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

Aftermarket 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

<table>
<thead>
<tr>
<th>Manufacturers</th>
<th>Responses</th>
<th>Company response time</th>
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No rating for 2016

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2017 Pro Pilot Corporate Aircraft Product Support Survey

Jets

27 years of surveys for turbine
2017 Pro Pilot Corporate Aircraft Product Support Survey

Overall ranking

### Jets

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<tr>
<th>Manufacturer</th>
<th>Overall ranking</th>
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<tr>
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Jet mfrs rated by 100 responses or more.
Turboprop mfrs rated by 20 responses or more.

### Turboprops

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Jet mfrs rated by 100 responses or more.
Turboprop mfrs rated by 20 responses or more.

support scores for corporate jets and turboprops

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<thead>
<tr>
<th>Manufacturers</th>
<th>Speed in AOG service</th>
<th>Tech manuals</th>
<th>Tech reps</th>
<th>Service satisfaction</th>
<th>Overall scores</th>
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<td>8.71 8.64 0.07</td>
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<td>Cessna</td>
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<td>7.71 *</td>
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<td>Piaggio</td>
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<td>7.40 *</td>
<td>7.85 *</td>
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From 1991–2001 rating included both jet and turboprop

Corporate aircraft manufacturers rated 1991–2017

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.

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**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), Dornier (2), Mitsubishi (4), Fairchild/Swearengen (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.

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

**Comparison of overall average scores**

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<thead>
<tr>
<th>Year</th>
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<th>Piaggio</th>
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</table>

* no rating for years indicated

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66 PROFESSIONAL PILOT / August 2017
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
ATP. 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 Stoulil
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/CFI. 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

I 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

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2017 scores by product division for jets and turboprops

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<td>Caravan, Conquest</td>
<td>21</td>
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<td>5.57</td>
<td>6.33</td>
<td>7.32</td>
<td>7.71</td>
<td>7.05</td>
<td>6.81</td>
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</tbody>
</table>

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.
Falconstar 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

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.

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

### 2017 Pro Pilot Corporate Aircraft Product Support Survey

#### Company response time

<table>
<thead>
<tr>
<th>Jet mfrs rated by 100 or more. Turboprop mfrs rated by 20 or more.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Jets</strong></td>
</tr>
<tr>
<td>Gulfstream</td>
</tr>
<tr>
<td>Dassault</td>
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<tr>
<td>Cessna Citation</td>
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<tr>
<td>Bombardier</td>
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<table>
<thead>
<tr>
<th>Turboprops</th>
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<tbody>
<tr>
<td>Daher</td>
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<tr>
<td>Pilatus</td>
</tr>
<tr>
<td>Beechcraft</td>
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<tr>
<td>Cessna</td>
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<tr>
<td>Piaggio</td>
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#### Spares availability

<table>
<thead>
<tr>
<th>Jet mfrs rated by 100 or more. Turboprop mfrs rated by 20 or more.</th>
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<td>Daher</td>
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<tr>
<td>Cessna</td>
</tr>
<tr>
<td>Piaggio</td>
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</table>
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

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

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<table>
<thead>
<tr>
<th>Jets</th>
<th>Cost of parts</th>
<th>Speed in AOG service</th>
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</thead>
<tbody>
<tr>
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<td>6.55</td>
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<tr>
<td>Piaggio</td>
<td>3.45</td>
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</table>

Jet mfrs rated by 100 or more. Turboprop mfrs rated by 20 or more.
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
Ft Dept Mgr & Chief Pilot
Pacific Intl Marketing
Castroville CA

I 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

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

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
Ft Dept Mgr & Chief Pilot
Pacific Intl Marketing
Castroville CA

I have used the Cessna 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 resource their customer support so they don’t get overwhelmed.

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

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D Johnson
ATP. Citation Excel
Captain
Plane Solutions
Oak Grove MN
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
&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
Knaphede 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 PLL (ft Lauderdale FL).

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

Tucson service center at TUS (Tuscon 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 Poinski 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

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2017 Pro Pilot Corporate Aircraft Product Support Survey

<table>
<thead>
<tr>
<th>Jet Manufacturer</th>
<th>Service Satisfaction</th>
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<tr>
<td>Gulfstream</td>
<td>8.71</td>
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<td>Dassault</td>
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<tr>
<td>Cessna Citation</td>
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<td>Bombardier</td>
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<td>Pilatus</td>
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<td>7.05</td>
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<tr>
<td>Piaggio</td>
<td>6.00</td>
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</table>

Jet mfrs rated by 100 or more. Turboprop mfrs rated by 20 or more.
We have 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

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

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

Embraer (96 responses)
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.

Amauri 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 mgs, pilots and mx mgs.
**TURBOPROPS**

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**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.

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**Daher**

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

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

Robert Devrnja
Comm-Multi-Inst. Daher TBM 850
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

---

Log 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

---

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

---

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 ProPilot survey category to help us keep our aircraft in the air.

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

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Englewood NJ

---

Bremfour Aviation Group
Knoxville TN

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CAVU Holdings
Courtice, Ontario, Canada
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 after-sale product support, but I know we need to start looking for a new aircraft. We’ll still miss it though.

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

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/CFI. King Air C90A
Dir of Aviation
Air Doc
Cheyenne WY

O ur 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 Hibbitts
ATP. King Air 350
Chief Pilot
Evans General Contractors
Decatur GA

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

Piper (15 responses)

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

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.

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

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

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

We’ll still miss it though.

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

Cessna TPs

The Fort Worth Co
Haltom City TX

Cessna do a better product support for aircraft.

Conrad Hatcher
ATP. Piaggio Avanti II
Chief Pilot
Peacock Aviation
Waterloo NE

Piaggio

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

We have 2 new, and we’ve had only a very few problems that needed factory support.

Paolo Ferreri
VP Customer Support
Piaggio America
Rotkreuz, Zug, Switzerland

We’ve found that outside vendors’ prices are less expensive.

We’ve found that outside vendors’ prices are less expensive.

We’ll still miss it though.

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

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

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