

PROFESSIONAL PILOT

AUGUST 2022



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Turboprop Product Support Award

2022



Daher (L-R) Sr Advisor Charles Holomek, VP of Customer Support Raphael Maitre, Dir of Customer Support Paulo Castro, Dir of Training and Standards Wayman Luy, Customer & Network Care Mgr Ron Guynn, Special Projects and AOG Mgr & NTSB Liaison Phil Santoro, and Customer and Network Care Mgr Matthieu Noel-Betrancourt.

Daher 1st in 2022 PP Corporate Aircraft Product Support Survey, TP Division

Data and photos are courtesy of Professional Pilot. This presentation is a non-contractual document and for information only.

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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

1 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'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.

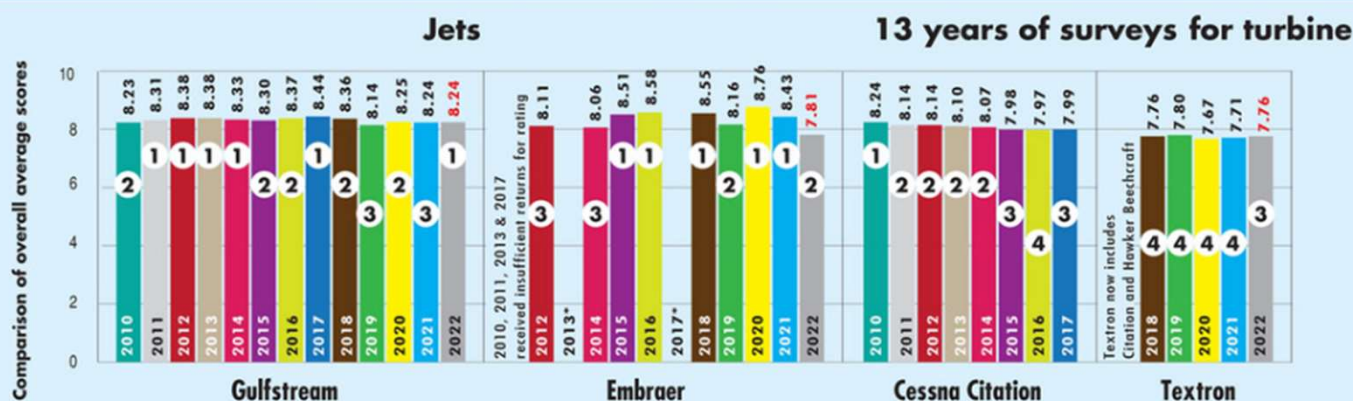
3 Textron Aviation

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		
Jets		2022	2021	Dif	2022	2021	Dif	2022	2021	Dif
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

2022 Pro Pilot Corporate Aircraft Product Support Survey



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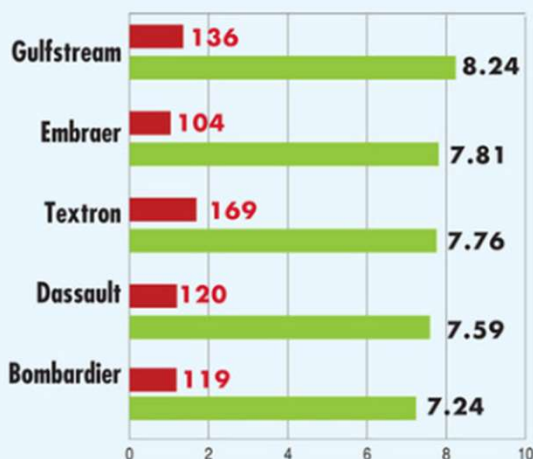
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2022 Pro Pilot Corporate Aircraft Product Support Survey

Overall ranking

Jets



Turboprops



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

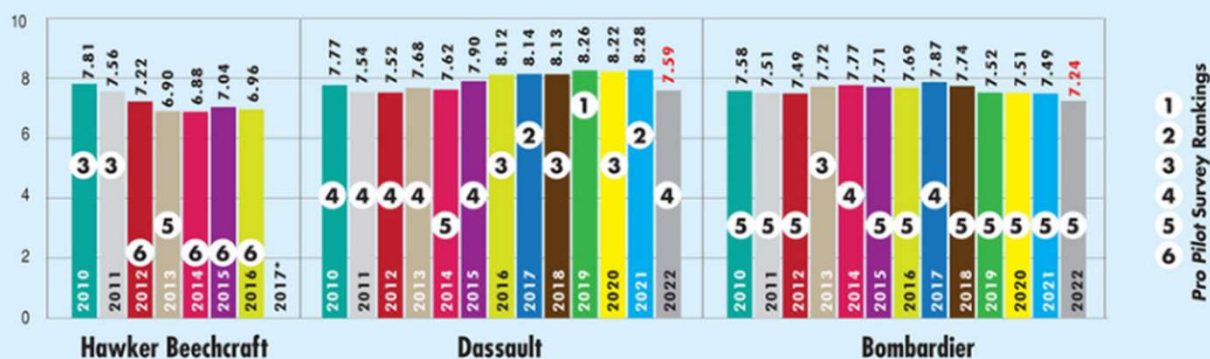
support scores for corporate jets and turboprops

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



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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).

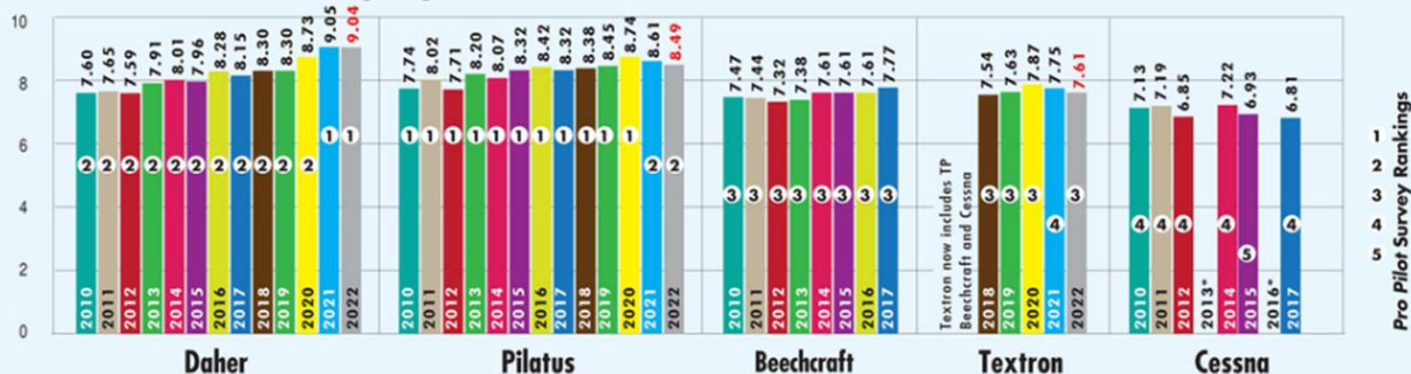
Survey respondents were asked to rate corporate aircraft OEMs on a scale of 1 (poor) to 10 (excellent) within each of the 7 categories. Conklin & de Decker, a JSSI company, acted as research agent and performed independent data analysis. □

2022 Pro Pilot Corporate Aircraft Product Support Survey

Turboprops

Comparison of overall average scores

*no rating for years indicated



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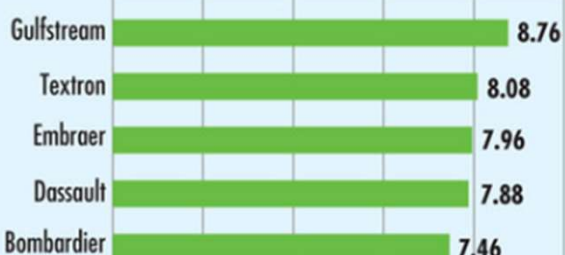
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2022 Pro Pilot Corporate Aircraft Product Support Survey

Company response time

Jets



Turboprops

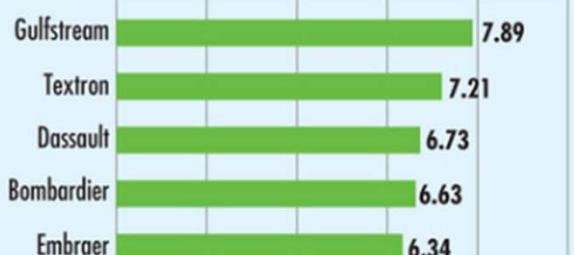


Jet mfrs rated by 100 or more. Turboprop mfrs rated by 20 or more.

2022 Pro Pilot Corporate Aircraft Product Support Survey

Spares availability

Jets



Turboprops



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

2022 Pro Pilot Corporate Aircraft Product Support Survey

Cost of parts

Jets



Turboprops

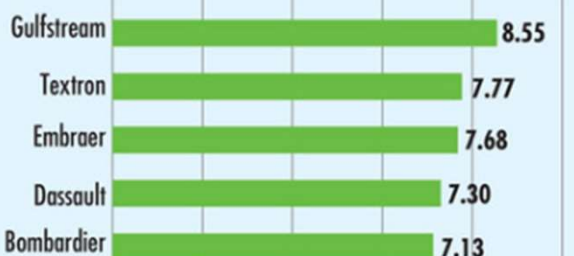


Jet mfrs rated by 100 or more. Turboprop mfrs rated by 20 or more.

2022 Pro Pilot Corporate Aircraft Product Support Survey

Speed in AOG service

Jets



Turboprops



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

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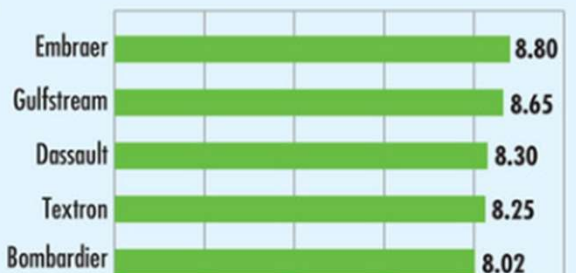


2022 Pro Pilot Corporate Aircraft Product Support Survey

Tech manuals

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

Jets



Turboprops

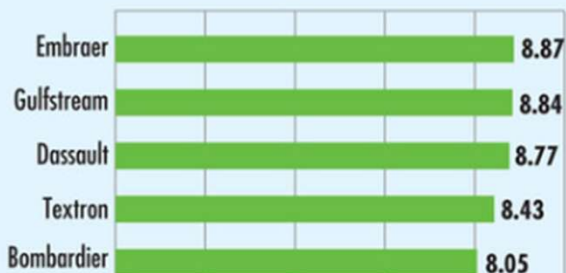


2022 Pro Pilot Corporate Aircraft Product Support Survey

Tech reps

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

Jets

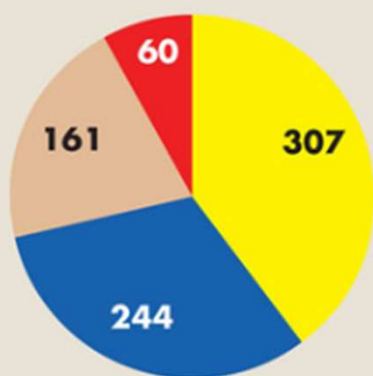


Turboprops



2022 Pro Pilot Corporate Aircraft Product Support Survey

Job titles of survey respondents



Aviation Dept Mgr, Chief Pilot, Dir of Aviation, Flight Ops Mgr or VP Operations

Captain, Line Captain, First Officer or other pilot

Owner, Chief Executive, President, VP, General Mgr or other corporate officer

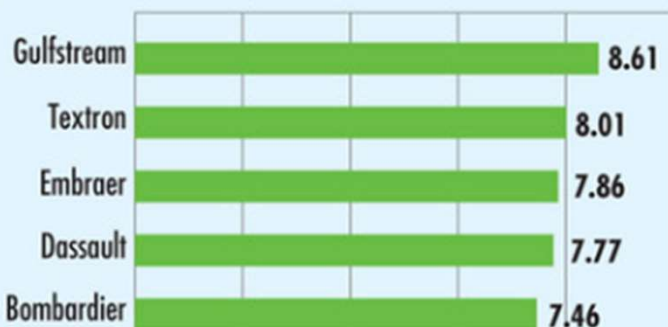
Maintenance Chief, Maintenance Mgr or Mechanic

2022 Pro Pilot Corporate Aircraft Product Support Survey

Service Satisfaction

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

Jets



Turboprops



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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.

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

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

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SECOND REQUEST

Please scan QR code and fill out this survey



2022 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. 00523

Rate aircraft in 91, 91K or 135 use, not airline use	Must show for form to be tabulated		(Poor)										(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	10		
Airbus A318, 319 CJ & other Airbus a/c in corp use	1												
Boeing BBJ and other Boeings in corp use	2												
Bombardier Global, Challenger, Dash 8, Learjet	3												
Cirrus Vision SF50	4												
Daher (Socata) TBM 700, 850, 900, 910, 930, 940, 960	5												
Dassault Falcon 10, 20, 30, 50, 60, 70, 80, 90, 100, 110, 120, 130, 140, 150, 160, 170, 180, 190, 200, 210, 220, 230, 240, 250, 260, 270, 280, 290, 300, 310, 320, 330, 340, 350, 360, 370, 380, 390, 400, 410, 420, 430, 440, 450, 460, 470, 480, 490, 500, 510, 520, 530, 540, 550, 560, 570, 580, 590, 600, 610, 620, 630, 640, 650, 660, 670, 680, 690, 700, 710, 720, 730, 740, 750, 760, 770, 780, 790, 800, 810, 820, 830, 840, 850, 860, 870, 880, 890, 900, 910, 920, 930, 940, 950, 960, 970, 980, 990, 1000	6	3DD	Mx	10	7	7	7	10	10	8			
Embraer Legacy, Lineage Phenom, Premier and a/c in corp use	7												
Gulfstream G150, G160, G200, G280 Gulfstream I, II, III, IV, V, G450, G550, G650	8												
HondaJet HA-420, HA-	9												
Piaggio P180 Avanti II/E, EVO	10												
Pilatus PC-12, PC-24	11												
Piper Cherokee, Meridian, M500/M600	12												
Textron Cessna: Citation series, Caravan, Quest	13.1												
Hawker Beechcraft: Bonafide, Hawker, King Air, Premier	13.2	350i	Mx	7	9	8	8	8	9	8			
Viking DHC-2/3/4/12/17	14												
Others	15												

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

Comments: *Jeff Leisner 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&Ps total mx experience in years *39*

Date: *July 12, 2022*

Day phone: *865 712-8912*

e-mail: *roger.reed@pilotflying.com*

* Signature: *Roger Reed*

Required for form to be counted

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.