

PROFESSIONAL PILOT



AUGUST 2024

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2024 Turboprop Product Support Award



Daher – 1st in 2024 PP Corporate Aircraft Product Support Survey, TP Division

Daher Aircraft CEO Nicolas Chabbert, Customer & Network Care Manager Ron Guynn, Director of Customer Support Paulo Castro, Supply Chain Manager Nick Debrizzi, and Mechanics Training Manager Alejandro Prem.

2024 CORPORATE AIRCRAFT PRODUCT SUPPORT SURVEY

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

Turboprops: 1 Daher, 2 Pilatus, 3 Textron.

Embraer remains 1st for 2 consecutive years in the jet division. Daher keeps 1st place in the TP division for 4 consecutive years. Results are based on 855 line evaluations and 843 survey forms received – 10.6% return.

Pro Pilot staff report

Data compiled by Conklin & de Decker

Jets

1 Embraer takes top honors for the 2nd year in a row, with an overall score of 7.92 this year, up from 7.76 received in 2023. Most improved category this year is spares availability, with 6.76, compared to 6.49 in 2023. The OEM earned 1st place in cost of parts, speed in AOG service, tech manuals, tech reps, and service satisfaction.

Embraer's product support team is available to provide operators with top quality service. Its Contact Center is accessible 24/7 and works very closely with skilled technicians and field service representatives, and with a global network based on more than 80 owned and authorized service centers.

2 Dassault places 2nd place this year, with an overall score of 7.85. In 2023, it got a 7.71 score. Greatest category improvement is in cost of parts, with 6.43 this year, up from 6.03 in 2023. This is a 0.40 improvement – the biggest in the entire survey. Dassault placed 2nd in spares availability, tech manuals, and tech reps.

Falcon Customer Support team works with the Command Center, which tracks AOG events from facili-

ties in France and the US. The GoTeam is assisted by 100-plus FSRs who coordinate AOG support. Falcon Response teams minimize AOG time. And Spares Hotlines are ready to support operators 24/7 worldwide.

3 Gulfstream ranks 3rd this year, with an overall score of 7.76, compared to 7.73 last year. Best category advancement is in company response time, with 8.46 – up 0.15 from last year. This OEM ranked 1st in company response time and spares availability, and 2nd in speed in AOG service and service satisfaction.

Gulfstream product support is available 24/7, with service centers available worldwide. Its Field and Airborne Support Teams (FAST) make it possible to deploy techs immediately to assist in any AOG events anywhere in the world.

4 Textron is 4th in the survey this year, with an overall score of 7.69 – slightly higher from 7.64 in 2023. Spares availability is the category where Textron made the highest improvement, with 7.01 this year, compared to 6.77 in 2023. It earned 2nd spot on cost of

2024/2023 OEM comparison

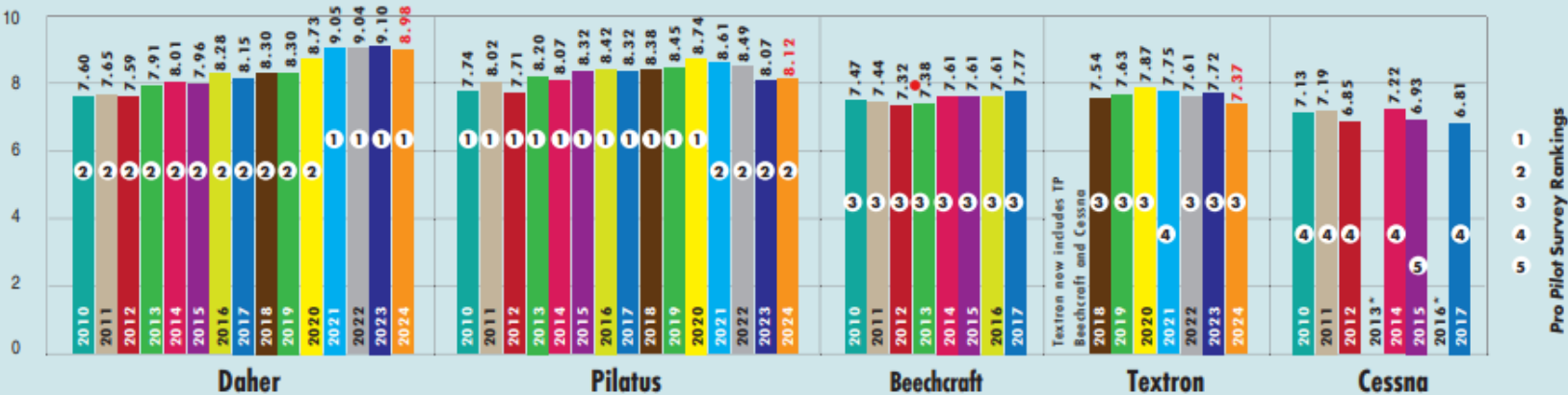
Manufacturers	Responses	Company response time			Spares availability			Cost of parts		
Jets		2024	2023	Dif	2024	2023	Dif	2024	2023	Dif
Embraer	147	8.29	8.15	0.14	6.76	6.49	0.27	6.71	6.87	-0.16
Dassault	104	8.27	8.22	0.05	7.06	6.83	0.23	6.43	6.03	0.40
Gulfstream	121	8.46	8.31	0.15	7.14	7.05	0.09	5.89	5.87	0.02
Textron	160	8.14	7.99	0.15	7.01	6.77	0.24	6.46	6.38	0.08
Bombardier	124	7.70	7.63	0.07	6.50	6.25	0.25	5.97	6.25	-0.28
Turboprops										
Daher	61	9.31	9.57	-0.26	8.51	8.96	-0.45	7.57	7.33	0.24
Pilatus	40	8.50	8.38	0.12	7.85	7.71	0.14	6.47	6.51	-0.04
Textron	43	7.40	7.90	-0.50	6.91	7.60	-0.69	6.28	6.12	0.16

2024 Pro Pilot Corporate Aircraft Product Support Survey

Turboprops

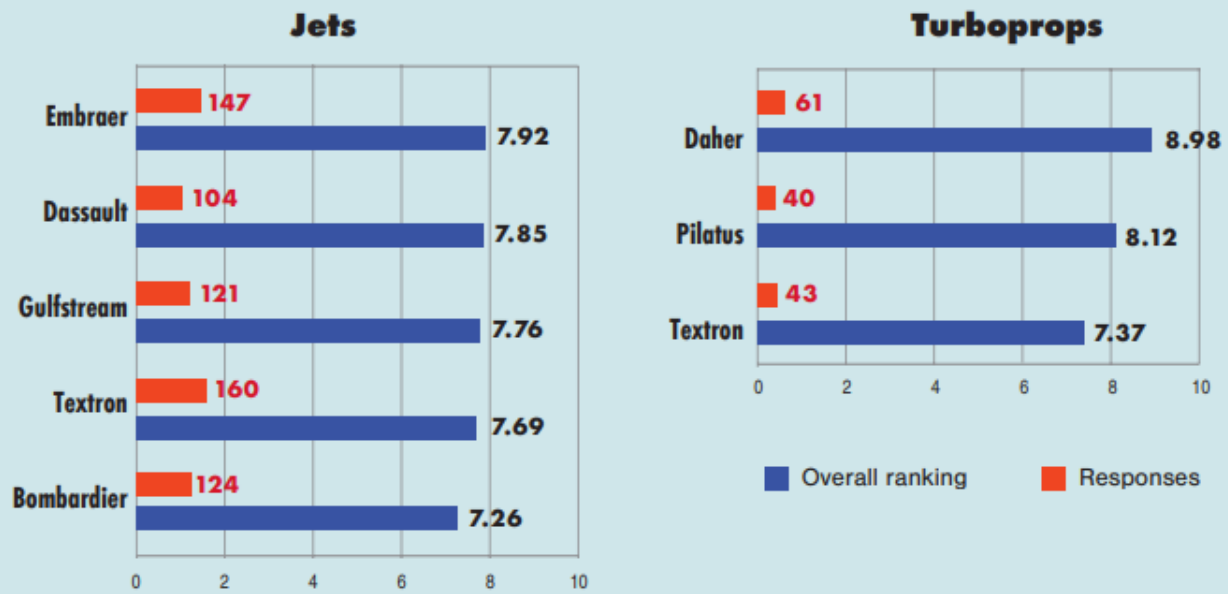
Comparison of overall average scores

*no rating for years indicated



2024 Pro Pilot Corporate Aircraft Product Support Survey

Overall ranking



Jet mfrs rated by 100 responses or more. Turboprop mfrs rated by 35 responses or more.

support scores for corporate jets and turboprops

Manufacturers	Speed in AOG service			Tech manuals			Tech reps			Service satisfaction			Overall scores		
	2024	2023	Dif	2024	2023	Dif	2024	2023	Dif	2024	2023	Dif	2024	2023	Dif
Jets															
Embraer	7.90	7.71	0.19	8.68	8.43	0.25	9.00	8.76	0.24	8.10	7.89	0.21	7.92	7.76	0.16
Dassault	7.85	7.92	-0.07	8.55	8.65	-0.10	8.82	8.48	0.34	7.97	7.84	0.13	7.85	7.71	0.14
Gulfstream	7.89	7.88	0.01	8.28	8.46	-0.18	8.60	8.56	0.04	8.05	8.01	0.04	7.76	7.73	0.03
Textron	7.59	7.63	-0.04	8.34	8.42	-0.08	8.35	8.37	-0.02	7.96	7.91	0.05	7.69	7.64	0.05
Bombardier	7.26	7.37	-0.11	7.91	7.89	0.02	8.01	8.30	-0.29	7.48	7.58	-0.10	7.26	7.32	-0.06
Turboprops															
Daher	9.11	9.35	-0.24	9.46	9.56	-0.10	9.53	9.64	-0.11	9.36	9.28	0.08	8.98	9.10	-0.12
Pilatus	8.33	8.07	0.26	8.45	8.62	-0.17	8.54	8.70	-0.16	8.69	8.51	0.18	8.12	8.07	0.05
Textron	7.19	7.63	-0.44	8.24	8.47	-0.23	8.07	8.33	-0.26	7.53	8.00	-0.47	7.37	7.72	-0.35

34 years of survey – chart shows only 15 most recent years

Textron counts on a global service network, FSRs assigned to aircraft, and service centers capable of providing maintenance inspections, parts, repairs, avionics mods, equipment installations, and interior and exterior refurbishment. 1CALL gives access to immediate AOG support through Mobile Service Units (MSUs) and LinxUs – a Citation aircraft monitoring system. In addition, its parts program helps operators to anticipate lower maintenance costs.

Maintenance support worldwide for Bombardier aircraft is possible through company owned and authorized service facilities. Support is available 24/7 with the company's Customer Response Centre and Mobile Response Team, and enables access to unique parts through parts distribution hubs.

Daher's customer service teams are available 24/7 to support TMB operators. It has a network of 54 service centers worldwide, with 2 primary maintenance centers located in France and the US. Daher support and maintenance services are available for TBM operators, with technical publications, spare parts, repairs, engineering, and warranty management. And Kodiak-Care is ready to provide AOG support 24/7.

Pilatus Customer Support is available 24/7/365 for customer support and enquiries. Its authorized service centers are the best resource to support a Pilatus aircraft. They can provide service bulletin history, maintenance requirements, publications, spare parts, warranty administration, and service history of pre-owned aircraft/parts. Owners, operators, authorized service centres, and suppliers have direct access to useful information through the MyPilatus customer portal.

Textron's global service network allows operators to receive maintenance, spare parts, repairs, avionics modifications, and other services needed for the aircraft. And in case of AOG situations or unscheduled maintenance events, owners and operators are able to receive immediate support through the TCALL program.

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 a research agent and performed independent data analysis. □

Jet mfrs rated by 100 or more. Turboprop mfrs rated by 35 or more.

Jets

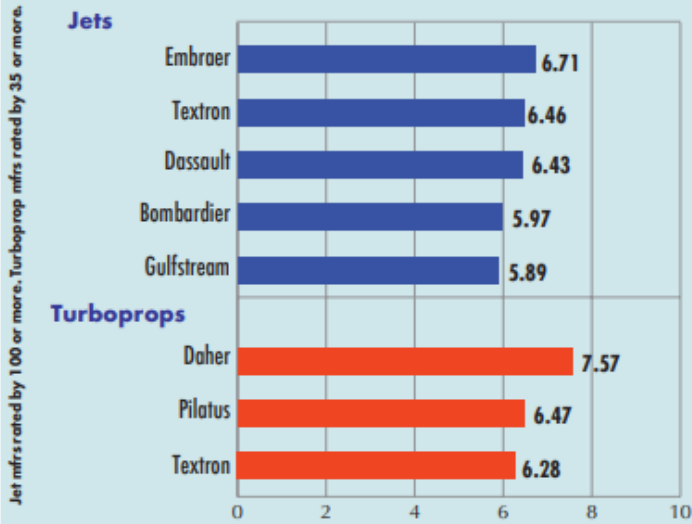
Manufacturer	Rating
Embraer	8.10
Gulfstream	8.05
Dassault	7.97
Textron	7.96
Bombardier	7.48

Turboprops

Manufacturer	Rating
Daher	9.36
Pilatus	8.69
Textron	7.53

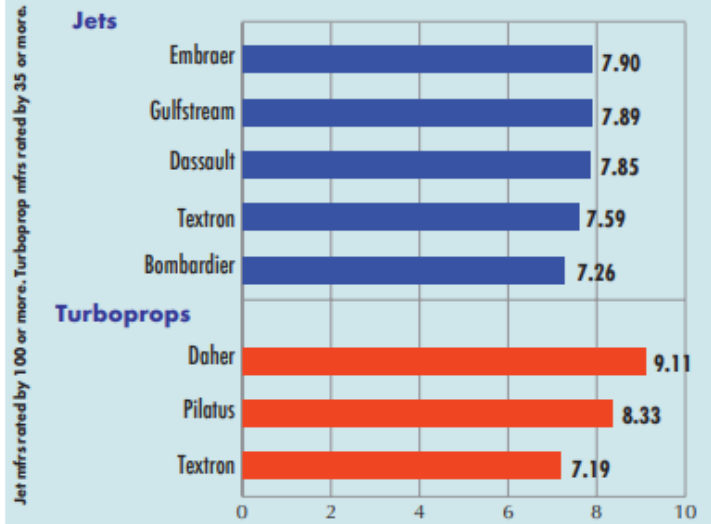
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Cost of parts



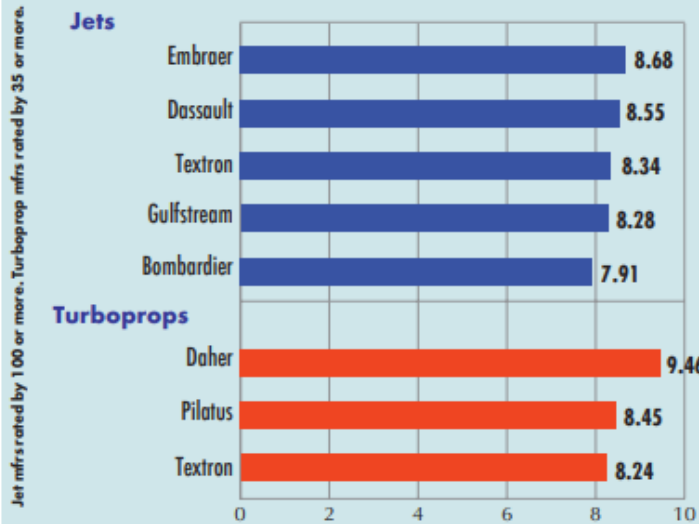
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Speed in AOG service-check



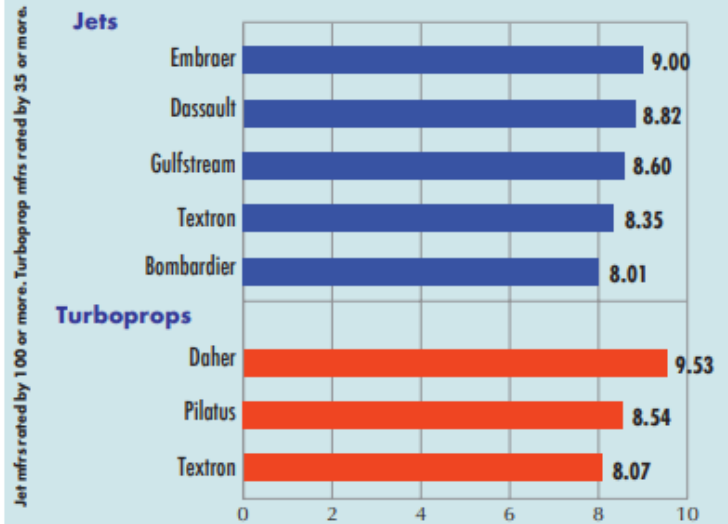
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Tech manuals



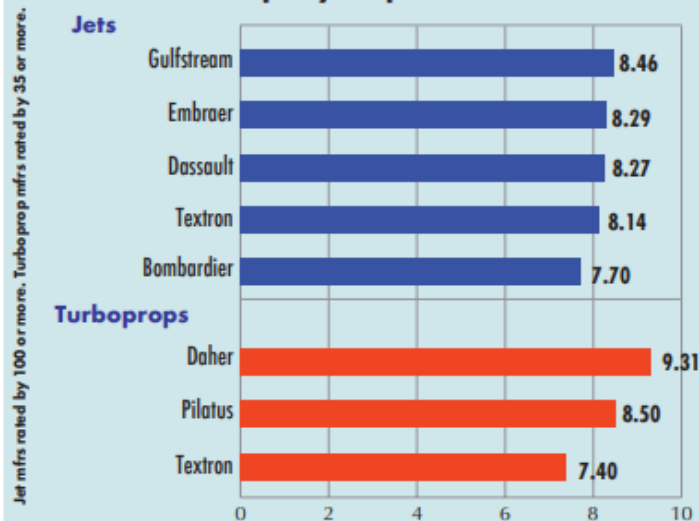
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Tech reps



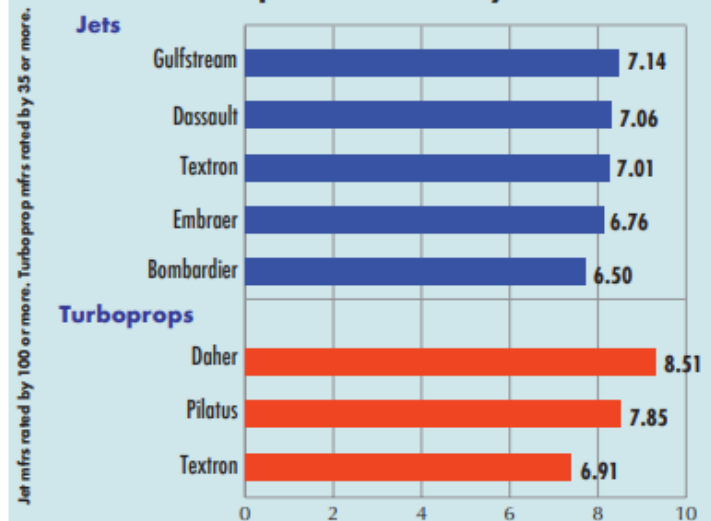
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Company response time



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Spares availability



TURBOPROPS



Daher Dir of Customer Support Paulo Castro is located in Pompano Beach, Florida. His email is p.castro@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.

Based on my experience, Daher's support through communication, web resources, and app has been outstanding. The airplane is what a single turbine aircraft should be – a pilot's airplane! Support through Cutter Aviation SAT (San Antonio TX) and Daher facilities has met every need. Telephone calls and questions are always answered, and maintenance has been completed as scheduled and at the estimate or in our favor. I cannot say enough about the aircraft and the team supporting it.

Michael Reamy
ATP, TBM 960
Aviation Mgr
Bethany L
Victoria TX

I feel the Daher Sandpoint team is truly especial, both professionally and for the level of service experienced. I am very fortunate to have them. In addition, I rely on them to convert the Kodiak 100 to/from amphibian each year.

Mark Verstegen
Pvt-Inst. Kodiak 100 Amphibian
Manager
MAVI8
Sedona AZ

Daher Dir of Kodiak Sales Earle Boyter introduced us to the Kodiak 100 in Sanford NC several year ago. He has provided exceptional service and insight throughout our Kodiak 100 purchase and operation, and has kept us abreast of construction to the soon-be-delivered Kodiak 900. Technical Service team, and tech reps Daniel Thompson and Rick Townsend from Sandpoint ID have been outstanding solving the few issues we have dealt with. They all have been responsive any time of the day, and have shipped parts the same day. They've

also sent Kodiak-trained A&Ps and AIs with parts, such as whistling bleed air valve and intermittent #2 audio panel. Program Mgr Kami Coker has been wonderful in parts and delivery. Daher Dir of Training and Standards Wayman Luy at PMP (Pompano Beach FL) has provided some very neat operational keys with AirSync and its integration with Garmin, CAMP, Pratt & Whitney Canada, CloudAhoy, and FlySto. Daher PMP installed the Hartzell 5-blade prop STC, and Dir of Maintenance Dino Fantinato, Dir of Quality Assurance Darren Seago, and their team have done a great job. Our aircraft is much quieter for the neighbors. We also have experienced great service from Flightline Technical Services at TLH (Intl, Tallahassee FL) – a Kodiak authorized sales and service center. VP Technical Svcs Tom Pentecost, Shop Mgr Scott Koenig, Avionics Mgr Joe Volker, and Aircraft Technicians Stephanie Nita and Chris Lyon have performed flawlessly on annual and scheduled maintenance. We've flown the Kodiak 100 for 370 hours in the 1.5 years of ownership. At this point, my only complaint is the excessive downtime required for the annual inspection. This is a simple, robustly constructed airframe with a PT-6 bolted on, and has been exceptionally reliable. I feel that 3 to 6 weeks of downtime each year for an airplane that is under 5 years old is a lot. We enjoy the airplane and do not look forward to this downtime.

Ken Shelton
ATP/CFII, Kodiak 100
Chief Pilot
Bel Canto
Lantana FL

In a recent AOG situation due to a hangar rash incident, Daher worked tirelessly to arrange the repairs, including expediting engineer information, locating serviceable parts, and providing tools to the service facility in order to get me back in the air. Outstanding!

John Grunsfeld
Pvt-Inst. TBM 850
Chief Pilot
Endless Frontier Assoc
Boulder CO

We operate a Daher TBM 960. The fact that I am based in Brazil, where the fleet is small, makes it more challenging to provide quick service.

Andre Castellini
Pvt-Inst. TBM 960
Owner
PS TBM
São Paulo SP, Brazil

Very happy with everyone at PMP. The Daher product support team is always ready to speak and speedy to fix things.

Jean-Marc Rotsaert
Pvt-Inst. TBM 850
CEO, Pilot & Owner
Rivergates Ivy Warp
Boca Raton FL

What a great aircraft is my TBM 960! This is my 5th new TBM in 30 years. Although parts are a little expensive, the service is the best I have ever seen. These guys are fantastic.

Jim Thorpe
Pvt-Inst. TBM 960
Chief Pilot
Spring Brook Marina
Naperville IL

Our TBM 960 is an amazing example of technology excellence in general aviation. The combination of systems reduces workload dramatically and improves safety.

Stuart Phillips
Comm-Multi-Inst. TBM 960
Chief Pilot
Equestrian Connect
Woodside CA

Maintenance, including annuals, is covered for the first 5 years on new aircraft purchase. Daher's PMP facility has been very responsive to phone calls and aircraft visits, even if not scheduled. They have comfortable pilot facilities.

Ian Fries
ATP/CFII, TBM 960
President
Airborne
Vero Beach FL

Our TBM 940 has required very little service. However, when we've needed it, product support has been exceptional.

Alan Kinsel
Pvt-Inst. TBM 940
Owner & Pilot
Edson Aviation
Lake Oswego OR

I'm very satisfied with the Daher product support team. They are very responsive and nice people. Product is user friendly. I highly recommend Daher aircraft.

Joe Wargo
Operator. TBM 960
Owner
Flawless One
Atlanta GA

The logo for Daher, featuring a stylized red and white icon to the left of the word "DAHER" in a bold, white, sans-serif font.

DAHER



TBM *960* **DIGITAL POWER**

Our latest TBM very fast turboprop aircraft delivers the full benefits of digital power. Taking maximum advantage of today's turboprop technology, the single-engine TBM 960 provides high efficiency for more sustainability. In its Prestige cabin, passengers regulate temperature and ambient lighting with exactitude. Featuring outstanding safety systems such as the TBM e-copilot® and HomeSafe™ emergency autoland, the TBM 960 is the quintessential TBM.

**SAFETY & EFFICIENCY
ARE OUR PRIORITIES.**

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