

2020 CORPORATE AIRCRAFT PRODUCT SUPPORT SURVEY

Jets: 1 Embraer, 2 Gulfstream, 3 Dassault, 4 Textron, 5 Bombardier.

Turboprops: 1 Pilatus, 2 Daher TBM, 3 Textron, 4 Piper.

Embraer wins back 1st place in the jet division. Pilatus retains 1st place in TP support for 19 consecutive years. Results are based on 1041 line evaluations and 1175 survey forms received.

Pro Pilot staff report
Data compiled by Conklin & de Decker

Product support at the highest levels of quality is the key for OEMs to succeed with aircraft operators. Their continued support allows operators to plan and achieve all missions, from the simple ones to the most demanding ones. Operators can conduct their business with confidence knowing that they can rely on adequate OEM support at all times.

Aircraft manufacturers understand the need to assist users of their products and solve problems with minimal or no interruption in their activities. Aftersale product support is a decisive factor for operators and influences their next aircraft purchase.

Since aircraft are important tools for companies to accomplish their missions, OEMs continue to develop and employ advanced technologies in creating new aircraft models that meet or exceed operator requirements. Providing exceptional OEM product support is an essential part of this philosophy.

Jets

Embraer regains the crown it earned in 2018 and 2016. Its overall score this year is 8.76 – up from 8.16 last year. Embraer places first in all categories of the survey, earning the biggest category

increase in cost of parts with 7.92 this year – up from 7.03 in 2019. This 0.89 increase is the largest in the entire survey. Embraer's Contact Center is ready to give operators superior personalized support 24/7.

Gulfstream moves up to take the 2nd place – the same as in 2018. The company's overall score is 8.25 this year – up 0.11 from 8.14 in 2019. Gulfstream is 2nd in all categories except cost of parts. Biggest improvements are in tech manuals and tech reps, with a score increase of 0.23 in both categories. Together with its technicians, service

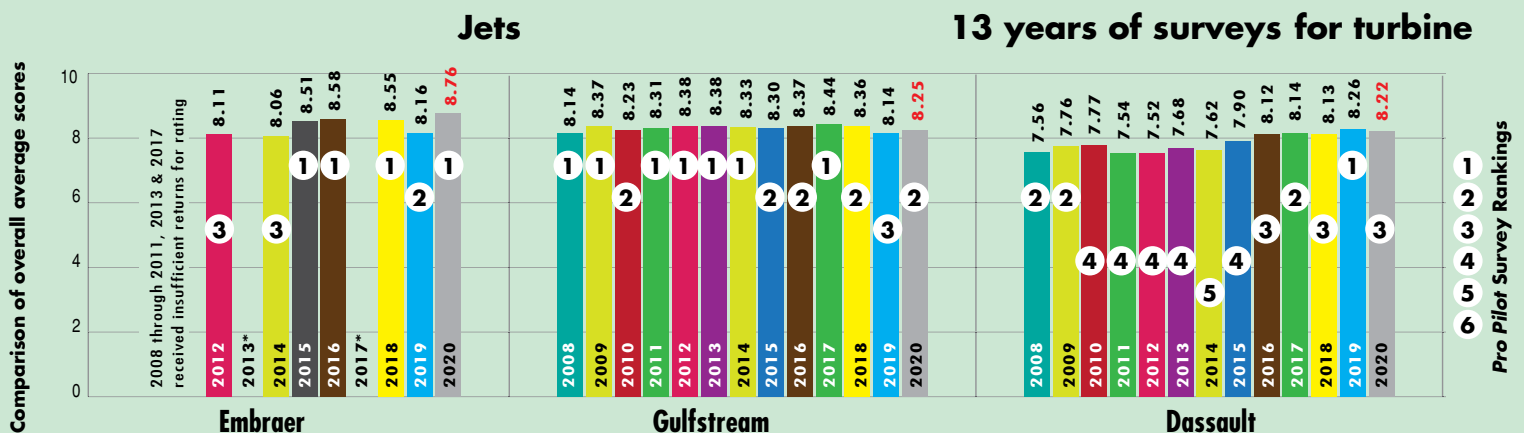
centers, and FAST (Field and Airborne Support Teams), Gulfstream is ready to ensure a flawless flying experience.

Dassault ranks 3rd this year after being 1st in 2019. Its overall score is 8.22 this year compared to 8.26 in 2019. It takes 2nd place in cost of parts, and 3rd in all other categories. Best improvement is seen in cost of parts, with a score of 6.61 this year – up from 6.53 in 2019. Dassault's FalconResponse program of AOG support services provides the parts, tools, and engineering resources to enable AOG situations to be resolved quickly.

2020/2019 OEM comparison

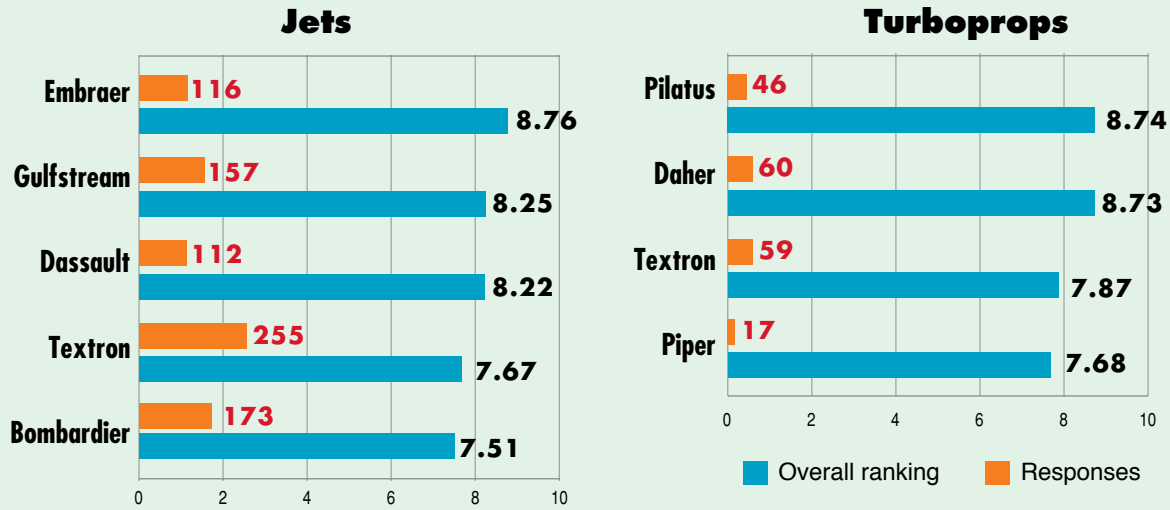
Manufacturers	Responses	Company response time			Spares availability			Cost of parts		
		2020	2019	Dif	2020	2019	Dif	2020	2019	Dif
Jets										
Embraer	116	8.96	8.48	0.48	8.26	7.64	0.62	7.92	7.03	0.89
Gulfstream	157	8.80	8.69	0.11	8.25	8.22	0.03	6.06	6.08	-0.02
Dassault	112	8.48	8.66	-0.18	8.16	8.30	-0.14	6.61	6.53	0.08
Textron	255	7.96	8.18	-0.22	7.65	7.76	-0.11	6.24	6.14	0.10
Bombardier	173	7.74	7.89	-0.15	7.00	7.17	-0.17	6.07	6.06	0.01
Turboprops										
Pilatus	46	9.02	8.73	0.29	8.91	8.50	0.41	7.17	7.15	0.02
Daher	60	9.33	8.86	0.47	8.63	8.31	0.32	6.26	6.20	0.06
Textron	59	8.07	7.99	0.08	8.07	7.63	0.44	6.24	5.84	0.40
Piper	17	7.88	--	--	7.53	--	--	6.94	--	--

2020 Pro Pilot Corporate Aircraft Product Support Survey



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Overall ranking



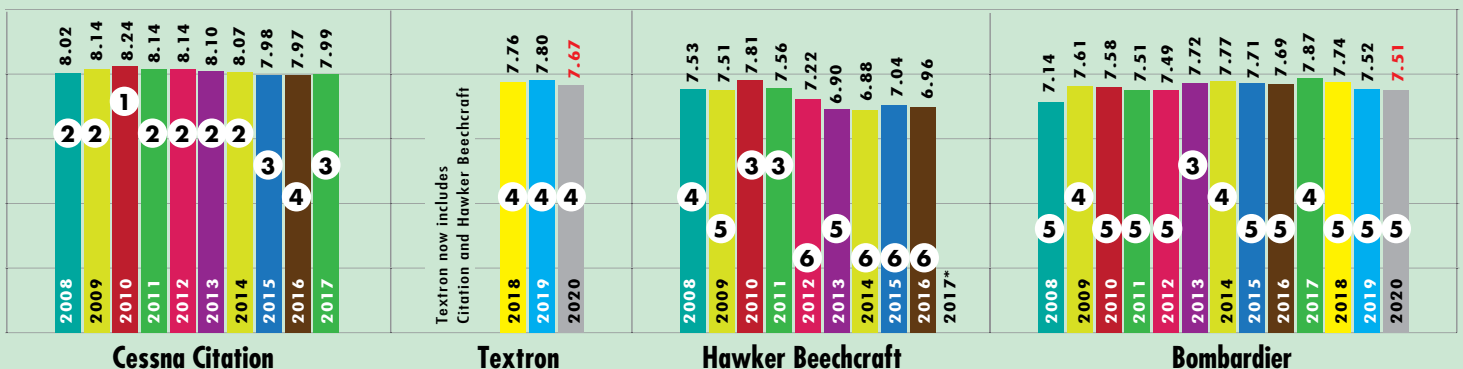
Jet mfrs rated by 100 responses or more. Turboprop mfrs rated by 17 responses or more.

support scores for corporate jets and turboprops

Manufacturers	Speed in AOG service			Tech manuals			Tech reps			Service satisfaction			Overall scores		
	2020	2019	Dif	2020	2019	Dif	2020	2019	Dif	2020	2019	Dif	2020	2019	Dif
Jets															
Embraer	8.90	8.24	0.66	9.07	8.57	0.50	9.22	8.92	0.30	9.00	8.23	0.77	8.76	8.16	0.60
Gulfstream	8.51	8.52	-0.01	8.59	8.36	0.23	8.91	8.68	0.23	8.63	8.47	0.16	8.25	8.14	0.11
Dassault	8.48	8.48	0.00	8.46	8.42	0.04	8.86	8.89	-0.03	8.46	8.58	-0.12	8.22	8.26	-0.04
Textron	7.87	7.93	-0.06	8.06	8.26	-0.20	8.13	8.33	-0.20	7.78	8.01	-0.23	7.67	7.80	-0.13
Bombardier	7.54	7.44	0.10	7.93	7.98	-0.05	8.56	8.45	0.11	7.73	7.68	0.05	7.51	7.52	-0.01
Turboprops															
Pilatus	8.80	8.10	0.70	9.05	8.86	0.19	9.07	9.00	0.07	9.18	8.78	0.40	8.74	8.45	0.29
Daher	8.86	8.26	0.60	9.42	8.94	0.48	9.50	8.91	0.59	9.13	8.65	0.48	8.73	8.30	0.43
Textron	8.19	7.44	0.75	8.24	8.15	0.09	8.37	8.41	-0.04	7.93	7.93	0.00	7.87	7.63	0.24
Piper	7.33	--	--	8.00	--	--	7.93	--	--	8.13	--	--	7.68	--	--

corporate aircraft manufacturers rated 2008-2020

* No rating for years indicated



Textron (including Citation and Hawker Beechcraft) remains 4th this year, with an overall score of 7.67 – down from 7.80 in 2019. Textron is 3rd in cost of parts, with a score of 6.24 – up from 6.14 in 2019. Textron 1CALL provides immediate AOG support when an unscheduled maintenance event occurs and, together with its MSU (Mobile Service Units), coordinates with the service network to get operators back in the air promptly.

Bombardier places 5th this year, with an overall score of 7.51 – slightly down from 7.52 in 2019. It takes the 4th spot in cost of parts and tech reps. Best category increase is in tech reps, with an 8.56 score – up 0.11 from 8.45 in 2019. Bombardier CRC (Customer Response Centre) can be reached 24/7 worldwide and provides immediate support for Learjets, Challengers, and Global aircraft.

Turboprops

Pilatus keeps the crown in the TP division for the 19th consecutive year since TPs were split out from jets in 2002. Overall score is 8.74 this year – up from 8.45 in 2019. Pilatus places 1st in spares availability, cost of parts, and service satisfaction, and 2nd in company response time, speed in AOG service, tech manuals, and tech reps. Best category increase is in speed in AOG service, with an 8.80 score this year compared to 8.10 in 2019 – up 0.70. Operators can contact Pilatus Customer Support & Enquiries 24/7.

Daher TBM ranks 2nd for 12th year, with an overall score of 8.73 in 2020 – up from 8.30. They take 1st place in response time, speed in AOG service, tech manuals, and tech reps, and 2nd in spares availability and service satisfaction. Greatest category improvement is in speed in AOG service, with 8.86 this year – up 0.60 from 8.26 in 2019. TBM Care provides 24/7 hot lines for AOG and customer care worldwide. Daher

offers its TBM Total Care Program (TCP) for every new TBM 940/910 as part of the purchase package, giving the initial retail owner of a TBM complimentary scheduled maintenance for the first 5 years or 1000 hrs of operation with the aircraft.

Textron (King Air, Caravan, Conquest) ranks 3rd this year, with overall score 7.87 – up 0.24 from 7.63 in 2019. Textron is 3rd in all categories except cost of parts and service satisfaction. Biggest advance for Textron TP was in the speed in AOG category, where it earned an 8.19 score, increasing 0.75 from last year's 7.44. Textron's 1CALL program, together with its MSUs and service network, are ready to service turboprops wherever they're located.

Piper has come back strongly, rounding out the survey by placing 4th with an overall score of 7.68. Piper is 2nd in cost of parts and 3rd in service satisfaction. The company is committed to providing operators with the necessary service and support to enable safe and successful operations.

Methodology

For the past 30 years *Pro Pilot* has used a paper questionnaire to ask corporate turbine aircraft operators to rate the quality of after-sale service provided by aircraft manufacturers. The use of electronic forms has been emphasized this year. For 19 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 2020 a target mailing of 8116 survey forms was sent out to a random selection of corporate operators from the *Pro Pilot* subscription list. A total of 1175 survey forms, representing a 14.5% return, came back to the *Pro Pilot* office by the July 27 cutoff date. A total of 890 were properly filled out, providing 1041 line evaluations with 845 for the jet division and 196 for the turboprop division. A total of 285 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. *Pro Pilot's* policy is to continue to rate newly-acquired product lines separately

for 3 years. Therefore, Cessna and Hawker Beechcraft are rated together under Textron for the 3rd year.

Pro Pilot rules for the 2020 survey required a minimum of 100 evaluations to rank in the jet division. There were 5 manufacturers that met the criteria—Bombardier, Dassault, Embraer, Gulfstream and Textron (Citation, Beechjet and Hawker). There were other manufacturers that received responses but not enough to rank in the division: Airbus (1), Boeing (7), British Aerospace (1), Cirrus (3), Eclipse (2), HondaJet (8), Pilatus (4), Sabreliner (4), and Worthington Aviation/Westwind (2).

For the turboprop division, manufacturers needed 17 responses for inclusion. Only 4 TP aircraft manufacturers met the criteria – Daher, Pilatus, Piper, and Textron (Caravan, Conquest, and King Air). Other TP manufacturers that didn't receive enough responses to rank in the survey were Aero Commander (4), Bombardier (1), Fairchild/Swearingen (1), Mitsubishi (6), and Piaggio (2).

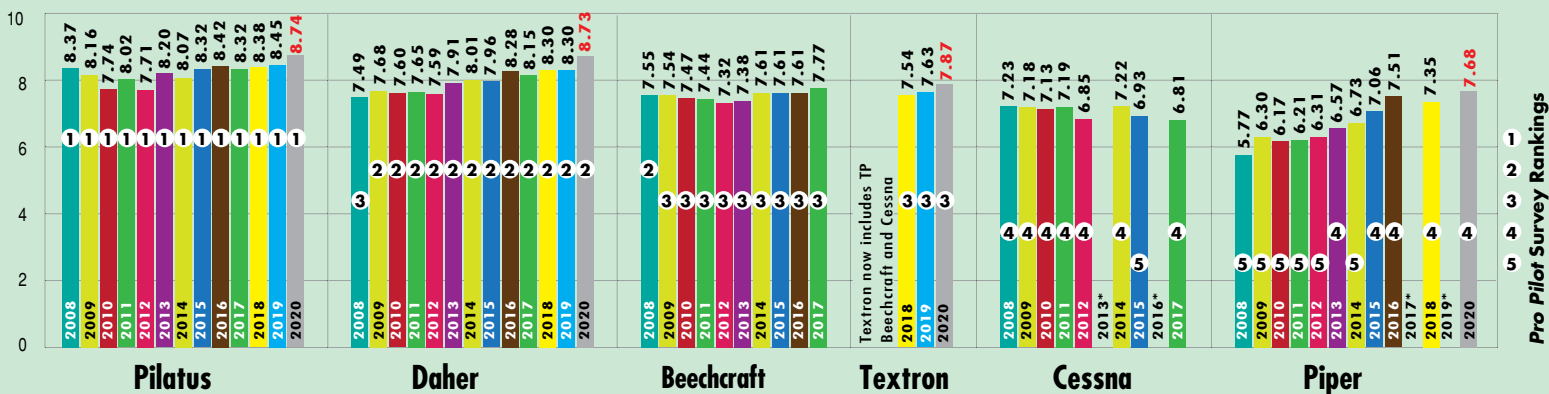
Survey respondents were asked to rate corporate aircraft OEMs on a scale of 1 (poor) to 10 (excellent) within each of the 7 categories. Conklin & de Decker, a JSSI company, acted as research agent and performed independent data analysis. □

2020 Pro Pilot Corporate Aircraft Product Support Survey

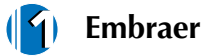
Turboprops

Comparison of overall average scores

*no rating for years indicated



JETS



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

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

Very pleased with Tom Richardson at Embraer. He is the finest customer service representative I've ever dealt with. This guy gets it. He knows our airplane from radar to tail cones, and we can speak pilot or maintenance tech. One in a million!

Mike Beaver
ATP. Legacy 600
Chief Pilot
Big South Fork Aero
Huntsville TN

I've been operating the Embraer 170 and Lineage 1000 for the past 11 years. They're the most reliable and pleasant-to-fly aircraft I've ever flown.

They always get the job done, and product support received from the company is top-notch!

Bernard Schvartz
ATP. Embraer Lineage 1000
Captain
ExecuJet Middle East
Dubai, United Arab Emirates

Embraer's responsiveness has been outstanding. We've had our Legacy 450 for 3 1/2 years now, and have also operated a Phenom 300 for the same time frame. Previously, we had another Phenom 300 for 5 years, and the company's response was similar. Hands down, Embraer tops the chart!

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

In my opinion Embraer is going through a tough year, carving out Executive Jets while the deal with Boeing fell through. And it shows. Hopefully they will recover from Covid-19 and return to their previous impressive support. Phenom 300 is still the perfect jet in its category.

Jim McIrvin
ATP/CFII. Phenom 300
& Boeing 737
Owner & Chief Pilot
McIrvin Aviation
Washingtonville NY

Embraer delivers outstanding product support. We are very pleased with Alessandro Rossi, our FSR. He's professional, very useful, and always willing to help, no matter what it takes.

Giuliano Mota
ATP. Phenom 100
Captain
Horii Comércio e Empreendimentos
Mogi das Cruzes SP, Brazil

Praetor 600 is the aircraft we operate in our flight department. It's a great machine to fly and highly economical when it comes to fuel burn and operating costs. With the very advanced systems in the cockpit, nav and approach capabilities of the Praetor, reaching more destinations and challenging airports has never been easier, and all at very reasonable cost. Every feature has been very well thought out and designed. Cabin environment is extremely comfortable and quiet. And with the entertainment and connectivity options available, it's really hard not to enjoy every mission we do – short or long.

Anas Jankhout
ATP. Praetor 600
Aviation Mgr
Radic Holding
Jeddah, Saudi Arabia

Overall, Embraer has a great support team. Sorocaba has the most valuable aircraft executive team in Brazil. AOG is AOG even during the holidays, nights, or weekends. They are the best team in the entire continent of South America.

Thiago Magliano
A&P. Legacy 650
Maintenance Mgr
Onixtec
Sorocaba SP, Brazil

Couldn't be happier with FSR Alessandro Rossi. He's the most efficient and helpful professional. He's always ready to support and attend your needs and questions with expertise.

Kleber de Miranda
ATP. Phenom 300/100
Pilot
Construtora DADO
São José dos Campos SP, Brazil

Aftersale product support received from Embraer has been outstanding. AOG support is excellent and we've never been told there are no spare parts available.

T Mahendran
Comm-Multi-Inst. Phenom 300
Executive Pilot
Madurai Trans Carrier
Mylapore, Chennai, Tamilnadu, India

2020 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	125	7.85	7.29	6.35	7.74	7.96	8.70	7.98	7.70
Learjet	55	7.49	6.41	5.43	7.15	7.86	8.24	7.17	7.11
Gulfstream									
GII-V, G300-G700	121	8.87	8.50	6.05	8.70	8.69	8.93	8.71	8.35
IAI-1125/G100-G280	45	8.60	7.64	6.05	8.05	8.25	8.80	8.40	7.97
Textron									
Cessna Citation Jet	204	8.13	7.99	6.61	8.20	8.17	8.41	8.05	7.94
Hawker Beechcraft*	51	7.26	6.29	4.73	6.54	7.63	7.06	6.72	6.60
* Includes Beechjet 400, Hawker 400, Hawker 125 series, Hawker 4000, Premier									
Turboprops									
Textron									
Beechcraft King Air	53	8.18	8.23	6.29	8.31	8.39	8.48	8.02	7.99
Cessna-Caravan, Conquest	6	7.17	6.67	5.83	7.00	7.00	7.00	7.17	6.83

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



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

Gulfstream responded to our AOG support instantly and sent technicians the next day. Our aircraft was completely recovered the following day and flew its next mission without any restrictions. The product support team fixed everything within 36 hours.

Christian Waldmeier
ATP. Gulfstream G650
Dir of Technical Services/CAM
Kai Aviation
Basel, Switzerland

Having flown Gulfstream aircraft during the past 35 years, I can state how impressive they are – not only in terms of the product but also the OEM’s levels of aftersale product support. Not as cheap as going through a broker, but AOG items are dispatched within 24 hours. The service and knowledge of the technical support team is unquestionable. With Gulfstream you get what you pay for – excellence.

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

After taking delivery of 3 new Gulfstream G650s, with our first one being the 6th aircraft delivered to a customer, we’ve seen a marked improvement in product service entry and reliability. The G650 continues to meet or exceed GAC’s specifications and performance. We use these aircraft to their full performance parameters in both speed and range, and they have unmatched reliability in class. Besides, the G650 is a very easy plane to fly, and the faster you go, the better it flies.

Michael Meloche
ATP/Helo/CFII/A&P.
Gulfstream G650
Dir of Flight Ops
Air Lease
Alpine CA

We’re satisfied with all aspects of the product support received from Gulfstream. It’s always been great!

James Booth
ATP/CFI. Gulfstream G650
Captain
Empire Aviation
Honolulu HI

I’m new to the Gulfstream G550, but I’ve been operating a G450 for the past 13 years. It’s been an amazing experience working with a support team that always tries to make good things happen. I’m very satisfied with Gulfstream’s products and the support behind them.

Rod Alston
ATP. Gulfstream G550
Chief Pilot
AlSCO
Orem UT

In my opinion, Gulfstream continues to earn its widely regarded reputation as the industry leader for all sectors of business aviation. They hold the top rank for production, innovation, performance, and customer support.

Brett Beasley
ATP. Gulfstream G550/G450
Dir of Aviation
AlSCO
Salt Lake City UT

Very pleased with Gulfstream’s product support. They’ve always been responsive to our Gulfstream V, G550, and G450 needs.

Patrick Dunn
ATP. Gulfstream V/G550/G450
Contract Pilot
One North Aircraft Support
Mt Prospect IL

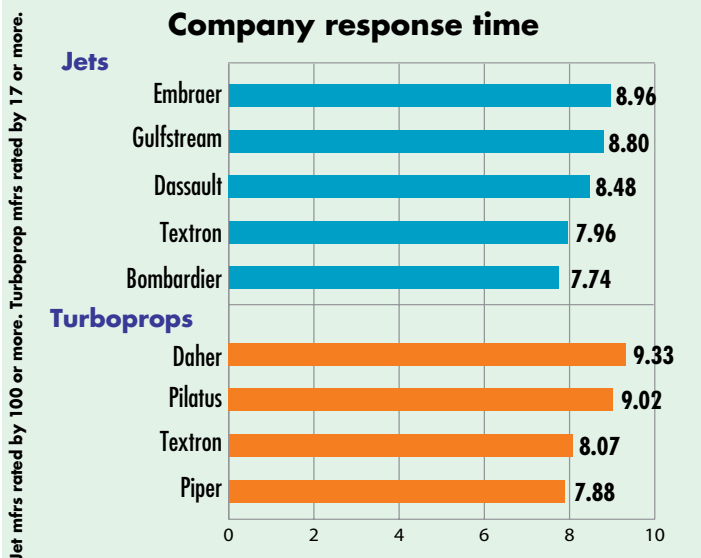
Overall we’ve had exceptional support from Gulfstream on both types as we transitioned from the GIV to the G550. Entry into service was exceptional.

David Bjellos
ATP. Gulfstream G550
Aviation Mgr
Agro Industrial Management
West Palm Beach FL

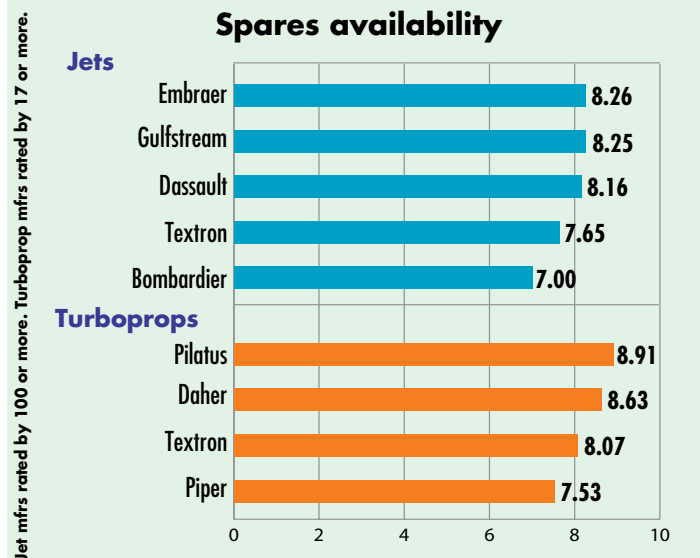
Fortunately, due to Gulfstream’s high reliability and dispatch rate, AOG’s are all but non-existent. They produce great aircraft backed up by exceptional support.

Richard Goodhart
ATP/Helo. Gulfstream G550/G450
Captain & Training Coordinator
Ameriprise Financial
New Fairfield CT

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**Dassault Aviation
Senior VP,
Worldwide Falcon
Customer Service
& Service Center
Network
Jean Kayanakis.
He can be
contacted at
+33 67 506 1747
or at jean.
kayanakis@dassault-aviation.com.**

Very pleased with the product support received for our Falcon 900LX. Dassault continues to accelerate its already stellar strides in improving on its top-notch customer service and support.

John Alexander
A&P. Falcon 900LX
& Citation Sovereign
Senior Aircraft Technician
Cintas
Cincinnati OH

Our flight department has been able to operate our Falcon 2000LXS/2000S with 100% dispatch reliability for over 2 years. This accomplishment has only been possible because of Dassault's excellent customer service, along with a great aircraft.

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

Dassault maintenance and spares support have reached new heights. Operational support also continues to be exceptional. Even during the Covid-19 pandemic we've been impressed with the level of care demonstrated by field service and spares teams, as well as DAS service centers and a host of other departments.

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

This is the first year we've had our current Falcon 900C. Previously we flew a Falcon 50 and a 900B, so this is our 3rd Falcon jet. Dassault has always provided us with excellent product support.

Paul Ahern
ATP/CFII. Falcon 900C
Chief Pilot
John Fabick Tractor
Eureka MO

I've seen great improvement in DFJ product support. Service for our Falcon 7X/8X is far better than when we operated the legacy Falcon 900Bs. Covid-19 issues and protocols may have affected some service-related problems we've had recently, but, overall, Dassault has done a good job supporting our aircraft.

Stuart Swanson
ATP. Falcon 7X/8X
Chief Pilot
SC Johnson & Son
Racine WI

DFJ continues to meet and exceed our needs and expectations. Company response has been excellent. Our FSR David Bollow is on spot whenever he is needed, and he assists at any time with professionalism. We're fortunate that he lives within an hour because he drops what he is doing to come to our facility. Yes, there have been several issues with our aircraft, but we have not missed a trip. We're so glad to be a member of the Falcon family.

Mark Jones
ATP/A&P. Falcon 2000EX EASy
Dir of Aviation
Neurosurgery and Endovascular Assoc
Milwaukee WI

Dassault has the best customer service of all manufacturers I've worked with during my career. The experience makes operating Falcon aircraft a real pleasure.

David Nelson
ATP/CFII. Falcon 900EX EASy/2000
Chief Pilot
Gama Aviation
Kent WA

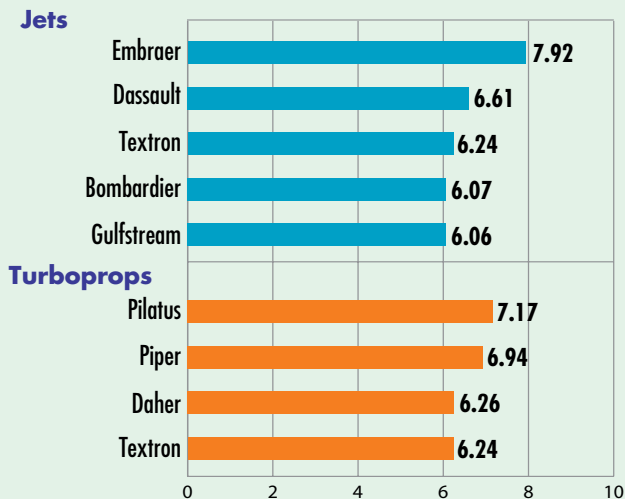
Had a fantastic experience with Dassault ILG (Wilmington DE). Crew chiefs kept everyone up to date during the entire process – simply the best! And Customer Project Mgr Jason Doerflein deserves all the credit for such a great experience.

Gary Render
ATP. Falcon 7X
Dir Flight Ops
RTL Carriers
Ocala FL

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Jet mfrs rated by 100 or more. Turboprop mfrs rated by 17 or more.

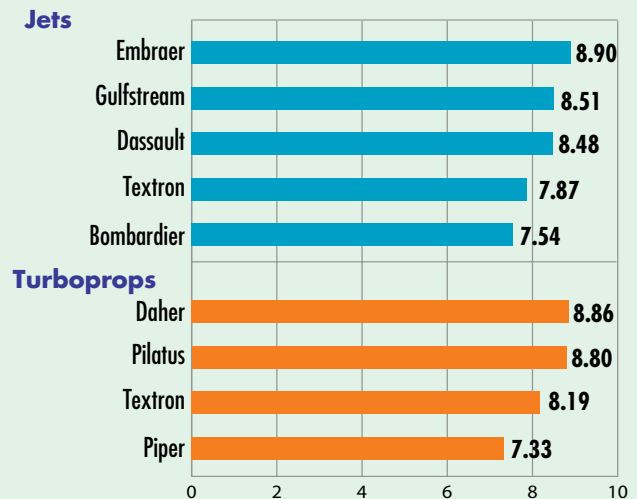
Cost of parts



2020 Pro Pilot Corporate Aircraft Product Support Survey

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Speed in AOG service



Textron Aviation
(including Citation & Hawker Beechcraft)



Textron Aviation Senior VP of Global Customer Support Brian Rohloff is responsible for all aftermarket service and support for Beechcraft, Cessna, and Hawker brands.

He can be reached at brohloff@txtav.com or 316-517-7995.

Currently we use Textron Service Center TPA (Tampa FL) for all scheduled maintenance. We always get the same team of mechanics and customer service assigned to our aircraft, so they're familiar with it. I have a good working relationship with them. Communication is very good, and they always understand our concerns. Overall, I'm very satisfied with the service provided by Textron.

Robert Rogers
ATP. Citation CJ2
Aviation Mgr & Chief Pilot
BCL Aviation
Plant City FL

Textron Aviation has worked continuously to improve its customer service and parts availability. We operate a Citation CJ3, and our experience with them has been outstanding.

Michael Herman
Comm-Multi-Inst. Citation CJ3
Owner & Pilot
Bear Air
Lansdale PA

Textron's Mobile Service Unit (MSU) team at Lubbock TX is outstanding. We are very pleased with its services and product support.

Dana Longino
ATP. Citation Sovereign
Chief Pilot
Lee Lewis Construction
Lubbock TX

We operate a Citation CJ4 in Asia. The highlight is that Textron Aviation Singapore Service Center at XSP (Seletar, Singapore) is doing an excellent job at supporting the region. They've made great progress from 4 to 5 years ago. However, worldwide support and spares availability is not yet satisfactory in general. Most AOG parts are still only available in Wichita. Even if they're not actually available in Asia, we wish that more parts would be held at least in Europe or US West Coast for faster shipping. Many times we've been told that parts are not available anywhere – even common parts like an alternator. And then, a part gets shipped without anyone telling us for a couple of days. We find out only when the part arrives.

Christian Von Strombeck
ATP. Citation CJ4
Lead Pilot
Springfield Air
Singapore, Singapore

Even though our Citation Encore is a legacy aircraft, Textron aftersale product support continues to be excellent.

Michael Lobstein
ATP/A&P. Citation Encore
Reserve Captain
Luhr Bros
Columbia IL

The Textron MSU at our home base of APA (Centennial, Denver CO) deserves much kudos! We've experienced excellent response to service requests and questions. And the techs are great – extremely knowledgeable, professional, and friendly. Overall I give them 10+.

Jan Cooper
ATP. Citation XLS+
Chief Pilot
Lario Oil & Gas
Greenwood Village CO

Our Citation CJ4 is such a great aircraft. And it's backed up by an outstanding company and aftersale product support team.

Mauricio Rodriguez Barquet
ATP. Citation CJ4
Corporate Pilot
Westpoint Air
León, Mexico

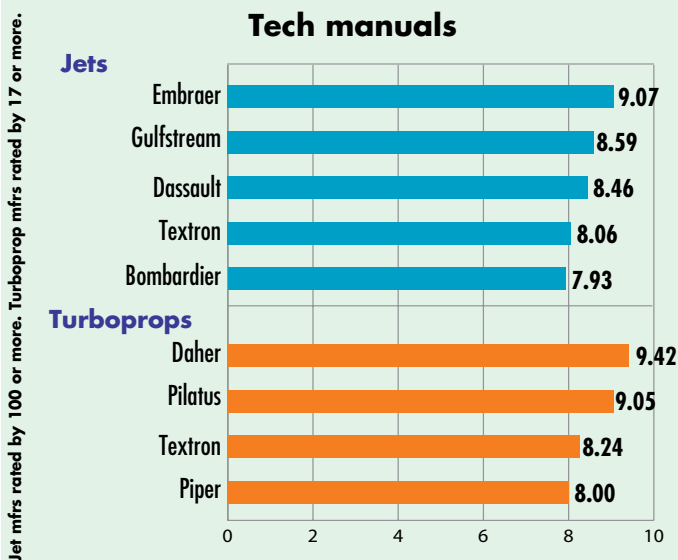
Although our Citation V is out of production, product support provided by Textron continues to be good.

Harvey Martin
ATP. Citation V
Av Dept Mgr
Martin Landscape
Leeds AL

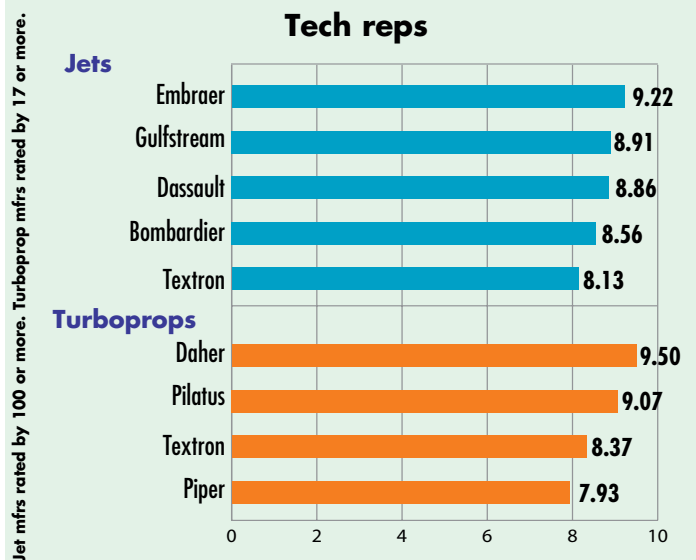
I think Citations are easy to come by. And that's why I always wonder about the cost of parts.

Kris Kolba
ATP/CFII.
Citation V/III/ISP
Chief Pilot & Aircraft Mgr
2141 Corporation
Decatur GA

2020 Pro Pilot Corporate Aircraft Product Support Survey



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Based on my experience operating Citation CJs for 15 years, I can state that they're dependable when maintained well. Textron Service Center GSO (Greensboro NC) does all maintenance support for our CJ4, and they've always been quick and efficient. Very pleased with their support.

Asa Russ
ATP/A&P. Citation CJ4
Chief Pilot
Eagle Transport
Battleboro NC

Very satisfied with our reliable Citation II. Both Textron and Pratt & Whitney have always given us excellent service. They consistently provide exceptional technical support, and parts are always available.

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

Bombardier



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

Very pleased with our Bombardier Tech Rep Greg Sealey. He's only a phone call away, and if he doesn't have an immediate answer for us, he gets the required information in a timely manner. We've been serviced by Bombardier BDL (Windsor Locks CT) for the past 5 years, and it's been a good experience. Unfortunately, we had a couple of hangar rash incidents on our most recent visit for a 5-year inspection and Ka-band Internet. Other than that, it's been very good.

Earl Larson
ATP. Global 5000
Lead Pilot
Delta Jet
Coventry CT

Our Challenger 350 is a very reliable aircraft. It's equipped with a nice and capable avionics system. I find it a real pleasure to fly, plus it's backed by an excellent product support network.

Wayne Sauls
ATP/CFI. Challenger 350
Pilot
Netjets
Eau Claire WI

We've flown our Global 6000 for a year now, and have logged about 425 hours. Everything is still under warranty, and all aspects of service have been AAA/star/gold medal!

Kevin Van Splunder
ATP. Global 6000
Captain
Solairus Aviation
Puyallup WA

Operating Bombardier Challenger 604/605/650s for more than 20 years has been an amazing experience. In my opinion, it's the best bang for the buck with a 99.95% dispatch reliability. They're amazing aircraft!

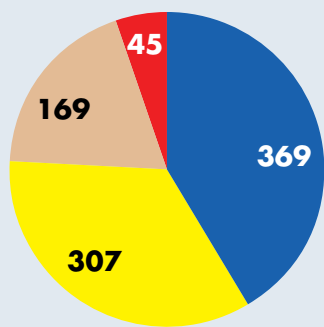
Daniel Wolfe
ATP/CFII/A&P.
Challenger 605/650
VP & Gen Mgr
Nationwide
Columbus OH

Global 5000 is a fantastic platform, very capable with a great dispatch reliability. However, obtaining spares can sometimes become an issue. Also, 3rd-party vendor items such as avionics can be problematic when you require replacement components. It's not uncommon for only available units to be refurbished or NFF items that have been sent back into service. Warranty items can at times lead to a protracted process. Nonetheless, Bombardier aftersale service, overall, is superior.

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

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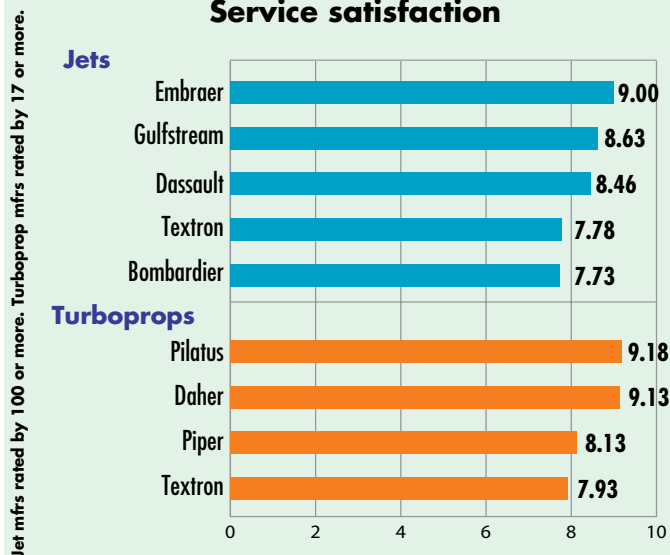
Job titles of survey respondents



- 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

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Service satisfaction



TURBOPROPS

Pilatus



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

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

I've always had very quick resolutions to any issues with our PC-12. Our local service center has been outstanding and keeps our aircraft ready to go at a moment's notice. I'm really happy with the new extended 300-hr service intervals. It saves a fortune.

Kirk Grimes
Pvt-Inst. Pilatus PC-12NG
President
Grimes Well Servicing
Edmonton AB, Canada

Pilatus continues to exhibit superb customer service and it also shows throughout its authorized service centers. Epps Aviation PDK (DeKalb-Peachtree, Atlanta GA) runs great airframe and avionics departments.

Bob Wilson
Comm-Multi-Inst. Pilatus PC-12
Owner
RAW Inc
Memphis TN

Our PC-12 has been very reliable. Although it has had a few issues over the years, we are satisfied with the product support provided by Pilatus.

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

Pilatus has some very good authorized service centers across the US. Epps Aviation PDK (Atlanta GA) is one of the best. It has a great relationship with Pilatus in Switzerland. We're very pleased with their mx support.

Bert Zeller
ATP. Pilatus PC-12NG
Chief Pilot
McElroy Truck Lines
Meridian MS

Daher



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.

Flying a TBM 940 has been fantastic. Daher's customer service is the best we've ever experienced.

Lee Pillsbury
Comm-Multi-Inst. TBM 940
& Premier I
Managing Director
Business Management Services
Fort Lauderdale FL

My TBM 900 is in its 5th year of warranty. Fortunately, it's been a very reliable aircraft. Whenever I've needed service for our aircraft, Daher and my local service center, Columbia Air, have both been outstanding. No effort has been spared to keep my aircraft in perfect condition. I highly recommend it!

Bruce Feldstein
Pvt-Inst. TBM 900
Owner & Operator
Bruce M Feldstein DDS, PC
West Lebanon NH

Our TBM 850 is a well-built aircraft. It's both fast and strong. Other than inspections, tires, and brakes, there are no surprises. It always impresses me when I bring it in for its annual inspection and I have only 1 or 2 write-ups. It's an amazingly efficient aircraft backed up by great product support from the manufacturer and its affiliates.

Bob Bordes
ATP. TBM 850
President
Corporate Aircraft Association
New Orleans LA

Very satisfied with Daher's product support. It's such a great company. Our TBM 940 is our 4th TBM, and it's been awesome.

Jim Thorpe
Pvt-Inst. TBM 940
President & Chief Pilot
JTS Consultants
Naperville IL

We're currently under the manufacturer's warranty with extended services offered by AVEX at CMA (Camarillo CA). They've provided an amazing service and have resolved problems quickly, especially those that have been pilot-induced. Our TBM 930, with its excess power, speed, safety, and comfort, has been an amazing aircraft, but the deciding factor that keeps us in a TBM over a King Air, Pilatus, or very light jet, is the community of service providers, owners, and manufacturer. TBMOPA is not just a chat room for owners, but a strong collaboration with the manufacturer, training organizations, and service centers. They're all working with one another to keep everyone flying, from the oldest TBM 700A model to the newest 940 aircraft. I feel safe, comfortable, and happy in the French bird.

Jon Anderson
Comm-Multi-Inst.
TBM 930
Av Mgr & Chief Pilot
MACA Transportation
Orem UT

I think the Daher service center at PMP (Pompano Beach FL) is excellent. The Canadian TBM facility has been outstanding, although it's remotely located. This situation has created the need to coordinate carefully with both the Canadian and US service providers for effective service.

David Metcalfe
ATP. TBM 930
Corporate Pilot
SWT Group
Windsor ON, Canada

Daher is very responsive to owner suggestions and concerns, and it strongly supports TBMOPA—the TBM owners association. Support is available promptly by phone. A good selection of factory-designed retrofits is available. And the 5-year broad warranty on new aircraft makes purchase attractive. I feel that these are good reasons to now own my 4th TBM.

Ian Fries
ATP/CFII. TBM 940
President
Airborne
Wilmington DE

TEXTRON AVIATION
(including King Air,
Caravan & Conquest)

Love Beechcraft aircraft! We fly a King Air 200 and couldn't be happier with the levels of product support we receive.

David Strahl
Comm-Multi-Inst. King Air 200
President
MIUS RMI
Fenton MI

Have been flying King Airs and other products for over 18 years, and I believe Textron's policy of hiring tech reps and CSRs with little or no experience is affecting product and service support satisfaction.

Adrians Santos
ATP. King Air 350/200/90GTx,
Beechjet 400 & Citation CJ1
President & Chief Pilot
Global Flight Support
Tampa FL

Operate King Air 200 & 350 turboprops. My experience has been excellent both with the aircraft and service received from the support team. Can't beat a King Air!

Bradford Peterson
ATP. King Air 200/350
Chief Pilot
BPF Co
Plymouth MN

Piper



Piper Aircraft VP of Sales, Marketing & 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.

Excellent support across the board is what I always receive from Piper. Particularly outstanding is the support provided by Skytech at DMW (Westminster MD), a Piper authorized service center.

Philip Soucy
Comm-Multi-Inst. Piper M600
Owner & CEO
P and P Services
Springfield VA

I've been operating our Piper Meridian for the past 12 years with no major issues.

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

My experience with the Piper factory has been very satisfactory, just as with my Swiss Piper maintenance provider, MécanAir. I prefer to work with them rather than use the European Piper service agent in Germany.

André Mueller
Comm-Multi-Inst. Piper Meridian
Owner & Pilot
Mullair
Weggis, Switzerland

Piper M600 is a great airplane. And we've received superb product support from the manufacturer.

Kirby Chambliss
ATP. Piper M600
Owner
Chambliss Aerobatics
Eloy AZ

PROFESSIONAL PILOT

Your views help Pro Pilot have a better magazine for you. Your input helps improve product support from OEMs. Thanks! Eleni Smith, President

2020 CORPORATE TURBINE AIRCRAFT MANUFACTURERS PRODUCT SUPPORT SURVEY

Your response, with scores and comments, should be based on 1st-hand experience in the past 2 years only. 00757

Rate aircraft in 91, 91K or 135 use, not airline use	Office use	Must show for form to be tabulated		(Poor) 1 2 3 4 5 6 7 8 9 10 (Excellent)													
		Aircraft type	Hours logged in this mfr's a/c in past 2 yrs	Company response time	Spares availability	Cost of parts	Speed in ADG 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, Challenger, Dash 8, Learjet	3																
Cirrus Vision SF50	4																
Daher (Socata) TBM 700, 850, 900, 910, 930, 940	5																
Dassault Falcon 10, 20, 30, 40, 50, 60, 7X, 8X	6																
Embraer Legacy, Lineage Phenom, Praeser and a/c in corp use	7																
Gulfstream Aero G100, G150, G200, G280 Gulfstream I, II, III, IV, V, G450, G550, G650	8	G450 G450	1500	9	10	7	10	10	10	10	10	10	10	10	10	10	8
HondaJet HA-420, Elite	9																
Piaggio P180 Avanti U/L, EVO	10																
Pilatus PC-12, PC-24	11																
Piper Cherokee, Meridian, M350/M400	12																
Textron Cessna Citation series, Cessna, Conquest	13.1																
Harbor Beachcraft Beechjet, Hawker, King Air, Premier	13.2	B550	500	9	10	10	9	10	9	9	9	9	9	9	9	9	7
Viking DHC-2/3/4/5/6/7	14																
Others	15																

Note: Scores for Aero Commander (turboprop series), Fairchild/Swearingen (SA226/227), JetStar (J1329), Mitsubishi (MU2), Quest (Kodiak 100), Sabreliner (NA265 series) and Westwind (WW1123/1124) may be included under Others (15).

Comments
GULFSTREAM CONTINUES TO IMPRESS ME WITH OUR FIELD REP - MARK SOLOMON! SERVICE CENTER VISITS WOULD USE SOME TOWERS. TEXTRON-BEECH CONTINUES TO IMPROVE! I THINK THEY ARE FINDING THEIR STRIDE WHEN IT COMES TO ADG SUPPORT.

Info below required • Mail back this form ASAP • Cutoff July 13, 2020

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

Certificates/Ratings RP/A/COMM-MULTI *Type a/c now operated G450, G550, B300

Job title SR. MAINT. TECH. ENGINEER Total pilot hours 1250

Please make corrections to label or for A&P's total mx experience in years 40

Date 6/30/20

Day phone 847-629-3854

e-mail ANSON.MOUNT@ABBOTT.COM

Signature [Signature]
*Required for form to be counted

1100067217 C-MX
ANSON MOUNT, FLIGHT ENGINEER
ABBOTT LABS
198 RIVER DR
TROUT VALLEY IL 60013-2453

Complete and mail this form to be entered in a drawing for 1 of 5 iPad 2s. JUL 6 2020

SECOND REQUEST 05186

Abbott Laboratories Senior Maintenance Tech Engineer Anson Mount holds A&P and Comm-Multi-Inst licenses, and has 1250 hrs logged and 40 yrs of maintenance experience. He rates and comments on his favorite aircraft – G550/G450 and King Air 350 – for product support provided by Gulfstream and Textron. Mount is pleased with the service received from both OEMs. His survey form is 1 of 1175 received in the Pro Pilot 2020 Corporate Aircraft Mfrs Product Support Survey.