

2019 CORPORATE AIRCRAFT PRODUCT SUPPORT SURVEY

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

Pro Pilot staff report

Data compiled by Conklin & de Decker

Aftersale product support is a vital activity among aircraft owners and operators. Once aircraft have been selected and acquired by flight departments and owners based on their missions it is up to the OEMs to keep satisfied users. It's essential that operators receive the assistance needed to continue flying and accomplish their missions. And the only way OEMs do that is by providing the appropriate service immediately and correctly.

OEMs work hard to keep those aircraft in the air knowing that customer loyalty may lead to future sales. Manufacturers continue to develop new technology and therefore new models to match the operator's demands.

Pro Pilot continues to encourage these efforts and for the 29th year has asked operators and owners to share inputs and scores based on the service received from manufacturers. We believe that our PP Corporate Aircraft Product Support Survey based as it is on reader participation, helps to improve product support from OEMs and keep aircraft safe in the air.

Jets

Dassault is the revelation of the 2019 Corporate Aircraft Product Support Survey. After being 3rd in 2018 and 2016 and 2nd in 2017, it emerges to take

the crown for the first time ever. It succeeded with an overall score of 8.26 this year up from 8.13 in 2018. It takes 1st place in spares availability and service satisfaction and 2nd in company response time, cost of parts, speed in AOG service, tech manuals and tech reps. Dassault's biggest increase was in tech manuals with 8.42 in 2019 up from 8.18 in 2018, a difference of 0.24. DJF and its FalconResponse program, together with Falcon Spares, Go Teams and Airborne Support, has been able to fulfill its operators' needs satisfactorily.

Embraer slips to 2nd in 2019 after placing 1st in 2018 and 2016. It didn't rank in 2017. Its overall score is 8.16

this year down from 8.55 in 2018. Embraer ranked 1st in cost of parts, tech manuals and tech reps. Embraer's Tech-Care Center team are ready to assist operators 24/7/365.

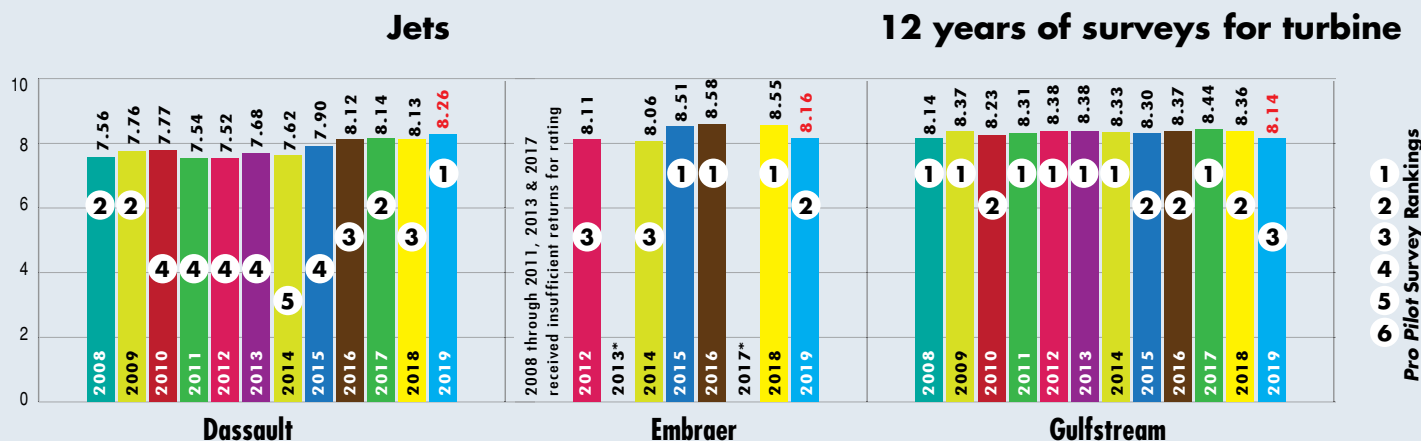
Gulfstream takes 3rd spot this year after being 2nd in 2018 and 1st in 2017. Its overall score is 8.14 down from 8.36 in 2018. Big G is 1st in company response time and speed in AOG service categories and 2nd in spares availability and service satisfaction. Gulfstream FAST (Field and Airborne Support Teams) program ensures immediate AOG response. FAST personnel count on 2 Gulfstream G150s and 20+ vehicles specially equipped to fix operators' issues.

2019/2018 OEM comparison

Manufacturers	Responses	Company response time			Spares availability			Cost of parts		
Jets		2019	2018	Dif	2019	2018	Dif	2019	2018	Dif
Dassault	117	8.66	8.51	0.15	8.30	8.21	0.09	6.53	6.40	0.13
Embraer	104	8.48	8.80	-0.32	7.64	8.24	-0.60	7.03	7.50	-0.47
Gulfstream	154	8.69	8.86	-0.17	8.22	8.28	-0.06	6.08	6.43	-0.35
Textron	314	8.18	8.12	0.06	7.76	7.73	0.03	6.14	6.19	-0.05
Bombardier	202	7.89	8.00	-0.11	7.17	7.40	-0.23	6.06	6.35	-0.29
Turboprops										
Pilatus	54	8.73	8.73	0.00	8.50	8.60	-0.10	7.15	6.93	0.22
Daher	52	8.86	8.76	0.10	8.31	8.33	-0.02	6.20	5.94	0.26
Textron	90	7.99	7.88	0.11	7.63	7.59	0.04	5.84	5.66	0.18

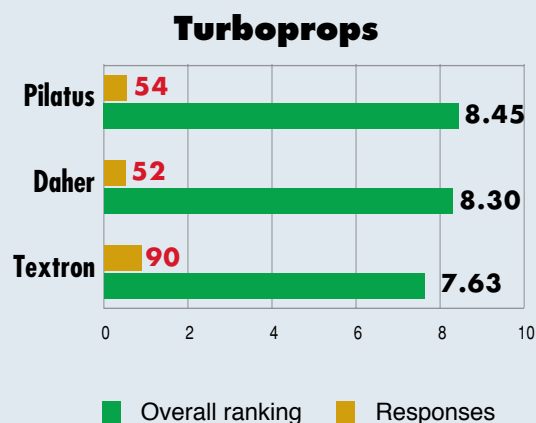
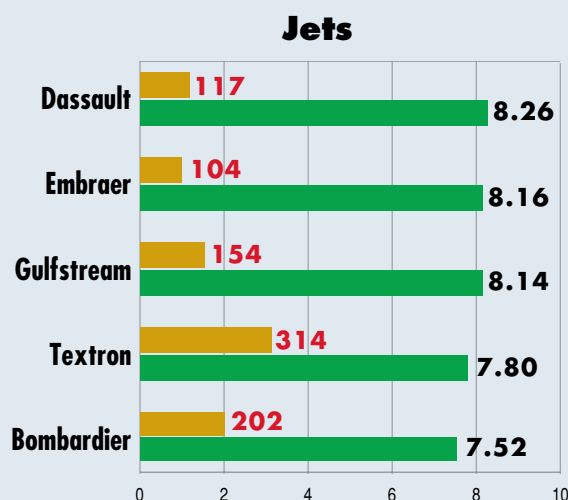
2019 Pro Pilot Corporate Aircraft Product Support Survey

Comparison of overall average scores



2019 Pro Pilot Corporate Aircraft Product Support Survey

Overall ranking



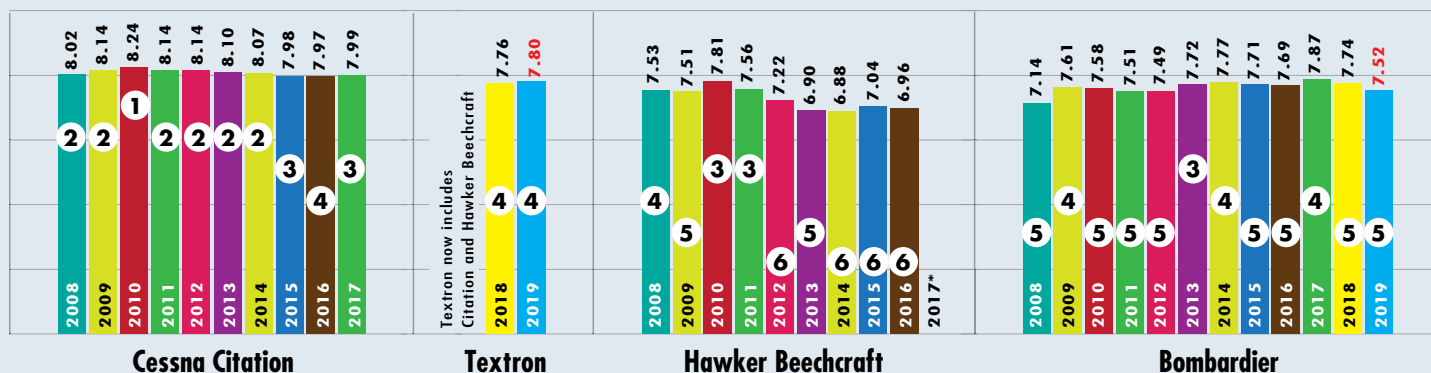
Jet mfrs rated by 100 responses or more. Turboprop mfrs rated by 25 responses or more.

support scores for corporate jets and turboprops

Manufacturers	Speed in AOG service			Tech manuals			Tech reps			Service satisfaction			Overall scores		
	2019	2018	Dif	2019	2018	Dif	2019	2018	Dif	2019	2018	Dif	2019	2018	Dif
Jets															
Dassault	8.48	8.29	0.19	8.42	8.18	0.24	8.89	8.90	-0.01	8.58	8.40	0.18	8.26	8.13	0.13
Embraer	8.24	8.41	-0.17	8.57	9.07	-0.50	8.92	9.09	-0.17	8.23	8.74	-0.51	8.16	8.55	-0.39
Gulfstream	8.52	8.71	-0.19	8.36	8.69	-0.33	8.68	8.96	-0.28	8.47	8.58	-0.11	8.14	8.36	-0.22
Textron	7.93	7.86	0.07	8.26	8.10	0.16	8.33	8.35	-0.02	8.01	7.96	0.05	7.80	7.76	0.04
Bombardier	7.44	7.87	-0.43	7.98	8.00	-0.02	8.45	8.62	-0.17	7.68	7.91	-0.23	7.52	7.74	-0.22
Turboprops															
Pilatus	8.10	8.32	-0.22	8.86	8.70	0.16	9.00	8.69	0.31	8.78	8.68	0.10	8.45	8.38	0.07
Daher	8.26	8.38	-0.12	8.94	9.03	-0.09	8.91	9.01	-0.10	8.65	8.66	-0.01	8.30	8.30	0.00
Textron	7.44	7.65	-0.21	8.15	8.10	0.05	8.41	8.05	0.36	7.93	7.83	0.10	7.63	7.54	0.09

corporate aircraft manufacturers rated 2008-2019

* No rating for years indicated



Textron (including Citation and HawkerBeechcraft) remains in 4th place this year with an overall score of 7.80 up from 7.76 in 2018. Textron was 3rd in spares availability and cost of parts. Its biggest increase was in the tech manuals category attaining a score of 8.26 this year up from 8.10 last year. Textron Aviation Service integrates its global service network, quality parts and programs, specialized FSRs together with 1CALL program to provide support to its operators.

Bombardier rounds out the survey by taking 5th place in 2019 with an overall score of 7.52, down from 7.74 in 2018. Bombardier's support network includes a mobile response team, factory-trained technicians, and service center network, complemented by worldwide authorized service facilities.

Turboprops

Pilatus has kept the 1st spot for 18 years now since TPs were split out from jets in 2002. Its overall score was 8.45 this year compared to 8.38 in 2018. Pilatus earns 1st place in spares availability, cost of parts, tech reps and service satisfaction and 2nd in company response time, speed in AOG service and tech manuals. Its greatest improvement is in tech reps with 9.00 in 2019 up from 8.69 last year. Operators can always contact Pilatus Customer Support & Enquiries Team 24/7/365, authorized service centers worldwide and MyPilatus customer portal for immediate support.

Daher TBM continues to keep the 2nd place for 11 years in a row. Overall score remains 8.30, unchanged from last year. Biggest improvement is in cost of parts this year with 6.20 compared to 5.94 in

2018, an increase of 0.26. Daher ranks 1st in company response time, speed in AOG service and tech manuals and 2nd in spares availability, cost of parts, tech reps and service satisfaction. TBM Care includes AOG hotlines 24/7 worldwide. Also with new TBM 940s and TBM 910s, Daher provides customers with its TBM Total Care Program (TCP) which gives initial retail owners complimentary scheduled maintenance for the first 5 years or 1000 hours of operation with the aircraft.

Textron (including King Air, Caravan and Conquest) remains in 3rd place this year with an overall score of 7.63 up from 7.54 in 2018. TP operators are pleased to have Textron Aviation Service and its popular 1CALL program. Biggest advancement in the whole survey is achieved by Textron TP in the tech reps category with a 8.41 score up from 8.05 in 2018, an increase of 0.36.

Methodology

For the past 29 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 18 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 2019 a target mailing of 8646 survey forms was sent out to a random selection of corporate operators from the *Pro Pilot* subscription list. A supplemental mailing of 1158 was sent to other turbine aircraft operators.

A total of 1284 survey forms, representing a 13.1% return, came back to the *Pro Pilot* office by the Jul 24 cutoff date. A total of 940 survey forms were properly filled out, providing 1139 line evaluations with 915 for the jet division and 224 for the turboprop division. A total of 344 forms were disqualified due to inconsistencies, errors, duplications, or lateness.

On Mar 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. *Pro Pilot's* policy is to continue to rate newly-acquired product lines separately for 3 years.

Therefore, this is the 2nd year that they are now all rated together under Textron Aviation.

Pro Pilot rules for the 2019 survey required a minimum of 100 evaluations 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 (1), Boeing (7), British Aerospace (1), Eclipse (2), HondaJet (5), Pilatus (2), Sabreliner (4), and Worthington Aviation/Westwind (2).

For the turboprop division manufacturers needed 25 responses for inclusion. Only 3 TP aircraft manufacturers met the criteria—Daher, Pilatus and Textron (Caravan, Conquest and King Air). Other TP manufacturers received responses but not enough to rank in the survey—Aero Commander (3), Fairchild/Swearingen (2), Gulfstream (1), Mitsubishi (6), Piaggio (3), Piper (12) and Viking (1).

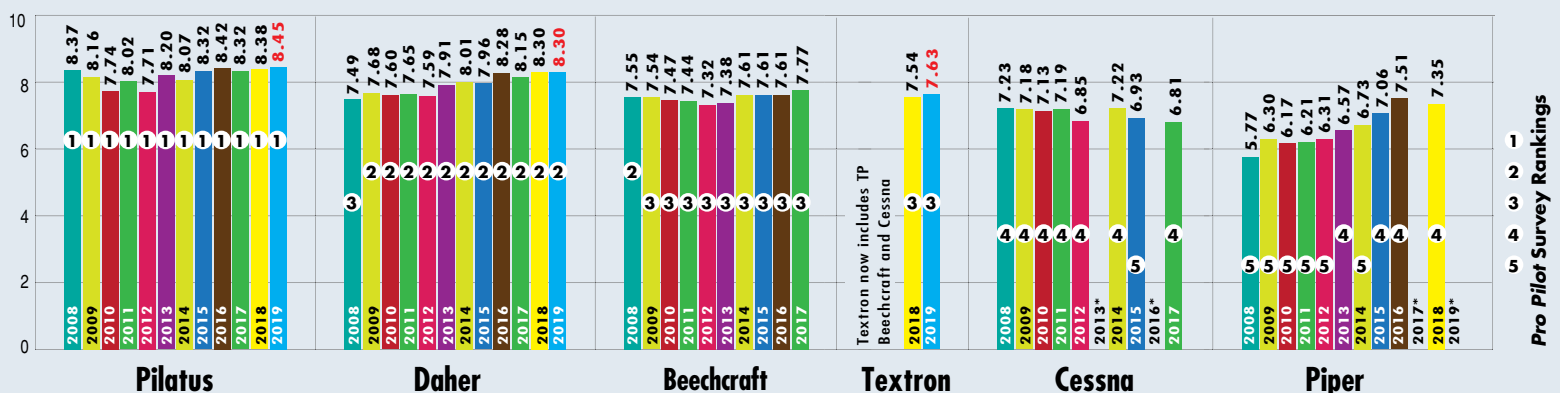
Survey respondents were asked to rate corporate aircraft OEMs on a scale of 1 (poor) to 10 (excellent) within each of the 7 categories. Conklin & de Decker of Arlington TX acted as research agent and performed independent data analysis. □

2019 Pro Pilot Corporate Aircraft Product Support Survey

Turboprops

Comparison of overall average scores

*no rating for years indicated



JETS



Dassault



**Dassault Aviation
Senior VP,
Worldwide Falcon
Customer Service
& Service Center
Network
Jean Kyanakis.
He can be
contacted at
+33 67 506 1747
or at jean.**

kyanakis@dassault-aviation.com.

We've received excellent AOG response from Dassault when needed. I've seen a huge improvement in Falcon response.

Marty Grier

A&P. Falcon 2000/900

Sr Mgr of Aircraft Maintenance
The Home Depot Aviation Dept
Atlanta GA

Dassault continues to improve its customer service even when it's already excellent. I believe the only thing holding them back is the vendors they have to rely on to improve their product. I'm confident Dassault will continue to improve and impress our flight department.

Drew Oetjen

A&P. Falcon 2000EX

Mgr of Aircraft Maintenance
Union Pacific Railroad
Omaha NE

Our Falcon 2000LX is an outstanding aircraft. And it's been very reliable for our operations.

Dusty George

ATP. Falcon 2000LX

Chief Pilot

Shotgun Ranch Aviation
Snohomish WA

Some manufacturers could learn from Dassault how to treat their customers. They have available parts for aircraft that haven't been produced in years and I've received them quickly. We're very pleased with our FSR Jeff Leisey. He's always quick to answer questions and provide the necessary support.

Roger Reed

Comm-Multi-Inst/A&P.

Falcon 50EX & Learjet 45XR

Dir of Maintenance

Pilot Corp

Alcoa TN

No complaints whatsoever. I'm all positive on Dassault. With VP Customer Service John Loh at the helm DFJ has made great strides over the years and doesn't appear to be resting on its laurels. Also, Director of Spares Eric Smith and his team have had great success in raising the scores in spares support. AOG support is second to none. Dassault didn't just raise the bar – they're the bar!

Steven Rahn

A&P. Falcon 7X/900EX EASy/50EX

Chief of Aircraft Maintenance

VF Corporation

Greensboro NC

We are glad we've moved to the Falcon family. We now operate a Falcon 2000EX EASy and it's a wonderful performing aircraft. And DFJ really steps up to the plate when issues arise and makes every effort to keep its customers happy. There has not been a single time when we needed parts that they were not available. Our FSR David Bollow is always available and makes a road trip to ensure everything goes smoothly.

Mark Jones

ATP/A&P. Falcon 2000EX EASy

Director of Aviation

Neurosurgery and

Endovascular Associates

Milwaukee WI

DFJ has improved its product and customer support immensely. However, the manufacturer needs to improve its bureaucratic methods to obtain quick responses when something fails. The only time to obtain immediate assistance is when your aircraft is AOG. As a 23-year Falcon operator we've definitely noticed the changes for good and for bad. Higher management always listens to its operators but results take a little longer. Keep up the good work!

Jorge Lara

ATP. Falcon 2000LX

Flight Operations Director

Corbantrade

Quito, Ecuador

Falcon Response App is a great tool for us. We find it very helpful with multiple AOGs we've had.

Greg Hamelink

A&P. Falcon 2000LXS &

Global Express

Senior Mgr Flight Ops & Mx

Stryker Corp

Portage MI

Dassault product support and parts continue to be good. I think the team keeps on working hard to improve all aspects of its service.

John Podgorski

A&P. Falcon 2000 &

Phenom 300

Aviation Maintenance Technician

Promega

Madison WI

Very pleased with our Falcon 8X. And Dassault provides good service overall for us.

David Hopkins

ATP/A&P. Falcon 8X

Gen Mgr & CAMO Mgr

FJR Private Flight

Fujairah, United Arab Emirates

2019 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	152	7.97	7.31	6.23	7.45	7.96	8.52	7.73	7.60
Learjet	54	7.78	6.87	5.74	7.55	8.11	8.27	7.65	7.42
Gulfstream									
GII-V, G300-G650	115	8.71	8.34	6.14	8.48	8.36	8.62	8.46	8.16
IAI-1125/G100-G280	44	8.64	7.93	5.95	8.68	8.34	8.86	8.50	8.13
Textron									
Cessna Citation Jet	252	8.49	8.12	6.44	8.29	8.47	8.55	8.33	8.10
Hawker Beechcraft*	62	6.92	6.34	5.00	6.47	7.46	7.46	6.73	6.63
* Includes Beechjet 400, Hawker 400, Hawker 125 series, Hawker 4000, Premier									
Turboprops									
Textron									
Beechcraft King Air	83	8.10	7.78	5.99	7.59	8.18	8.47	8.02	7.73
Cessna-Caravan, Conquest	7	6.71	5.86	4.14	5.86	7.86	7.67	6.86	6.42

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.



Johann Bordais is president & CEO of Embraer Services & Support—the business unit that integrates the capabilities of Commercial Aviation, Executive Aviation and Defense divisions to provide

customers with the best solutions. Johann can be reached at +55 12 3927 3518 or by e-mail at jbordais@embraer.com.br.

We acquired our Phenom 100 about 9 years ago and we continue to be satisfied owners, both with the aircraft and the support provided by Embraer. Our aircraft is serviced by the facility at BDL (Windsor Locks CT) and I must say they do an outstanding job.

John Wood
ATP/CFI. Phenom 100
Member
Bedford Jetflight
Concord MA

Flying our Legacy 450 and Phenom 300 has been a unique experience for us. Embraer has been exceptional in all aspects of product support. They've gone above our expectations.

David O'Maley
ATP. Legacy 450/Phenom 300
Owner & Member
N583KD
Cincinnati OH

Our flight department operates a Phenom 300, and our experience with Embraer has been fantastic. We love both the aircraft and the support of this manufacturer.

Jim Head
Pvt-Inst. Phenom 300
Owner/Pres
Head Inc Contractors & Engineers
Columbus OH

Embraer makes a great product. However, they need to improve their parts support. This has been frustrating at times.

Wade Morschauser
A&P. Legacy 500 & King Air 350
Dir of Maintenance
Michels Corp
Fond du Lac WI

Product support and parts are still issues that Embraer needs to solve. Our Phenom 300E is 5 months old and we've already experienced 6 unscheduled maintenance events. I understand that these things happen – the problem is that we keep receiving “no fault found/ tested parts” for a new airplane. The service center at BDL has been very helpful and professional with the maintenance they've done for our aircraft. Embraer's decision to turn the support service into a division with its own P&L is not going to help the situation.

Ryan Blanchard
ATP. Phenom 300E
Av Dept Mgr
Luck Companies
Richmond VA

Embraer field service reps are the best in the industry. At the same time, the corporate bosses are becoming difficult to deal with on the service side. However, we're pleased with response time, spares availability, and speed in AOG service provided by this OEM.

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

Completely pleased with our Embraer FSR Doug Taylor and the exceptional job he does for us. In my opinion he sets the standards for FSRs in the industry.

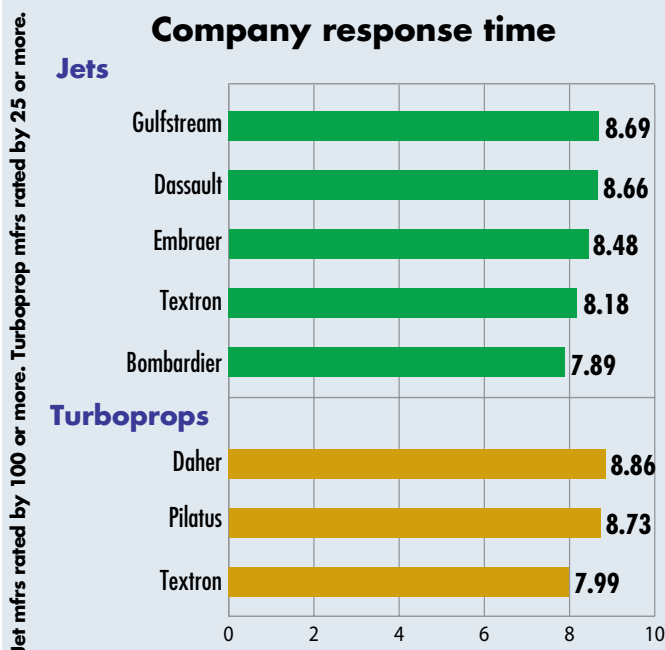
Chris Christiansen
ATP. Phenom 300
Chief Pilot
Gemstone Aviation
Issaquah WA

Most reliable aircraft we've ever owned is the Phenom 300. Embraer continues to be an excellent partner and the support for their executive aircraft is second to none!

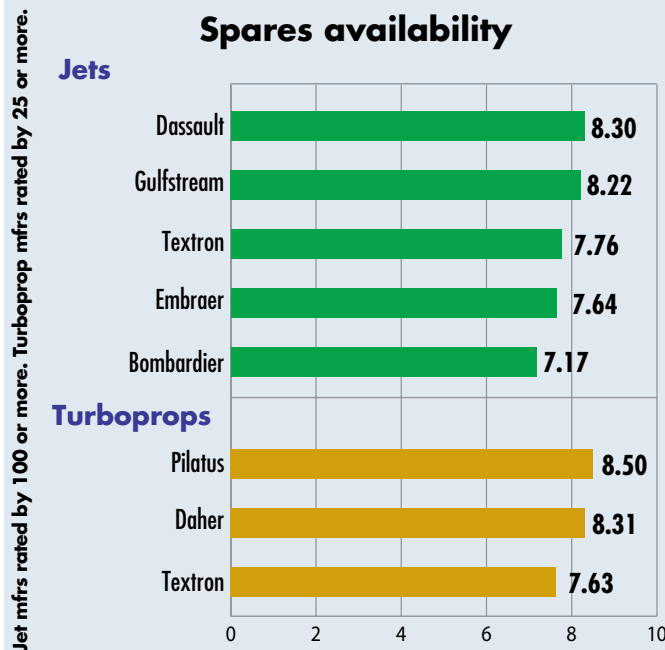
Jay Obernolte
ATP/CFII. Phenom 300
President
FarSight Technologies
Big Bear Lake CA

We selected a Legacy 650 when looking for a replacement for our previous EMB135BJ. The main reason for this decision was that Embraer provides exceptional product support.

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The contact center responds promptly and parts availability has never been an issue. In addition, our field tech rep Jeff Tinsley is extremely knowledgeable on the aircraft and is very helpful resolving right away any situations that may arise. And best of all, he is always reachable and glad to be of assistance.

Joanna Meek
ATP. Legacy 650
Contract Pilot
Frisco TX

Embraer definitely seems to be improving its overall service response and parts availability. As a small and single aircraft operator in Part 91 we often felt we were not receiving the same level of service as the fleet operators. Particularly in AOG situations, the lead time for replacement parts seemed unrealistically long. Fortunately, we have an excellent tech rep in Paul Hugli, who always bridges this gap to minimize AOG time.

John Kirksey
ATP. Phenom 300/Lineage 1000
Pilot
Luck Companies
Richmond VA

It's been an amazing 9 years of operating our Phenom 300. And I continue to be impressed by Embraer's products and its customer commitment.

Jim McIrvine
ATP/CFII. Phenom 300
Chief Pilot
McIrvine Aviation
Washingtonville NY

Gulfstream



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

FAST is a good tool that Gulfstream has for its operators. And I feel that the company's tech reps are very hard working people.

Brain Kean
A&P. Gulfstream G200
Dir of Maintenance
CCMP Capital Advisors
Newtown CT

Gulfstream service centers are great. And the support received from this OEM is always excellent.

Brent Keyes
ATP. Gulfstream G550
Dir of Aviation
Graham Capital Management
Bethel CT

In my opinion, Gulfstream continues to be the leader as aircraft manufacturer and also in product support of our fleet.

William Rodriguez
ATP. Gulfstream III/G200/G100
Astra Manager
Constructora Sambil
Miami FL

Very pleased with Gulfstream product support. And company response via our FSR Dallas Gumm is always outstanding.

Larry Meine
ATP/CFI. Gulfstream G450
Dir Flight Ops
Pittco Aviation
Olive Branch MS

Operating a G550 for my company I can state that Gulfstream continues to set the product support standards in the industry.

Dennis Dee
A&P. Gulfstream G550
Aircraft Maintenance Mgr
Alcoa
Venetia PA

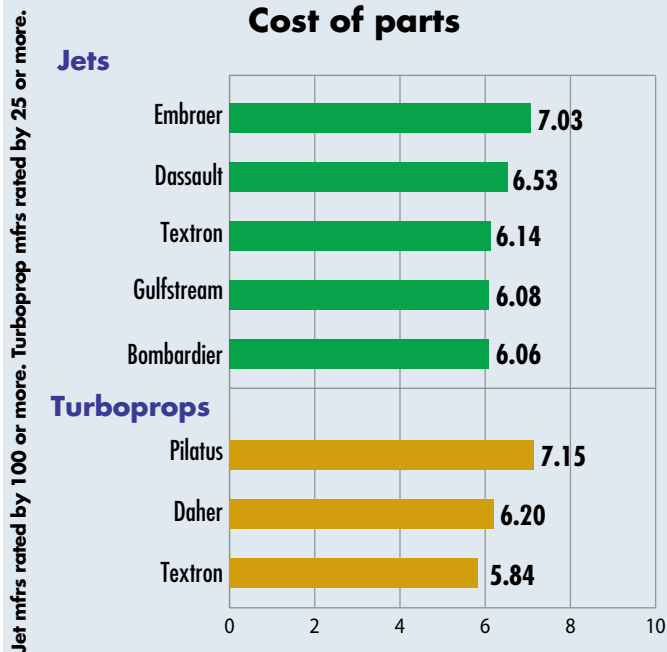
Whenever we need assistance, Gulfstream is always there. The product support team is always professional and very friendly. We're very pleased with Gulfstream's service.

Charles Schiele
ATP/CFII. Gulfstream III
Chief Pilot
Victory Aviation
Fort Worth TX

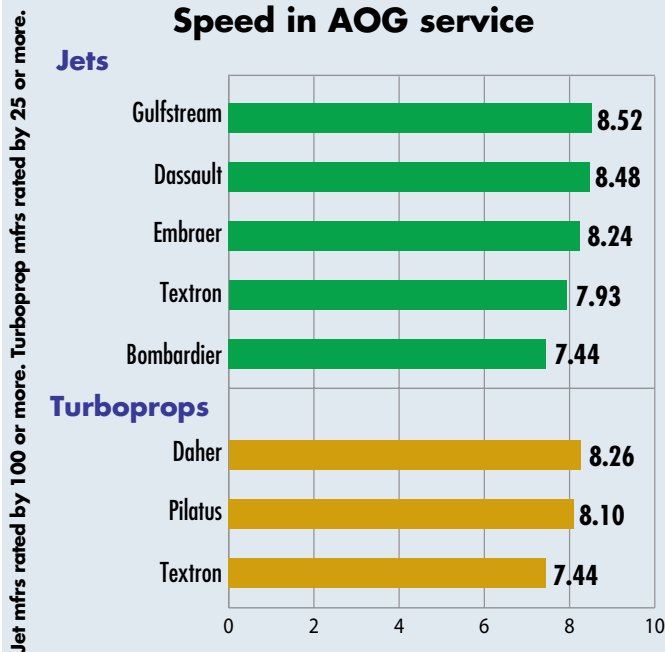
Having the #1 manufacturer brings the warm-and-fuzzy feeling that, no matter where you are in the world, you are always covered!

Morris Silverman
ATP. Gulfstream G650
Intl Captain
Visa Aviation
Oakland CA

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Flying our G500 has been a joy and the aircraft itself is superb. We've experienced a 99.9% dispatch during the past 12 ½ yrs of ownership. Gulfstream customer service and technical experience has always been top notch. We've ordered a new G600 because of the outstanding relationship we have with Gulfstream.

Thomas Frank
Pvt-Inst/A&P. Gulfstream G500
Dir of Maintenance
DeBartolo Aviation
Tampa FL

Gulfstream continues to be the leader in product support. They do an exceptional job in all areas supporting our G150/G280. Our FSR David Winkler is knowledgeable, always available, and is a great help when we have issues.

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

My flight department operates a Gulfstream G550 and a G280. I find the G550 to be a very reliable aircraft. On the other hand, the G280 has had some issues. However, Gulfstream is doing a great job of addressing those issues and keeping us in the air.

Matthew Petry
ATP. Gulfstream G550/G280
Captain
Cook Canyon Ranch
Frisco TX

Having an event that required "not before" engineering to repair some corrosion was an experience. Gulfstream provided excellent support for this one-off repair on our overseas AOG event.

Mark Barbee
ATP. Gulfstream G450
CAM
Solairus Aviation
Cody WY

Gulfstream has earned and deserves the reputation as the preeminent manufacturer of corporate aircraft. Operating a G450 has been an excellent experience and the support received from this OEM is impressive.

Brett Beasley
ATP. Gulfstream G450
Dir of Aviation
AlSCO Inc
Lehi UT

AOG support from Gulfstream is outstanding. The product support team always makes every effort to return the aircraft to service speedily. Its FAST teams and service centers are excellent when it comes to providing prompt resolution of regular line maintenance issues.

Nitish Iyengar
ATP. Gulfstream G650ER
Captain
Oceanic Services
San Diego CA

Product support from Gulfstream continues to surprise pleasantly. They go

out of their way to accommodate maintenance and service of our G650ER based in Australia. Spares support is exceptional. I've never had an item out of stock on any Gulfstream I've flown in over 20 years.

Ken Norman
ATP. Gulfstream G650ER
Aviation Mgr & Chief Pilot
Little Aviation
Attwood VIC, Australia

In my opinion Gulfstream remains the king of the corporate fleet if you can afford it.

Joseph Charest
Pvt-Inst/A&P. Gulfstream V/IV
Maintenance Mgr
BKF Aviation
Aurora CO

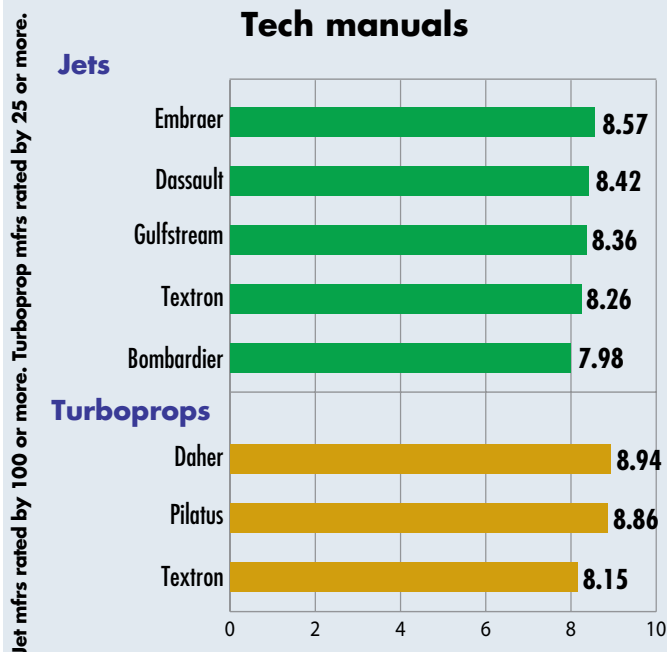
Exceptional support is what we receive from Gulfstream. Parts have been very expensive while, the support team is always great and very efficient.

Frank Govedink
ATP/CFII/A&P. Gulfstream G200
Dir of Operations
JTW Family Services
Gardena CA

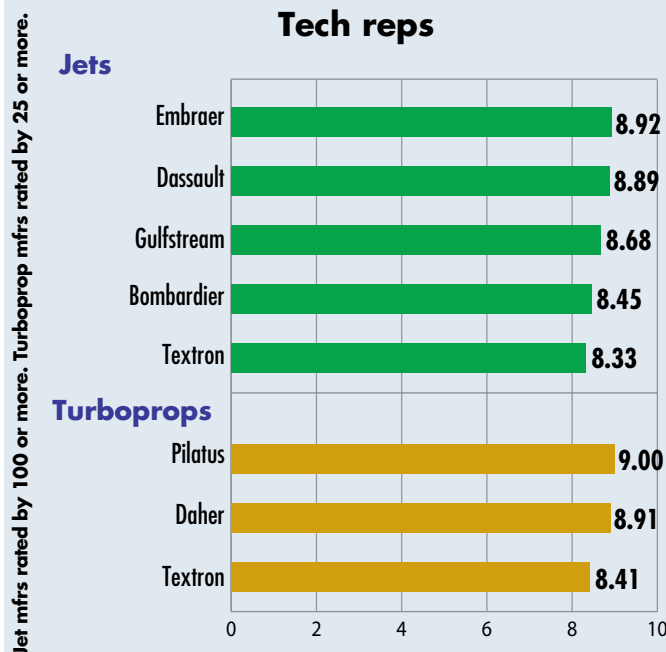
Certainly the Gulfstream G550 is the best corporate aircraft in the world to operate. And it's backed up by excellent product support.

Laurence Printie
ATP. Gulfstream G550
Director
Flying Chauffeur
Hertford, United Kingdom

2019 Pro Pilot Corporate Aircraft Product Support Survey

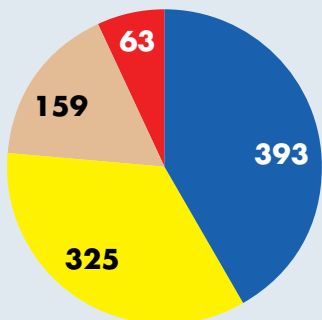


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Job titles of survey respondents



- 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

Textron Aviation (including Citation & Hawker Beechcraft)



Textron Aviation Senior VP of Global Customer Support Kriya Shortt is responsible for all aftermarket service and support for Beechcraft, Cessna and Hawker brands. She can be reached at

kshortt@txtav.com or 316-517-5605.

Doing the right thing for customers shows Textron's commitment giving great comfort to an operator. They may not make the right decision immediately, but they are always considering how best to serve their customers. That means they readily reevaluate and choose the right outcome.

Marc Dulude
ATP. Citation C/3+
Chief Pilot
Mild Air
Bluffton SC

VP of Preowned Aircraft at Textron Aviation Ed Berger and Preowned Aircraft Manager Kelsey Williams are beyond fantastic!
John Cheadle
ATP/CFII. Citation V & Falcon 10
CEO & Chief Pilot
Citation Encore LLC
Nashville TN

Textron continues to build and support a great aircraft, the Citation CJ2.
John Marinko
ATP/CFII. Citation CJ2
President & CEO
The Marinko Co
Canton GA

Great field representatives stationed at PBI (West Palm Beach FL) have dealt with our AOG issues satisfactorily.
Sidney Lassen
Comm-Multi-Inst. Citation C/1+
Chairman
Commander Properties
Palm Beach FL

When we have had an engine or airframe maintenance issue, both Textron and Pratt & Whitney have provided excellent parts and tech support. Our Pratt & Whitney JT15D-4s powering our Citation 550 have given us excellent reliability and service.

Douglas Olson
ATP/CFI. Citation II
Captain
Tri-State Drilling
Buffalo MN

We've had great service and response time from Textron, eliminating unnecessary down time.
William Hall
ATP. Citation Sovereign
Line Captain
Netjets
Denver CO

Couldn't be happier with our Mustang and the service provided by Textron.
Joe Rainey
ATP. Citation Mustang
Rainey Homes
President
Gilbert AZ

Having continually improved the response time and lowered prices on many parts, Textron has increased stock in distribution sites across the US and overseas.

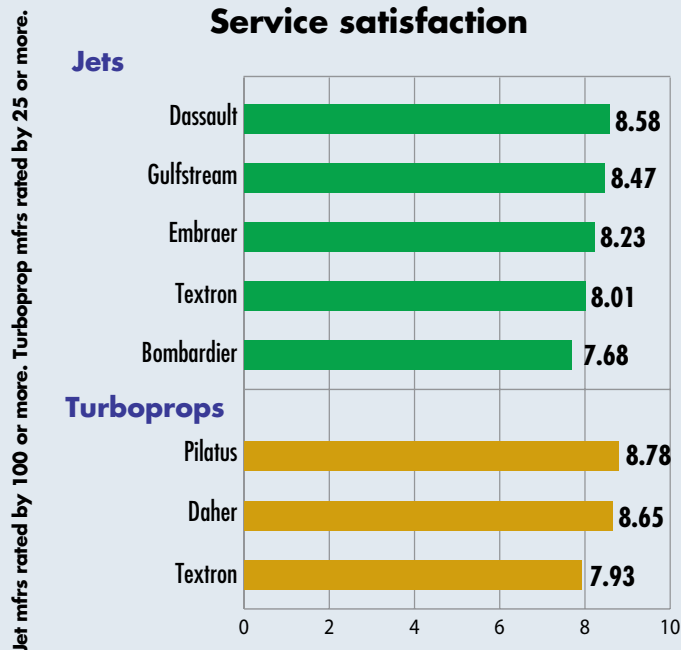
Michael Herman
Comm-Multi-Inst. Citation C/3
Owner & Pilot
Bear Air
Lansdale PA

Service Center at SMF (Sacramento SCA) and the Textron personnel have always gone the extra mile on our behalf. They are a first-class operation.

Alan Cirino
ATP. Citation I
Pilot
Alan Cirino Aviation Consultant
Half Moon Bay CA

2019 Pro Pilot Corporate Aircraft Product Support Survey

Service satisfaction



Providing outstanding product support, Textron is working to reduce the cost of parts. Its service center network is superb, as is the quality of work. We are happy customers.

John Hayes
ATP/CFII. Citation Mustang
President
Jet Air
Bend OR

Tech reps are great at supporting our Sovereign. Everything else we would request they improve.

Thomas White
ATP. Citation Sovereign
Aircraft Manager & Chief Pilot
Rio Vista Aviation
Cibolo TX

Our Textron service center at IWA (Mesa Gateway AZ) is well stocked and works 7 days per week to keep us flying. I'm often surprised at their ability to get us fixed even over a weekend.

Loyd Henson
ATP. Citation Encore
Captain
JML Business Consulting
Scottsdale AZ

At SMF, the Textron Service Center has maintained our various Citations from 500 to 650 and has always come through. Many thanks to our tech rep Bill Barefield, who has always provided updates and reports ASAP. Thanks to all for the great teamwork that kept us on schedule and up to the highest standards for over 37 years.

George Ortiz
ATP. Citation 650
Chief Pilot
Willamette Valley Co
Eugene OR

When needed, Textron has provided us with excellent service.

Roger Moore
ATP. Citation X
Chief Pilot
KSCAIR
Louisville KY

Textron Aviation has improved its product support over the past 18 months while other manufacturers continue to view the need to address our concerns with institutional indifference.

Eric Canup
ATP. Citation Latitude & Falcon 2000LXS
Dir of Flight Ops
Live Oak Bank
Wilmington NC

Bombardier



andy.nureddin@aero.bombardier.com.

**Bombardier Business Aircraft VP
Customer Support and Training,
Customer Experience
Andy Nureddin
can be reached
by phone at
514-855-8307,
or by e-mail at**

I'm very satisfied with Bombardier aftersale product support for our Challenger 605. I have no issues whatsoever. And Bombardier tech reps dispatch reliability is outstanding!

Dan Wolfe
ATP/A&P. Challenger 605
AV VP & Gen Mgr
Nationwide
Columbus OH

Recently we acquired our Learjet 45XR. We couldn't be happier with our Bombardier FSR Paul Van Kley, who has provided excellent service and information for us.

Bob Prellwitz
ATP. Learjet 45XR
Chief Pilot
Kress Enterprises
Peoria IL

My flight department operates a Global Express and we love the machine. Spares parts are a problem, though. When we need them, we're offered too many reconditioned parts or they're simply not available. This situation has caused delays in our schedule.

Wendy O'Malley
ATP. Global Express
Captain
EJM
Alameda CA

I have to say that my FSR Ken Polinski goes above and beyond my expectations. I think Bombardier needs to give Ken a raise for all the headaches and frustrations he has helped us with. Have had a few issues with AOGs. I waited as long as a week for some parts and even had to find a part myself on the open market when Bombardier could not give me a ship date.

Richard Sanchez
A&P. Challenger 350/300
Aircraft Maintenance Mgr
H-E-B
San Antonio TX

Overall Bombardier product support has been very good and they're proactive at making regular face-to-face visits to ensure we're satisfied with the product. In my opinion the Global 5000 is an excellent aircraft with good dispatch reliability. However, inventory for certain parts – particularly computer cards – is low. Also, lead times for brand new parts can be very high, pushing you to opt for a re-con item or NFF part.

Joe Davitt
ATP. Global 5000
Captain
HBK Aviation
Doha, Qatar

Bombardier service centers will generally have what we need and can support an AOG situation well. On one occasion our plane went AOG for an IDG and Bombardier put us back in the air in less than 24 hours.

Garth Collins
ATP. Challenger 604
Chief Pilot
Columbus Capital Partners
Chesterfield MO

Keeping us flying is something we can thank our FSR for. He's done a super job! Bombardier used to provide great support, and I'm disappointed by the FSR staff cuts.

Calvin Azarowicz
ATP. Learjet 45
Chief Pilot
Southeastern Freight Lines
West Columbia SC

Support from Bombardier is great. And our Learjet 40XR is great fit for our company operations.

Jason Chandler
ATP/CFII. Learjet 40XR
Captain
Hytrol Conveyor
Jonesboro AR

While Bombardier's support for our Learjet 45 has been good, we lost our ACE FSR Dean Echaute this year. Dean has been with this model since its launch and his depth of knowledge on the Learjet 45/75 was unmatched. If cost reduction was their goal I think Bombardier could have found less valuable participants to cut. It's a great loss for our Midwest Lear fleet!

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

Flying our Global 6000 for 6 years has been a great experience. We're 100% satisfied with Bombardier's support.

Walter Santos
ATP/Helo/CFII/A&P. Global 6000
Ops Director & Chief Pilot
Jet Care
Sorocaba SP, Brazil

Bombardier FSR Chris Richard is among the best in the industry. We're very pleased with his performance at all times.

Jamie Stember
ATP. Challenger 605
Dir of Aviation
CP Management
Glen Burnie MD

Aftersale product support has been good for our Global Express. We couldn't be happier with our FSR Mike Zina. He is outstanding!

Bruce Stern
A&P. Global Express
Client Aviation Mgr
Solairus Aviation
East Granby CT

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.

We operate a Pilatus PC-12NG and have leased a PC-24 for 25 hours on one occasion. I must say that our experience operating these aircraft have been excellent and the aftersale provided by Pilatus outstanding. We're so pleased with them that we're taking delivery of a new PC-24.

Christopher Anderson
ATP/CFI. Pilatus PC-12/PC-24
Captain
Joint Implant Surgeons
Indianapolis IN

Support from Pilatus is always provided in an excellent fashion. On one occasion we experienced an AOG event with our PC-12 and it was han-

dled promptly and in a professional manner. I highly recommend Pilatus.

Bob Wilson
Comm-Multi-Inst/Helo. Pilatus PC-12
& Citation CJ3+
Owner
RAW Inc
Memphis TN

Overall we're satisfied with the after-sale product support from Pilatus. However, we sometimes have issues with the quality of spares that have been repaired in-house by Pilatus.

Chris Weneger
ATP/CFII. Pilatus PC-12
Mgr Flight Ops
MRV Services
Hiawatha KS

Pilatus response time is over the top. We experienced a bird strike. The tech rep and the needed windscreen were flown immediately to a remote location. The problem was solved and we were ready to go in 2 days!

Mike Parnell
Comm-Multi-Inst.
Pilatus PC-12NG
Dir Flight Ops
Timetool
Eastsound WA

Recent changes to annual inspection and service intervals have become an issue for us. Pilatus claims to save operating expenses this way. However, this new process costs more than it did before the changes.

Philip Rosenblum
Pvt-Inst. Pilatus PC-12
President
Ponderosenbaum Holdings
Austin TX

Great expertise and high quality are what I find in Pilatus support. My only complaint is getting parts to a non-service-center shop can be a big hassle due to the territory rules.

Jack Long
ATP. Pilatus PC-12
Owner & Pilot
Osaka Holdings
Austin TX

In my opinion, Pilatus limits AOG performance by their service territories. Being an operator of a PC-12 I'd like to see our local service center be able to work our AOG issues.

Patrick Traul
ATP. Pilatus PC-12, Challenger 300
& Citation Excel
VP & Dir of Ops
Vaerus Aviation
Topeka KS



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, the 24-hr Global AOG Hot Line is 1-844-4 TBM AOG.

Great TBM app with POH, manuals, and parts are provided by Daher. I'm very impressed with their upgrade support of older models.

Jeffrey Black
Pvt-Multi-Inst. Daher TBM 850
President
Laurel Aviation
Decatur IL

Overall we're satisfied with Daher's product support. Sometimes it takes longer since our TBM 700C2 is 15 years old.

Mike Matetich
Comm-Multi-Inst.
Daher TBM 700C2

President
Jupiter Equipment Leasing
Garland TX

Daher's North American and authorized service and sale centers around the world are the best!

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

James Aeronautics, a Daher affiliated service center provides superior support for our TBM 700C2. Only once has the airplane being AOG caused a mission to be scrubbed. However, the part we needed was sent from France and we received it in just two days.

Paul Schubert
Pvt-Inst. Daher TBM 700C2
President
Tinman LLC
Raleigh NC

I have had nearly 5 years of flawless flying with my TBM 900. No issues whatsoever.

Phil Bozek
Operator. Daher TBM 900
Owner
1A Asset Holdings
Brighton MI

TBM 850 is great for our missions over about 8 states with 1-hour legs and 5 passengers. It flies a ton each year, nearly 500 annual hours. We are very satisfied with the service provided.

Michael Griffin
Pvt-Inst/CFII.
Daher TBM 850
Dir of Aviation & Senior VP
Garver LLC
North Little Rock AR

TEXTRON AVIATION (including King Air, Caravan & Conquest)

My company operates a 1968 King Air B90. And for an old aircraft Textron provides very good product support.

Thomas Rivera
ATP, King Air B90
President
ATR Realty
San Juan PR

Overall we're satisfied with the service received from Textron Aviation. However, the maintenance manuals for our King Air B100 haven't been updated in years.

Michael Culliton
Comm-Multi-Inst/CFII.
King Air B100
President
Culliton Aviation
Centreville AL

Even though I find Textron service to be good, I would like to see the cost of parts for our King Air C90B reduced.

Tom Kraus
ATP/A&P, King Air C90B
Chief Pilot
Walsh Aviation
Lindale TX

Stryker Corporation Senior Mgr Flight Ops and Mx Greg Hamelink holds an A&P. He rates and comments on 2 of his favorite aircraft—Global Express and Falcon 2000LXS—for product support provided by Bombardier and Dassault. He is pleased with the service received from both OEMs. This *Pro Pilot* survey form is 1 of 1284 forms received in the 2019 Corporate Aircraft Mfrs Product Support Survey.

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

Piper (12 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.

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

Piaggio (3 responses)



Piaggio America VP Customer Support Paolo Ferreri is based in West Palm Beach FL and can be reached at 561-253-0104 or via e-mail at pferreri@piaggio-aerospace.it.

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

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2019 CORPORATE TURBINE AIRCRAFT MANUFACTURERS PRODUCT SUPPORT SURVEY

measures your satisfaction or dissatisfaction with after-sale service provided by aircraft mfrs. 00454

JUN 10 2019 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	Aircraft type	Hours logged in this mfr's a/c in past 2 yrs	(Poor) 1 2 3 4 5 6 7 8 9 10 (Excellent)								
				Company response time	Spares availability	Cost of parts	Speed in ADG service	Tech manuals	Tech reps	Service satisfaction		
Airbus A318, 319 C2 & other Airbus a/c in corp use	1											
Boeing 787 and other Boeing in corp use	2											
Bombardier Global, Challenger, Dash 8, Learjet	3	GLEX	500	9	8	8	8	9	9	9		
Daher (Socata) TBX700, 850, 900, 910, 920, 940	4											
Dassault Falcon 10, 20, 30, 50, 900, 2000, 7X, 8X	5	F2000LXS	1000	8	8	8	9	8	9	8		
Embraer Legacy, Lineage Phoenix, Praetor and a/c in corp use	6											
Gulfstream G450, G550, G600, G650, G700, G800, G1000, G1200, G1500, G2000, G280, Gulfstream I, II, III, IV, V, G450, G550, G650	7											
HondaJet HA-420, Elite	8											
Piaggio P180 Avanti I/II, EVO	9											
Pilatus PC-12, PC-24	10											
Piper Cherokee, Meridian, M500/M600	11											
Textron Cessna: Citation series, Caravan, Conquest	12.1											
Boeing: Beechcraft: Bonanza, Hawkeye, King Air, Premier	12.2											
Viking DHC-2/3/4/5/6/7	13											
Others	14											

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

Comments
May be used for publication: BOMBARDIER DOES A GREAT JOB SUPPORTING GLEX. ADVISORY COMMENTS: KARI BOMBARDIER ON TASK WITH THIS EFFORT. - DASH-8 IS A GREAT TOOL, HAS HELD US WITH MULTIPLE AC'S.

Info below required • Mail back this form ASAP • Cutoff July 12, 2019

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

Certificates/Ratings ATP, IA, Inst/Comm • Type a/c now operated GLEX, Falcon 2000LXS

Job Title Senior Mgr Flight Ops & Mx Total pilot hours 300

Please make corrections to label

1000011103 C-MX GREG HAMELINK, SENIOR MANAGER FLIGHT DEPARTMENTS MAINTENANCE STRYKER CORPORATION 2825 AIRVIEW BLVD PORTAGE MI 49002-1802

or for A&Ps total mx experience in years 23

Date 6/03/2019

Day phone (269) 290-2641

E-mail greg.hamelink@stryker.com

* Signature [Signature]

*Required for form to be counted

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