

2022 CORPORATE AIRCRAFT PRODUCT SUPPORT SURVEY

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

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

Gulfstream takes 1st place in jet division, as in 2017. Daher earns 1st place in TP support for 2nd year. Results are based on a total of 903 line evaluations and 1025 survey forms received - a 13.2% return.

Pro Pilot staff report

Data compiled by Conklin & de Decker

Aftersale product support provided by OEMs continues to be the main subject when owners, executives, and/or flight department managers make the decision to purchase a new aircraft. Flight departments want to fly high-performance aircraft backed up with excellent support. Manufacturers today face more difficulties than ever, including supply chain issues, especially in this post-pandemic era. Nevertheless, OEMs are doing everything in their power to give operators the best support possible in order to achieve their missions flawlessly.

Winners of the Pro Pilot 2022 Corporate Aircraft Product Support Survey are as follows:

Jets

Gulfstream

Gulfstream's Customer Support team and service centers are ready to provide round-the-clock support worldwide. Gulfstream Field and Airborne Support Teams (FAST), in coordination with company technicians, are available to solve AOG situations in a speedy and professional manner.

Embraer

Embraer's product support team is readily available to serve, deliver parts, and provide operators with the highest-quality support. Acting through the contact center, customer support management, field service representatives, and service center network experts are available to solve issues efficiently. These include AOG events and flight ops support situations. Embraer's global network of owned and authorized

service centers, technicians and mechanics, parts distribution centers, and field service representatives are accessible worldwide 24/7 to ensure smooth operations for every customer.

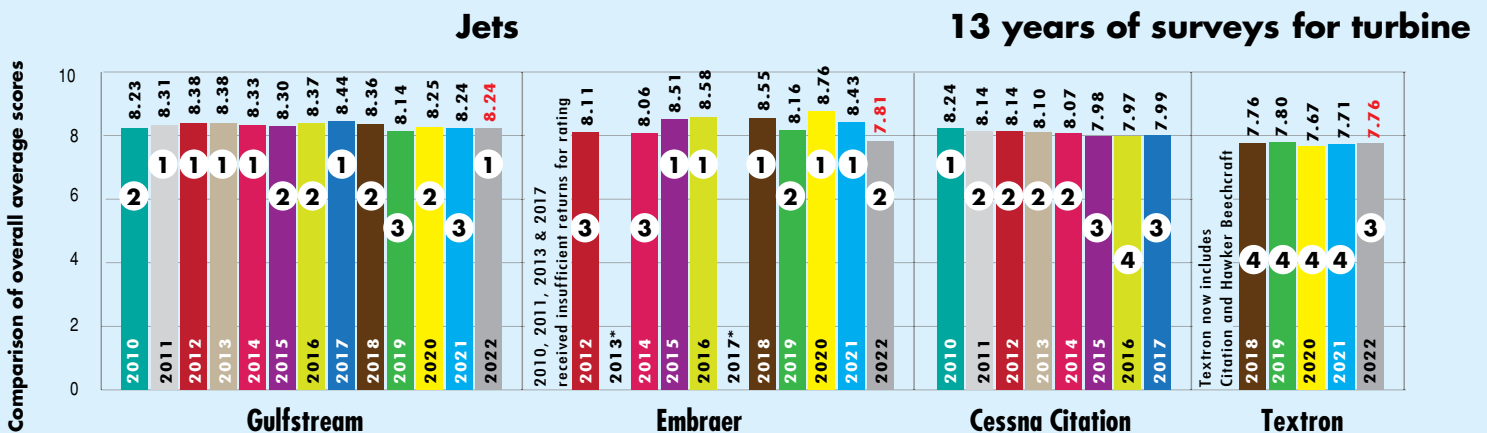
Textron Aviation

Textron's global service network is available to service each operator's aircraft. For AOG situations, the 1CALL maintenance experts are ready to assist. Textron also offers parts avail-

2022/2021 OEM comparison

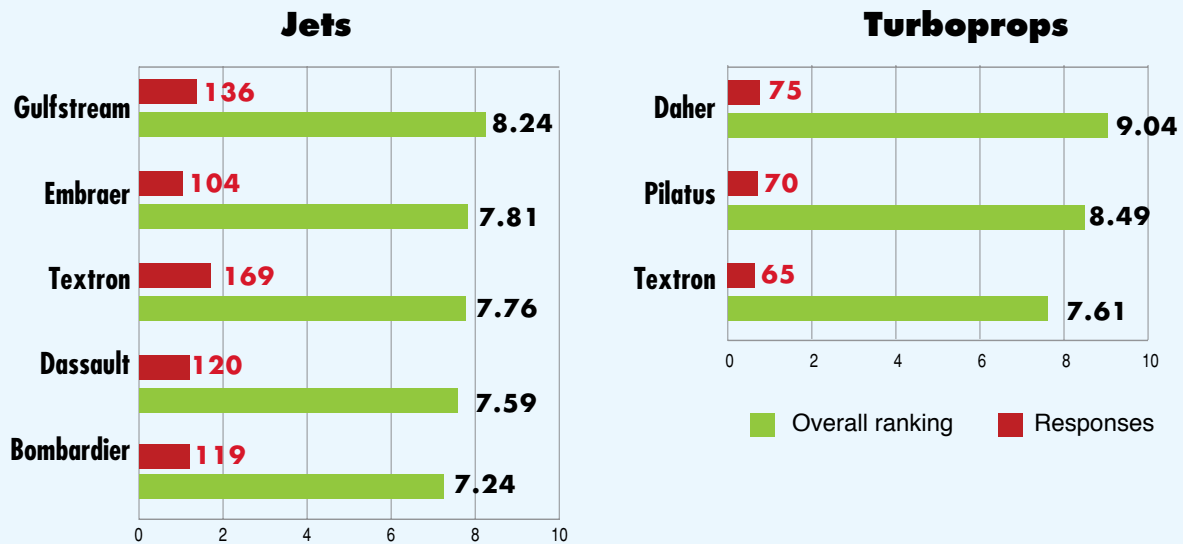
Manufacturers	Responses	Company response time			Spares availability			Cost of parts		
		2022	2021	Dif	2022	2021	Dif	2022	2021	Dif
Jets										
Gulfstream	136	8.76	8.80	-0.04	7.89	8.16	-0.27	6.35	6.28	0.07
Embraer	104	7.96	8.64	-0.68	6.34	7.72	-1.38	7.13	7.69	-0.56
Textron	169	8.08	8.14	-0.06	7.21	7.56	-0.35	6.57	6.12	0.45
Dassault	120	7.88	8.52	-0.64	6.73	7.98	-1.25	6.38	6.79	-0.41
Bombardier	119	7.46	7.74	-0.28	6.63	7.27	-0.64	5.95	5.91	0.04
Turboprops										
Daher	75	9.49	9.48	0.01	9.00	8.73	0.27	7.04	7.42	-0.38
Pilatus	70	8.80	8.96	-0.16	8.47	8.51	-0.04	7.03	7.12	-0.09
Textron	65	8.00	7.98	0.02	7.18	7.80	-0.62	5.97	6.19	-0.22

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Overall ranking



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

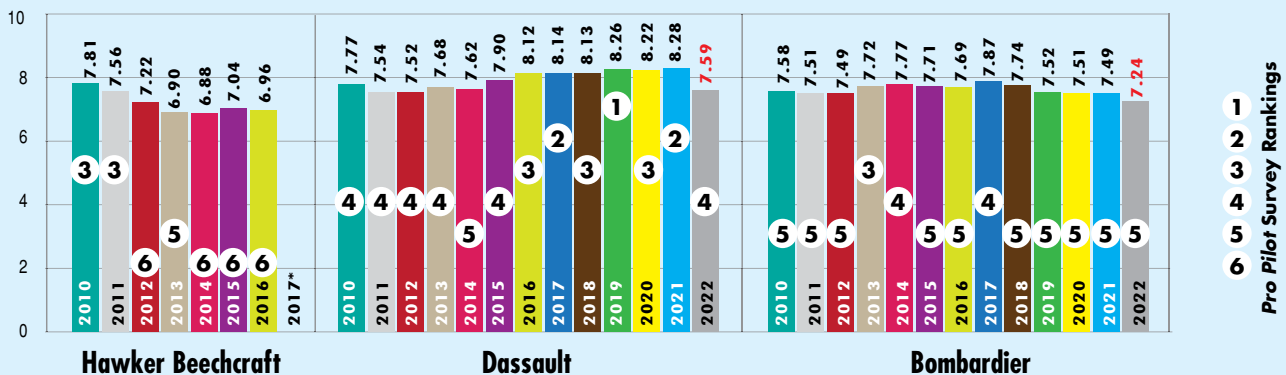
support scores for corporate jets and turboprops

Manufacturers	Speed in AOG service			Tech manuals			Tech reps			Service satisfaction			Overall scores		
	2022	2021	Dif	2022	2021	Dif	2022	2021	Dif	2022	2021	Dif	2022	2021	Dif
Jets															
Gulfstream	8.55	8.49	0.06	8.65	8.55	0.10	8.84	8.91	-0.07	8.61	8.47	0.14	8.24	8.24	0.00
Embraer	7.68	8.52	-0.84	8.80	8.92	-0.12	8.87	8.93	-0.06	7.86	8.59	-0.73	7.81	8.43	-0.62
Textron	7.77	7.88	-0.11	8.25	8.15	0.10	8.43	8.27	0.16	8.01	7.84	0.17	7.76	7.71	0.05
Dassault	7.30	8.63	-1.33	8.30	8.62	-0.32	8.77	8.92	-0.15	7.77	8.50	-0.73	7.59	8.28	-0.69
Bombardier	7.13	7.52	-0.39	8.02	7.86	0.16	8.05	8.37	-0.32	7.46	7.77	-0.31	7.24	7.49	-0.25
Turboprops															
Daher	9.29	9.11	0.18	9.35	9.58	-0.23	9.65	9.64	0.01	9.47	9.41	0.06	9.04	9.05	-0.01
Pilatus	8.57	8.59	-0.02	8.92	8.86	0.06	8.88	9.24	-0.36	8.77	9.00	-0.23	8.49	8.61	-0.12
Textron	7.60	7.86	-0.26	8.26	8.17	0.09	8.20	8.13	0.07	8.03	8.11	-0.08	7.61	7.75	-0.14

32 years of survey – chart shows only 13 most recent years

corporate aircraft manufacturers rated 2010–2022

* No rating for years indicated



ability and service programs to reduce expected maintenance costs. Operators can count on locally-based FSRs to provide on-site support, and on Mobile Service Units (MSU) to receive factory-direct support in the field.

4 Dassault

FalconResponse, Dassault's AOG support service, is organized so as to get customers back in operation as soon as possible. A worldwide network of Falcon Command Center experts provide technical assistance in solving any issues. Falcon Spares, coordinating with Falcon GoTeams, make sure to deliver directly spare parts or tooling in the event of an AOG situation. And the 2 dedicated Falcon 900s of Falcon Airborne Support are able to provide the fastest service to an AOG aircraft, while also ensuring that passengers have options if their trip is interrupted.

Bombardier

Bombardier's Mobile Response Team, with its 30 trucks and skilled technicians, in coordination with its service centers, FSRs, and network of 16 parts distribution sites worldwide, are ready to solve any maintenance issues that may arise. The Bombardier's 24/7 customer response center, together with AOG support, can get operators back in the air quickly and with minimal disruption.

Turboprops

1 Daher

Daher's field teams and TBM Total Care Program are available to support its customers and operators 24/7. There are 2 primary maintenance centers working together with the online and telephone support team, dedicated to the TBM fleet in France and the US. In

addition, Daher has a network of 54 service centers around the world to solve customers' and operators' needs.

Pilatus

Pilatus Customer Support & Enquiries team is available 24/7 to resolve any issues customers may encounter. Headquartered in Stans, Switzerland, Pilatus operates maintenance facilities and authorized service centers around the world, and performs MRO services that cover the entire aircraft.

Textron (King Air, Caravan, Conquest)

Textron 1CALL provides immediate assistance to operators, especially in AOG situations. Its global service network, Quality Parts and Programs, FSRs and MSUs, are ready to solve any issues to keep its turboprops flying.

Methodology

For 32 years, *Pro Pilot* has asked corporate turbine aircraft operators to rate the quality of aftersale service provided by OEMs. We use both paper and electronic forms. For 21 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 April 2022, a targeted mailing of 7756 survey forms was sent out to a random selection of corporate operators from the *Pro Pilot* subscription list, plus an additional turbine aircraft operators list. A total of 1025 survey forms, representing a 13.2% return, came back to the *Pro Pilot* office by the July 29 cutoff date. A total of 772 survey forms were properly filled out, which provided 903 line evaluations – 670 for the jet division and 233 for the turboprop. A total of 253 survey forms were disqualified due to inconsistencies, errors, duplications, or lateness.

On March 14, 2014, Textron acquired Beech Holdings LLC, the parent company of Beechcraft Corp, thus bringing together Cessna and Hawker Beechcraft under 1 entity – Textron Aviation. Responsibility for Cessna, Beechcraft, and Hawker aircraft is now under Textron.

Pro Pilot's policy is to continue to rate newly acquired product lines separately for 3 years. Therefore, in this 8th year since the merger, they are now all rated together under Textron Aviation.

Pro Pilot's rules required a minimum of 100 line evaluations to rank in the jet division. A total of 5 manufacturers met the criteria – Bombardier, Dassault, Embraer, Gulfstream, and Textron (Citation, Beechjet, and Hawker). Other manufacturers also received evaluations, but not sufficient to rank in the jet division – Boeing (2), Cirrus (2), Eclipse (1), Honda (2), Pilatus (13), Rockwell/Sabreliner (1) and other (1).

Turboprop OEMs required 20 responses for inclusion. A total of 3 aircraft OEMs met the requirement – Daher, Pilatus, and Textron (Caravan, Conquest, and King Air). Other TP manufacturers that did not receive enough line evaluations for inclusion in this division were Aero Commander (4), Fairchild/Swearingen (2), Mitsubishi (4), Piaggio (2), Piper (9), Viking (1), and other (1).

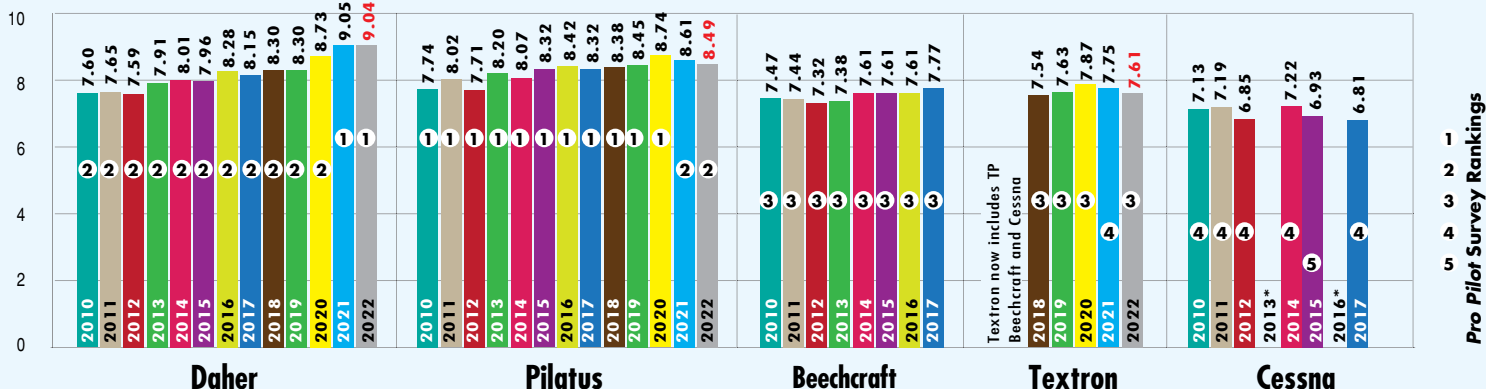
Survey respondents were asked to rate corporate aircraft OEMs on a scale of 1 (poor) to 10 (excellent) within each of the 7 categories. Conklin & de Decker, a JSSI company, acted as research agent and performed independent data analysis. □

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Turboprops

Comparison of overall average scores

*no rating for years indicated



JETS

Gulfstream



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

Gulfstream continues to provide the best customer service in the industry. All maintenance is completed in a timely fashion and with great detail. The new service center at PBI (West Palm Beach FL) is well appointed, and the quality of service matches that of the SAV (Savannah GA) facility.

Brent Keyes
ATP. Gulfstream G550
Dir of Aviation
Graham Capital Management
Royal Palm Beach FL

Our aircraft has proved its reliability. Whenever we've had any maintenance issues, Gulfstream product support teams resolve them quickly, allowing us to keep our clients' busy schedules.

Greg Dyer
ATP. Gulfstream G650ER
Client Aviation Mgr & Captain
Solairus Aviation
Oakland CA

I think Gulfstream continues to set the standards in the industry.

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

We operate a Gulfstream G650ER, and it has been a solid and reliable aircraft. Ironically, the only delay we've had was due to a recommended upgrade intended to improve reliability and dispatch performance. The delay was only about 20 minutes, and we were on our way thereafter. Technical support is generally very good and responsive.

Jerry Harrington
ATP. Gulfstream G650ER
Av Dept Mgr & Chief Pilot
Benson Pacific
San Diego CA

Product support has been good. However, I've noticed a decline in quality of service.

Nigel MacWilkinson
ATP. Gulfstream G650/G600
Captain
Reyes Holding
West Palm Beach FL

Gulfstream has to make an effort to improve support for legacy aircraft that are still flying a lot.

William Rodriguez
ATP. Gulfstream G200
Pilot
Jet Access Aviation
West Palm Beach FL

I have been flying Gulfstreams for the past 12 years and have always had great support from the manufacturer.

Eric Costa
ATP. Gulfstream V
Pilot
EMAC Aeronautical Services
Kissimmee FL

Support received from Gulfstream has not been stellar, and there is little indication suggesting that anything is getting better.

Greg Woods
ATP. Gulfstream G650ER
Senior Director
Qualcomm
Carlsbad CA

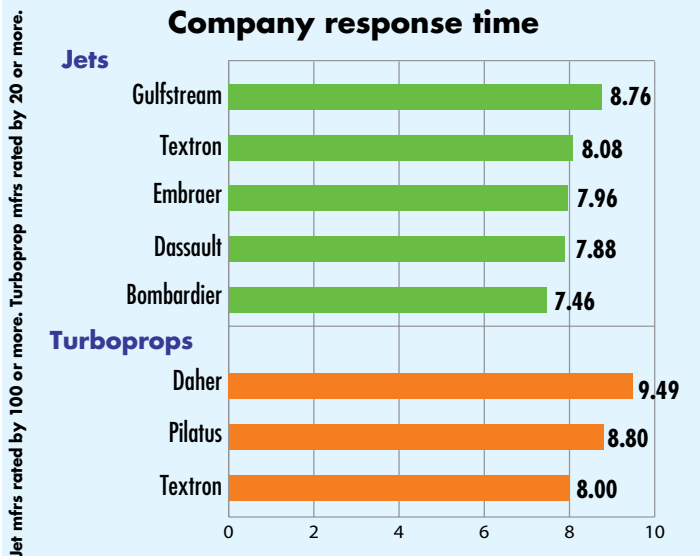
My company operates a Gulfstream IV-SP. We have been using the Gulfstream service center at PBI, and we've received excellent product support.

Andres Ellis
ATP. Gulfstream IVSP
Chief Pilot
Andres Ellis LLC
Pompano Beach FL

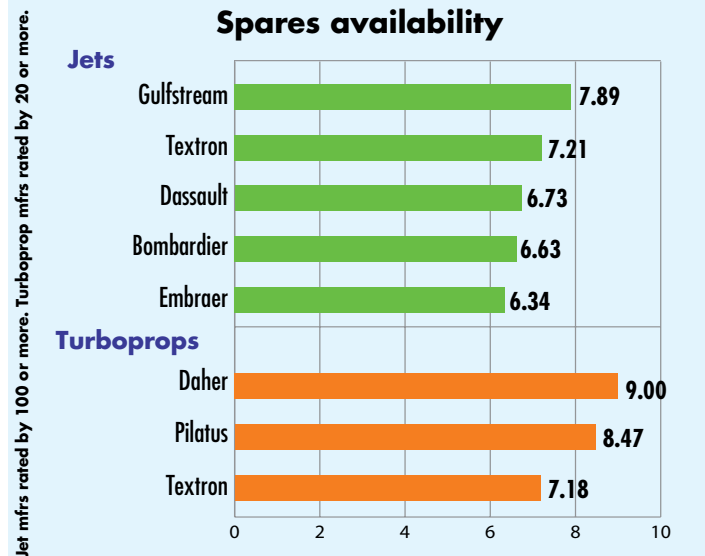
Having flown several aircraft, I still prefer the G650 and Gulfstream products. And, based on my experience, product support received from Gulfstream is the best in the industry.

Trevor Jones
ATP. Gulfstream G650ER
Captain
EJC Ltd
Bristol, England

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Johann Bordais is President & CEO of Embraer Services and Support – the business unit that integrates the capabilities of commercial aviation, executive jets, defense, and OGMA to provide customers with

optimal solutions. He can be reached at +55 12 3927 3518 or by e-mail at jbordais@embraer.com.br.

Customer support received from Embraer is excellent. During AOG situations, FSR Vignesh Kasiviswanathan provides us with excellent service. We greatly appreciate his work on arranging spares and clarifying and resolving technical queries for us. We're extremely happy as Embraer customers.

R Silambarasan
Operator. Phenom 300
Senior Maintenance Mgr
Madurai Trans Carrier
Chennai, India

Embraer has an excellent factory support network, including Aero Air at HIO (Hillsboro OR) – an exemplary authorized service center. They have 24/7 direct manufacturer contact available. However, there are some parts shortages, which are to be expected due to the global supply chain challenges we are facing currently.

Bruce Bennett
ATP/CFI. Phenom 300
President
Aurora Aviation
Sherwood OR

During the past 2 years, Embraer has had to make a lot of adjustments with emerging issues and Covid-19. However, its customer experience, especially for getting information and parts, has suffered greatly from its past, and just hasn't seen any improvement. That said, the Phenom 300 is absolutely the best aircraft in its class – hands down!

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

Have been satisfied with the service received from Embraer. I've notice that Embraer's product support continues to improve.

Gregory Johnson
ATP. Legacy 450
Chief Pilot
Regal Beloit Flight Service
Janesville WI

We are satisfied with Embraer's aftersale service. However, we've had some parts availability issues – although these were due to Covid-19, not Embraer. Also, during the past 2 1/2 years, we've had only 1 issue with the thermostatic mixing valve (TMV) that needed replacing. Other than that, our Phenom 300E has been squawk-free.

Lance Ferguson
ATP. Phenom 300E
CEO
Commonwealth Eye Surgery
Lexington KY

Embraer has been absolutely fantastic in providing product support for our business jet. The amount and quality of the product support resources available to us are both excellent. However, without the expert help from our always-available Tech Rep Ricardo Palermo, we would honestly not have known how to

make the best possible use of said resources. I must also give a huge shoutout to the folks at Embraer Executive Care (EEC), especially Roseli Bispo. EEC has been incredible, and its people never hesitate to go above and beyond in their quest to keep customers happy and in the air.

Gustavo Sganzerla
ATP. Phenom 100
Flight Dept Mgr & Pilot
Trenitalia Air
Brasília DF, Brazil

Operating our Legacy 650 has been a pleasure, and the support received from the OEM superb. Keep up the good work, Embraer!

Husain Koolarzadeh
Comm-Multi-Inst. Legacy 650
Captain
Larten & Toubro
Mumbai, India

I'm very pleased with the tech reps and their excellent service, and the very reliable aircraft. On the other hand, cost of ownership has gone up, with significant charges for aircraft flight manuals.

Guilherme Schmidt
ATP. Legacy 500
Chief Pilot
Bravo Bravo Investments
Excelsior MN

2022 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	94	7.59	6.86	6.10	7.21	8.08	8.18	7.55	7.37
Learjet	29	7.21	6.00	5.66	7.07	7.93	7.72	7.28	6.98
Gulfstream									
GII-V, G300-G700	114	8.80	8.03	6.41	8.67	8.65	8.96	8.70	8.32
IAI-1125/G100-G280	29	8.68	7.37	6.04	8.15	8.80	8.46	8.25	7.96
Textron									
Cessna Citation	144	8.25	7.45	6.70	7.89	8.37	8.55	8.12	7.90
Hawker Beechcraft*	25	7.00	5.78	5.83	7.13	7.52	7.62	7.40	6.90
* Includes Beechjet 400, Hawker 400, Hawker 125 series, Hawker 4000, Premier									
Turboprops									
Textron									
Beechcraft King Air	58	8.02	7.35	6.00	7.65	8.25	8.17	8.02	7.64
Cessna-Caravan, Conquest	7	7.86	5.86	5.71	7.29	8.29	8.43	8.14	7.37

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.

Textron Aviation
(including Citation & Hawker Beechcraft)



Textron Aviation Senior VP Customer Support Brian Rohloff is responsible for all after-market service and support for Beechcraft, Cessna, and Hawker brands. He can be reached at brohloff@txtav.com or 316-517-7995.

Our Hawker 800XP is still an outstanding and dependable machine. And we are pleased with the service we receive from Textron.

R Risher
ATP/CFII/Helo. Hawker 800XP
Chief Pilot
Zenith National
Pensacola FL

I'm satisfied with our Citation II. It has provided us with excellent service and reliability, with a 99% dispatch rate.

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

Textron has done a remarkable job making sure I can keep the Citation CJ3 up in the air.

Donald Smith
Comm-Multi-Inst. Citation CJ3
CEO
Conewago Enterprises
Hanover PA

Our Citation Mustang is a fantastic aircraft. It fulfills our mission incredibly well and is a joy to fly. It has the most integrated cockpit I've ever flown. It's also the most reliable aircraft I've ever owned. Even though Textron stopped making the Mustang after 475 were manufactured, we get to benefit from the maintenance network Textron has set up to support the 8000 Citation jets of all types they have produced.

Richard Lemon
ATP/CFI. Citation Mustang
Owner & Pilot
MedEx
Middletown WI

We operate a Citation Excel, and the support received has been fairly good. However, I've noticed that parts availability is becoming a serious issue.

Chris Hershberger
ATP. Citation Excel
Gen Mgr & Dir Flight Ops
Mid-Ohio Aviation
Smithville OH

Flying our Citation Sovereign has been a fantastic experience. It's a great airplane, with excellent short field performance and high-altitude capability to get above the weather. Pleased with the support received.

Daniel Carrigan
ATP. Citation Sovereign
Chief Pilot
Mikal C Watts
San Antonio TX

Great service and callout speed are what we always receive from Textron.

William Hall
ATP. Citation Sovereign
Line Captain
NetJets
Denver CO

Our Citation Latitude is an amazing aircraft to fly and maintain, and it comes with outstanding aftersale product support.

Maxwell Rosenberg
ATP/CFII.
Citation Latitude
Chief Pilot & Dir of Ops
Jacob Stern & Sons
Santa Barbara CA

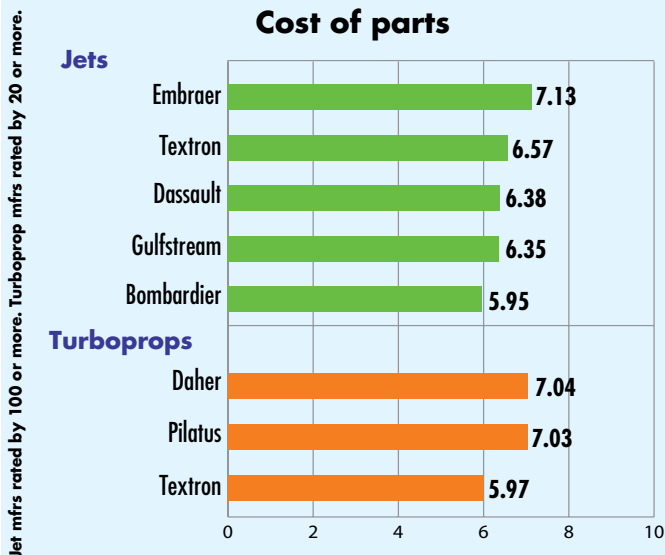
We are operating a new aircraft, and therefore we have no complaints. Our Citation M2 is under warranty and is enrolled in Textron's ProParts program plus labor.

Pete Brown
ATP/CFII.
Citation M2
Aviation Manager
Aviate
Archdale NC

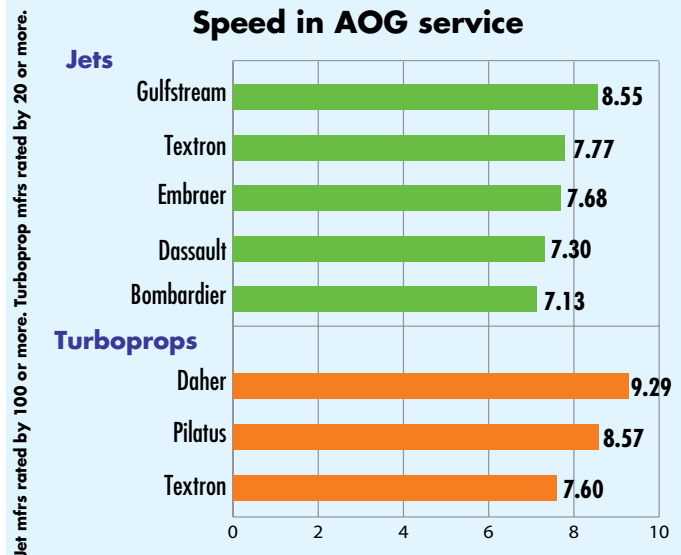
Based on my experience, parts prices continue to be high, and availability is somewhat limited.

David Davidson
ATP/CFI. Hawker 850/900
& Beechjet 400A/400XP
President
DLD Management Group
Williamson GA

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**Dassault Aviation
Senior VP
Worldwide Falcon
Customer Service
and Service
Center Network
Jean Kayanakis
can be
contacted at
+33 67 506 1747
or at**

jean.kayanakis@dassault-aviation.com

Dassault Falcon Jet has provided us with exceptional support and service. Its online, telephone, technical representative, and service center response and support are superb.

Andrew Cohen
ATP. Falcon 2000LX
President
Aviation Consultant of Aspen
Castle Rock CO

We need to be honest – we cannot grade an OEM based on frustration. I believe the grades placed on my survey form are fair. DFJ has had real issues with spares provision and AOG due to the implementation of a new spares system that is not working properly yet, and is causing serious problems for service centers – including manufacturer-owned facilities – and operators. DFJ has always excelled in its efforts to provide great customer support to a very good and reliable product. I don't know why they rushed on this new program without testing it first. I'm fully convinced that they will be

punished by many operators for the problems this has caused. On their behalf, I can say, after having talked to the people behind the failed system, that they really excelled at trying to provide the service Dassault has always given. In addition, they have a huge problem with their bureaucratic processes. There is an endless line of people between the operator and the person who needs to be contacted, rather than going directly. A typical example is Dassault Aircraft Services (DAS), where the operators need to be close to manufacturer-owned service centers, making DFJ authorized service centers a better option. I also believe that the way DFJ techs are organized, especially in my area, is not the best. It seems that higher management has no idea of distances and other customer needs outside the US. I still trust Dassault, and I know they will come back strongly.

Jorge Lara
ATP. Falcon 7X
Flight Ops Dir
Corbantrade
Quito, Ecuador

Very pleased with Dassault's after-sale product support. Thank you to all the Dassault Aviation and Dassault Falcon Jet people at all levels, for your support under some very complex and difficult situations our industry has faced in the past 2 years.

George Afordakos
A&P. Falcon 7X/2000EX
Dir of Maintenance
Comcast Flight Operations
Philadelphia PA

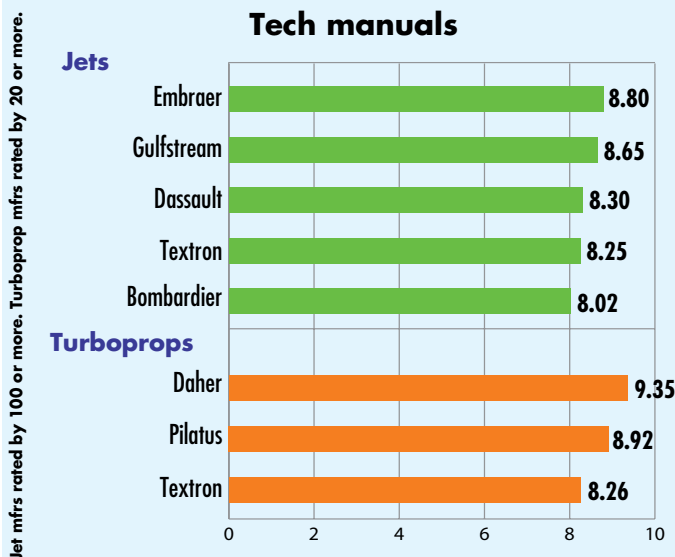
Our Falcon 2000EX EASy continues to meet and exceed our expectations. Yes, there have been some issues, but the tech reps and the command centers are always ready to assist us in any way possible. Dassault Falcon continues to improve on its product support side. They had issues when they went to SAP for the parts. The situation is improving but is not yet at the level it used to be. Field program gives us access to all the manuals when on the road and/or if a problem occurs. Simply, Falcon jets are workhorses, and I'm glad we operate one.

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

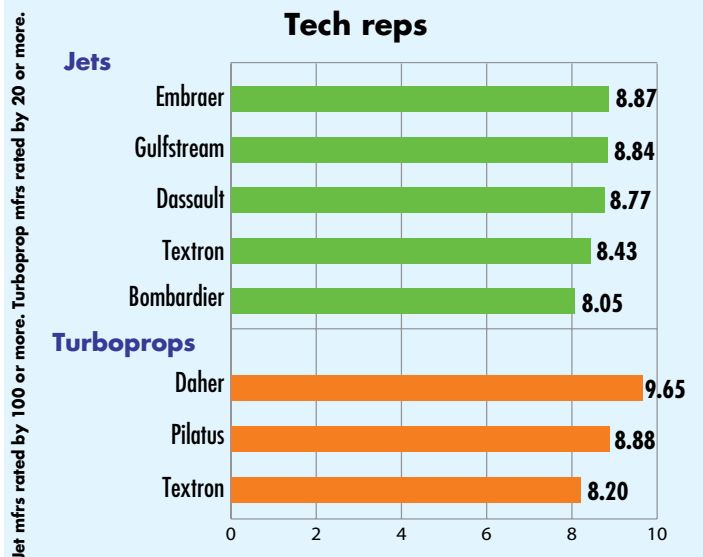
I think Dassault has experienced the perfect storm during the past 12 months. They had to face worldwide supply shortages, worldwide staffing shortages, and a new software switchover that did not go quite as planned. However, DFJ has already made significant progress. Most importantly, I gave all 10s because the same devoted, dedicated, and professional individuals are working even harder than ever for their customers, and they will get back to the stellar customer service that only they deliver.

John Alexander
A&P. Falcon 900LX
Dir of Maintenance
CDS Equipment
Cincinnati OH

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Bombardier VP Customer Support Anthony Cox can be reached by phone at 514-855-3555, or by e-mail at anthony.cox@aero.bombardier.com.

Having operated Bombardier Challenger 604s, 605s, and 650s for more than 22 years, I can state that Bombardier does an excellent job. Our Challenger 650 is an old aircraft in design, but it's the most reliable one.

Dan Wolfe
ATP/A&P.
Challenger 650
VP & Gen Mgr Aviation
Nationwide
Columbus OH

We have had no problems with Bombardier. For the most part, its product support team has been attentive and very professional. Also, the Challenger 300 itself has a high dispatch rate, which helps us accomplish our missions.

Anthony Anastasi
ATP. Challenger 300
Chief Pilot
Spartan Air
Doylestown PA

All we've received from Bombardier has been excellent aftersale product support for our Global 6000 and Global 6500 aircraft. We're pleased with them.

James Moore
ATP. Global 6500/6000
Former SVP & Av Director
Citi Aviation
Moneta VA

Flying our Challenger 601 has been a pleasure. I still find it to be a dependable aircraft with very good product support backing it.

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

Bombardier's aftersale service has been very good, although it is also expensive.

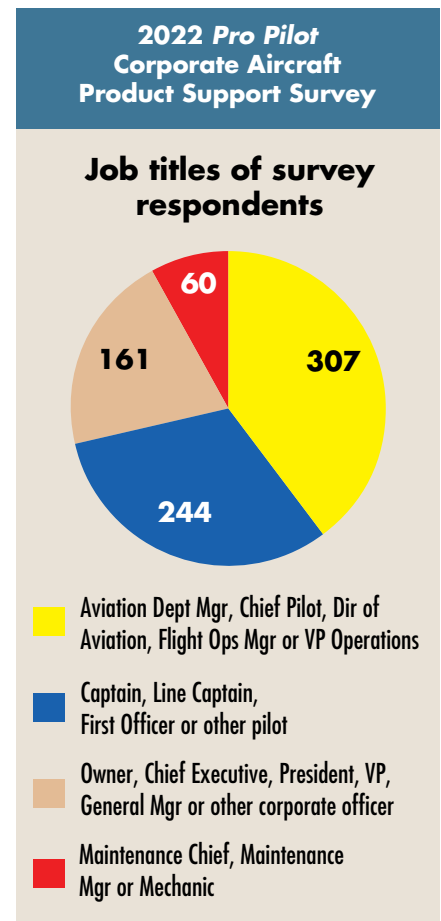
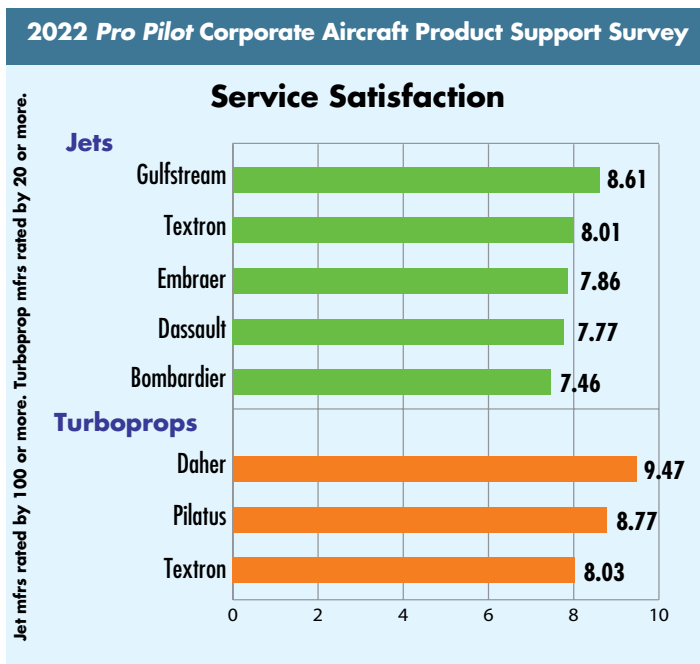
Gavin Watson
ATP. Global Express
Captain
ExecuJet
Johannesburg, South Africa

We've been operating our Global 6000 since 2013 with 99.8% dispatch reliability. And the product support received from Bombardier has been superior.

Walter Santos
ATP. Global 6000
Chief Pilot & Director
Dedalus
Sorocaba SP, Brazil

As much as I would love to give higher scores, I just can't. The Challenger 350 is an incredible aircraft and serves our company very well. However, behind the scenes, work is needed. The very bright spot in this company is possibly the best FSR in the industry – Ronnie Cook. The major area that needs attention is the invoicing department. It's been difficult dealing with them, but we're thankful to FSRs Ronnie Cook and Ryan Davila, who seem to be forever getting things straight. Also, my Sales Director Brandon Mayberry did not disappear after closing. He has checked in many times and has even helped behind the scenes when needed. Finally, parts have been a little hard to get, but once, after pressing and explaining that our AOG really was an AOG event, and sending in pictures to prove that we really needed tires, things rolled a little faster. Overall, I'm still very happy with this awesome machine.

Thomas McGuire
ATP. Challenger 350
Chief Pilot
Lamar Air
Baton Rouge LA



TURBOPROPS



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 hotline is 1-844-4TBM-AOG.

We've put 640 hours on our latest TBM 940 in 14 months, with nothing more than a couple of minor cosmetic items, with which Daher dealt immediately. Routine service and maintenance exceed our expectations consistently. We love our TBM 940, and we love the Daher people and culture even more. They have a true "spirit to serve."

Lee Pillsbury
ATP. TBM 940
Managing Director
Business Management Services
Fort Lauderdale FL

Daher TBM Care and the TBM dealer network are very responsive to customer and pilot issues. We're very satisfied with their product support service.

Andrew Cragg
ATP. TBM 700
CEO
Eden Partners
Minneapolis MN

The Daher service team is one of the most responsive and technically capable teams in aviation. Their dedication to customer service is truly remarkable.

John Grunsfeld
Pvt-Inst. TBM 850
Aircraft Dir & Chief Pilot
Endless Frontier Associates
Boulder CO

All we've received from Daher has been phenomenal customer service. There is 24/7 availability.

Bruce Feldstein
Comm-Multi-Inst. TBM 900
President
Bruce M Feldstein, DDS, PC
West Lebanon NH

I'm pleased with Daher's product support. We've received prompt responses to all our requests, and extensive documentation and manuals are easily accessible. Also, our TBM 940 is under a 5-year broad warranty, which is a much appreciated benefit of a new aircraft.

Ian Fries
ATP/CFII. TBM 940
President
Airborne
Vero Beach FL

Having owned and operated many different types of motorized vehicles, such as planes, cars, boats, and motorcycles, Daher has been the standout in terms of meeting vehicle quality expectations as well as customer service.

John Fergus
Pvt-Inst. TBM 700C2
President
The Fergus Companies
Lewis Center OH



Very happy with the support and technical information provided by Pilatus. I really like the lifetime revision service for the POH and the QRH if you sign up and maintain it.

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

Pilatus is a well-run company. I have been to the factory in Switzerland and it was well organized. They provide great support to our company.

John Thompson
Pvt-Inst. Pilatus PC-12
President
EL Thompson and Son
Atlanta GA

Martin Aviation at SNA (Santa Ana CA) is our go-to service center. The staff are great. John and Erik are top-notch and always come through for us. Cost of parts is where the issue is.

Gregg Beaty
ATP. Pilatus PC-12
Contract Pilot
Pro-Air Ventures
San Diego CA



Piotr "Pete" Wolak is Pilatus vp 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.

What great service we've received from Pilatus. Within the past 12 months, every time we've been stranded away from our home airport, Pilatus has saved our day with either overnight parts or great communication with local shops.

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

Pilatus and our dealer Skytech still do an amazing job keeping us flying. I have more than 3600 flight hours in our PC-12 turboprop, and have only missed 2 flights due to maintenance. And we have flown in excess of 1100 hours in our PC-24 twin jet, and have only missed 2 flights. Skytech covered all occurrences with charter aircraft.

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

I have been reasonably served by Pilatus as I am an operator in Brazil, far from Switzerland and the US. Local dealer SynerJet at JHF (Catarina, São Paulo SP, Brazil) is doing its best to keep its customers well supported.

Fabio Ermírio de Moraes
Operator. Pilatus PC-24/PC-12
Director
Cirrus Investment
São Paulo SP, Brazil

I think Pilatus and its service centers make a good effort to provide exceptional product support. However, I'd like to see more experienced personnel.

Jed Johnson
ATP. Pilatus PC-24/PC-12
Pilot
Aviators Guild
Westminster CO

My livelihood depends on both the Pilatus PC-12 we operate and the support provided by the manufacturer and its maintenance network. Pilatus delivers excellent reliability, and its maintenance service, which has been outstanding for the past 22 years, has been a key reason for my charter company's success.

Bruce McLean
ATP. Pilatus PC-12
Pres & Dir of Ops
McLean Aviation Services dba Air SF
Ketchum ID

Aftersale product support service is fantastic across the board.

Wally Obermeyer
ATP. Pilatus PC-12NG
Manager
Independent Associates
Aspen CO

Very pleased with Pilatus. All we've had is excellent service from them.

Tim Riley
ATP/CFII. Pilatus PC-12
Captain
Bay of Dreams Leasing
San Diego CA

TEXTRON TURBOPROP

We love our King Air 90. It's super reliable, easy to fly and relatively economical. And the product support received from Textron has been superb!

Timothy Tate
Pvt-Inst. Hawker 750, King Air 90
& Airbus EC135
President & CEO
Steward & Tate
York PA

Based on my experience flying our Conquest II, I can say that cost of parts and availability for earlier turbine, jet, and piston aircraft is poor.

Timothy Blake
ATP/CFII. Conquest II
Chief Pilot
Liberty Steel
Hubbard OH

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

Piper (9 responses)



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

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

We've received good product support so far. Parts and service are still covered under warranty.

Bob Luhrs
Comm-Multi-Inst. Piper M600
Partner
Magic Wheel Holdings
New Braunfels TX

Our Cheyenne IIXL is a bullet-proof, simple design.

Jack Harper
ATP. Piper Cheyenne IIXL
Pilot
PSF Aviation
Jacksonville FL

PROFESSIONAL PILOT SECOND REQUEST

Please scan QR code and fill out this survey



2022 CORPORATE TURBINE AIRCRAFT MANUFACTURERS PRODUCT SUPPORT SURVEY

Year response, with scores and comments, should be based on 1st-hand experience in the past 2 years only. 00523

Rate aircraft in 91, 91K or 135 use, not airline use	Must show for form to be tabulated			(Poor) 1 2 3 4 5 6 7 8 9 10 (Excellent)							
	Manufacturers and examples of types	Office use	Aircraft type	Hours logged in this mfr's a/c in past 2 yrs	Company response time	Spares availability	Cost of parts	Speed in AOG service	Tech manuals	Tech reps	Service satisfaction
Airbus A318, 319, 320, 321 & other Airbus a/c in corp use	1										
Boeing 737 and other Boeing in corp use	2										
Bombardier Global, Challenger, Dash 8, Learjet	3										
Cirrus Vision SF50	4										
Daher (Socata) TBM 700, 850, 900, 915, 930, 940, 960	5										
Dassault Falcon 10, 20, 25, 50, 900, 2000, 7X, 8X	6	2000	Mx		10	7	7	7	10	10	8
Embraer Legacy, Embraer Phenom, Phenom and a/c in corp use	7										
Gulfstream Astra/G100, G130, G200, G280 Gulfstream I, II, III, IV, V, G450, G550, G650	8										
HondaJet HA-420, Elite	9										
Piaggio P180 Avanti UK, FVO	10										
Pilatus PC-12, PC-24	11										
Piper Cherokee, Meridian, M300/M400	12										
Textron Cessna Citation series, Cessna, Comquest	13.1										
Hawker Beechcraft Beechjet, Hawker King Air, Phenom	13.2	350i	Mx		7	9	8	8	8	9	8
Viking DMC-2/3/4/5/6/7	14										
Others	15										

Note: Scores for Aero Commander (turboprop series), Epic Aircraft, Fairchild/Swearingen (SA226/227), JetStar (L1329), Mitsubishi (MU2), Quest (Kodiak 100), Sabreliner (NA265 series) and Westwind (WW1123/1124) may be included under Others (15).

Comments: Jeff Lacey with Dassault is one of the best Tech Reps out there. If he doesn't have the answer, he'll get it and he goes out of his way to help. He answers his phone before 8am and after 6pm and even on weekends. Dassault has some issues with spares.

Take a photo or scan form and email to marian@propilotmag.com, or mail it back ASAP

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

Certificates/Ratings: A&P/Comm-Multi-Inst. *Type a/c now operated _____

Job title: DOM Total pilot hours: _____

Please make corrections to label
PP1000010069 C-MX

ROGER REED, DOM
PILOT CORPORATION
2333 W GENERAL AVIATION DR
ALCOA TN 37701

or for A&P's total mix experience in years: 39

Date: July 13, 2022

Day phone: 565 712-8912

e-mail: roger.reed@pilotflying.com

Signature: Roger Reed
*Required for form to be counted

03713

Pilot Flying J Dir of Maintenance Roger Reed holds A&P and Comm-Multi-Inst licenses and has 39 years of maintenance experience. He is able to rate the aftersale product support received from Dassault Falcon Jet for the Falcon 2000, and Textron for the King Air 350i. His response form is 1 of the 1025 received for the Pro Pilot 2022 Corporate Mfrs Product Support Survey.