pilot  
Eagle Carports  
Winston Salem NC

Our service has been performed at Stevens Aviation GYH (Greenville SC) and they've done a great job for us. Cost of parts are high if purchased from Hawker Beech/Textron Aviation. We've found that outside vendors' prices are less expensive.

JB Hibbits  
*ATP. King Air 350*  
Chief Pilot  
Evans General Contractors  
Decatur GA

Beechcraft provides excellent product support, so they get high marks in all survey categories from me.

James Myers  
*ATP. King Air B90*  
Aviation Manager  
The Fort Worth Co  
Haltom City TX

As these great aircraft age, parts are becoming harder to find because of new design changes. Some parts are still interchangeable, but would like to see more STCs for hard to find items such as air conditioning retrofit from R12 to R134A or suitable refrigerants.

Kelly Durgan  
*Comm-Multi-Inst/A&P.*  
*King Air E90/A90*  
Chief Pilot & DOM  
COSCO Aviation Services  
Crestview FL

King Air C90A is a reliable and dependable aircraft. I just wish we had more product support for aircraft that can still do the job that bizav needs. Seems that Textron's service commitment to their legacy fleet is just above minimal. Parts availability is disappointing, costs of parts are high and there have been significant price increases as of late.

Cody Diekroeger  
*ATP/CFII. King Air C90A*  
Dir of Aviation  
Air Doc  
Cheyenne WY

Love flying our King Air 100, but these older aircraft are becoming harder to maintain. With proper maintenance and help from the OEM it still provides great transportation for our company. We're still getting good aftersale product support, but I know we need to start looking for a new aircraft. We'll still miss it though.

Glenn Michael  
*ATP/CFII. King Air 100 & Sabreliner 80*  
Aviation Manager  
Aeropac  
Merrimack NH

 **Cessna TP's**

We fly a Caravan Amphibian and I'm glad to report that Cessna has always given us great aftersale support over the last 12 years.

Mark Stockwell  
*Private-Inst. Caravan*  
Owner  
MAS Ventures 1  
Detroit MI

The Conquest II is a wonderful airplane that meets our bizav needs. But overall, we would like to see Cessna do a better product support for our aircraft.

Bill Ambrose  
*ATP. Conquest II*  
Chief Pilot  
Peacock Aviation  
Waterloo NE

 **Piaggio**

Product support has significantly improved over the last 2 years. Piaggio tech reps do a good job.

Conrad Hatcher  
*ATP/CFII. Piaggio Avanti II*  
Aviation Manager  
Royal Jasper Resources  
Niagara-on-the-Lake, ON, Canada

Satisfied overall with the service provided by OEM. Normally use Piaggio Aerospace Maintenance Service in Genoa, Italy. Managers and techs are very competent and always available for suggestions and assistance. Planned inspections are normally completed on time. Spares availability can be tight sometimes but the situation is getting better.

Gualtiero Martinelli  
*Euro FCL/IR. Piaggio Avanti II*  
Chief Pilot  
Greenwings  
Rotkreuz, Zug, Switzerland



[pferreri@piaggioaerospace.it](mailto:pferreri@piaggioaerospace.it)

**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

Using the Avanti II for our operations and it fills the need. My main request to Piaggio is to increase their parts and service network so support is better and closer to our base.

Kenneth Smith  
*ATP. Piaggio Avanti II & King Air 300*  
Owner  
KLS Aviation Services  
Lake Wales FL

**Comments regarding TP OEMs that did not receive the 20 responses required to be rated.**

**Piper (15 responses)**



**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](http://www.piper.com).

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

During the past 9 years I've been flying and managing a Meridian. Aircraft has 1250 hrs logged since new, and we've had only a very few problems that needed factory support.

Ronald Ziller  
*ATP. Piper Meridian*  
President & Chief Pilot  
Airworthy Services  
Pompano Beach FL

Good ratings for Piper product support from me. They're getting better all the time.

Dick Rochfort  
*ATP. Piper Meridian*  
Captain  
RWR Pilot Training  
Baltimore MD