

# PROFESSIONAL PILOT



AUGUST 2023

## PROFESSIONAL PILOT

### 2023 Turboprop Product Support Award



### Daher 1st in 2023 PP Corporate Aircraft Product Support Survey, TP Division

SVP of Daher's Aircraft Division Nicolas Chabbert, VP of Customer Support Raphael Maitre, Dir of Customer Support Paulo Castro, Deputy Director of Customer and Network Care Erin Duebendorfer, VP of Aircraft Sourcing and Parts Delphine Bourdallé, Special Projects and AOG Mgr & NTSB Liaison Philippe Santoro, Customer and Network Care Mgr Matthieu Noel-Bétrancourt, and Dir of Training and Standards Wayman Luy.

# PROFESSIONAL PILOT



AUGUST 2023

## 2023 CORPORATE AIRCRAFT PRODUCT SUPPORT SURVEY

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

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

**Embraer wins back the 1st place earned in 2021 in the jet division. Daher keeps 1st place in the TP division for the 3rd year in a row. Survey results are based on 848 line evaluations and 823 survey forms received - a 10.4% return.**

### Pro Pilot staff report

Data compiled by Conklin & de Decker

Corporate turbine aircraft operators rate the quality of product support received during the past 2 years of operations. OEMs work tirelessly to meet the standards owners, executives, and flight department managers expect in order to accomplish their assignments.

Winners of the Pro Pilot 2023 Corporate Aircraft Product Support Survey are as follows:

### Turboprops

**1** **Daher** retains 1st place for the 3rd consecutive year. It received an overall score of 9.10 this year, up from 9.04 earned in last year's survey. Daher placed 1st in all categories of the survey. Daher's customer service is available 24/7, with its field teams ready to support customers and operators. Its online and telephone support is backed up with 2 primary maintenance centers, along with a network of 54 service centers around the world.

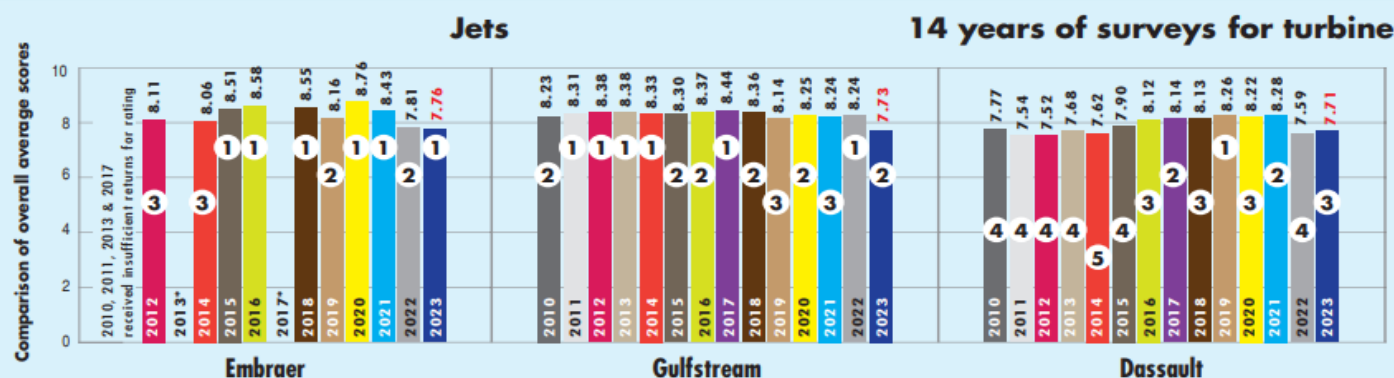
**2** **Pilatus** places 2nd this year with an overall score of 8.07, down from 8.49 earned in 2022. It earned 2nd in all categories. Pilatus's 24/7 Customer Support & Enquiries team is ready to provide support and solve any issues operators may experience. The MyPilatus customer portal is the online gateway into Pilatus, providing key information to owners, operators, authorized service centers, and suppliers.

**3** **Textron** (King Air, Caravan, and Conquest) takes 3rd place, and obtains an overall score of 7.72, up from last year's 7.61. Textron's biggest category improvement is in spares availability with a score of 7.60 this year, compared to 7.18 in 2022 - an increase of 0.42 and the greatest category improvement in the TP division. Textron's global service centers are ready to provide maintenance service, inspections, parts, repairs, avionics modifications, and other services. 1CALL allows immediate AOG support whenever an unscheduled maintenance incident occurs.

### 2023/2022 OEM comparison

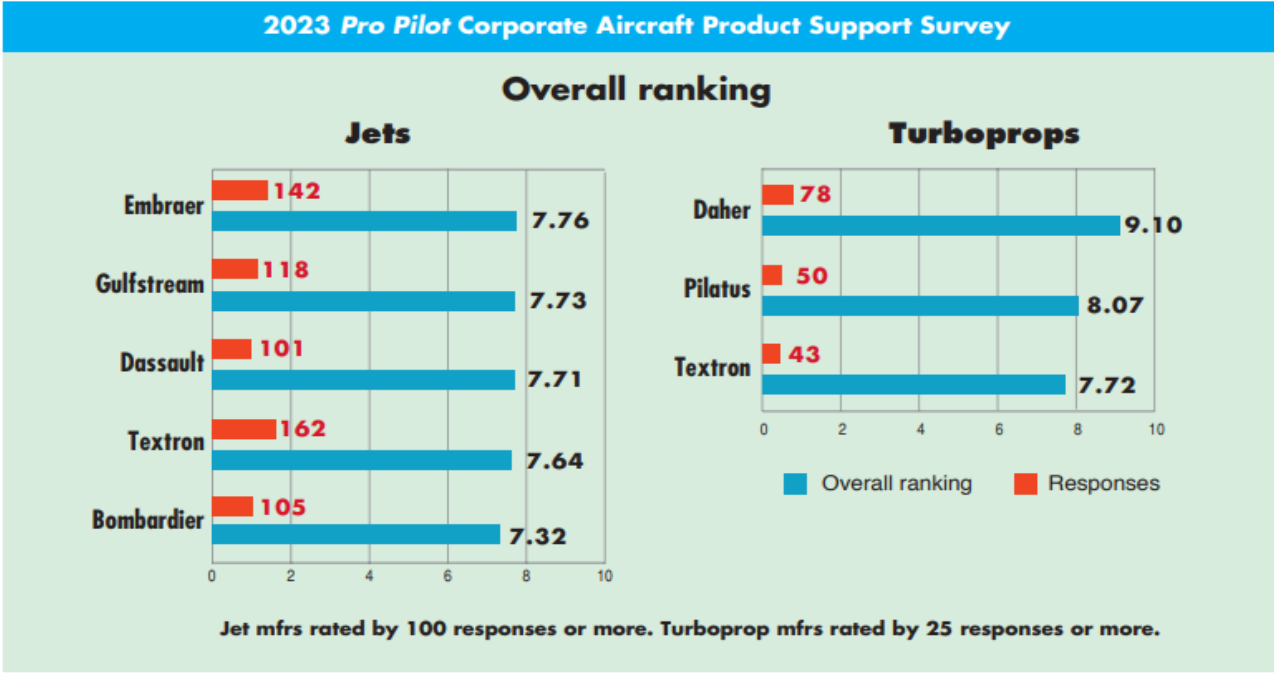
Manufacturers	Responses	Company response time			Spares availability			Cost of parts		
Jets		2023	2022	Dif	2023	2022	Dif	2023	2022	Dif
Embraer	142	8.15	7.96	0.19	6.49	6.34	0.15	6.87	7.13	-0.26
Gulfstream	118	8.31	8.76	-0.45	7.05	7.89	-0.84	5.87	6.35	-0.48
Dassault	101	8.22	7.88	0.34	6.83	6.73	0.10	6.03	6.38	-0.35
Textron	162	7.99	8.08	-0.09	6.77	7.21	-0.44	6.38	6.57	-0.19
Bombardier	105	7.63	7.46	0.17	6.25	6.63	-0.38	6.25	5.95	0.30
Turboprops										
Daher	78	9.57	9.49	0.08	8.96	9.00	-0.04	7.33	7.04	0.29
Pilatus	50	8.38	8.80	-0.42	7.71	8.47	-0.76	6.51	7.03	-0.52
Textron	43	7.90	8.00	-0.10	7.60	7.18	0.42	6.12	5.97	0.15

### 2023 Pro Pilot Corporate Aircraft Product Support Survey

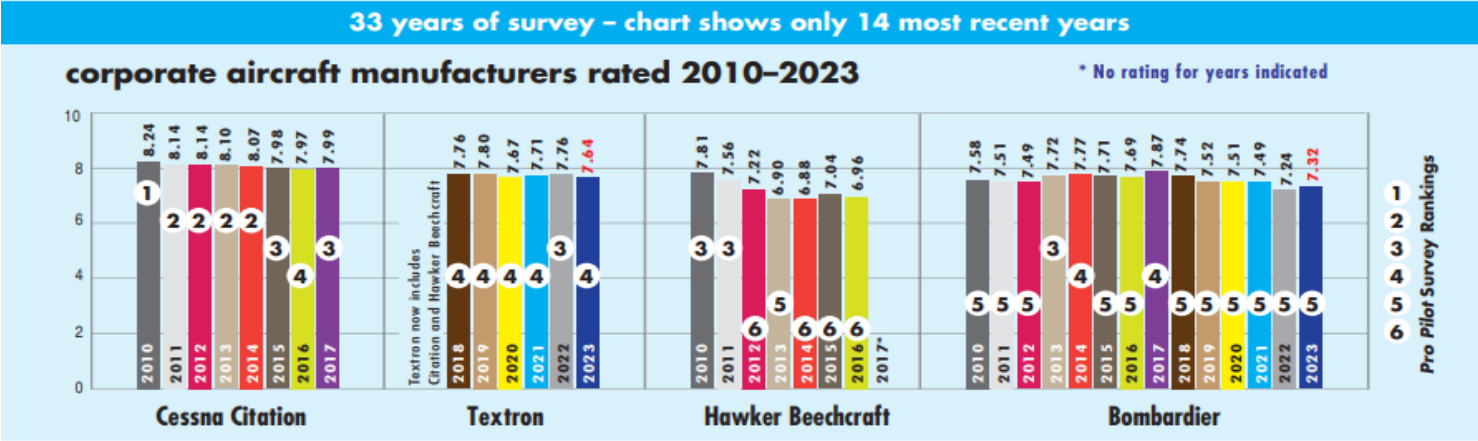




Data and photos are courtesy of Professional Pilot. This presentation is a non-contractual document and for information only.



support scores for corporate jets and turboprops																		
	Manufacturers			Speed in AOG service			Tech manuals			Tech reps			Service satisfaction			Overall scores		
	Jets	2023	2022	Dif	2023	2022	Dif	2023	2022	Dif	2023	2022	Dif	2023	2022	Dif		
	Embraer	7.71	7.68	0.03	8.43	8.80	-0.37	8.76	8.87	-0.11	7.89	7.86	0.03	7.76	7.81	-0.05		
	Gulfstream	7.88	8.55	-0.67	8.46	8.65	-0.19	8.56	8.84	-0.28	8.01	8.61	-0.60	7.73	8.24	-0.51		
	Dassault	7.92	7.30	0.62	8.65	8.30	0.35	8.48	8.77	-0.29	7.84	7.77	0.07	7.71	7.59	0.12		
	Textron	7.63	7.77	-0.14	8.42	8.25	0.17	8.37	8.43	-0.06	7.91	8.01	-0.10	7.64	7.76	-0.12		
	Bombardier	7.37	7.13	0.24	7.89	8.02	-0.13	8.30	8.05	0.25	7.58	7.46	0.12	7.32	7.24	0.08		
	Turboprops																	
	Daher	9.35	9.29	0.06	9.56	9.35	0.21	9.64	9.65	-0.01	9.28	9.47	-0.19	9.10	9.04	0.06		
	Pilatus	8.07	8.57	-0.50	8.62	8.92	-0.30	8.70	8.88	-0.18	8.51	8.77	-0.26	8.07	8.49	-0.42		
	Textron	7.63	7.60	0.03	8.47	8.26	0.21	8.33	8.20	0.13	8.00	8.03	-0.03	7.72	7.61	0.11		



# PROFESSIONAL PILOT

OUR  
**57<sup>th</sup>**  
YEAR

AUGUST 2023

## Methodology

For 33 years *Pro Pilot* has asked corporate turbine aircraft operators to rate the quality of aftersale service provided by OEMs. Both paper and electronic forms have been used for this purpose. For 22 years, jet and turboprop aircraft support have been rated in different divisions. There are 7 categories listed in the survey form – company response time, spares availability, cost of parts, speed in AOG service, tech manuals, tech reps, and service satisfaction.

During Apr 2023, a targeted mailing of 7921 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 823 survey forms, representing a 10.4% return, came back to the *Pro Pilot* office by the Aug 4 cutoff date. A total of 700 survey forms were properly filled out. These provided 848 line evaluations – 656 for the jet division and 192 for the turboprop division. A total of 123 survey forms were disqualified due to inconsistencies, errors, duplications, or lateness.

On Nov 1, 2019, Daher acquired Quest Aircraft Company, thus bringing together TBM and Kodiak under 1 entity – Daher. Responsibility for both TBM and Kodiak now falls under Daher.

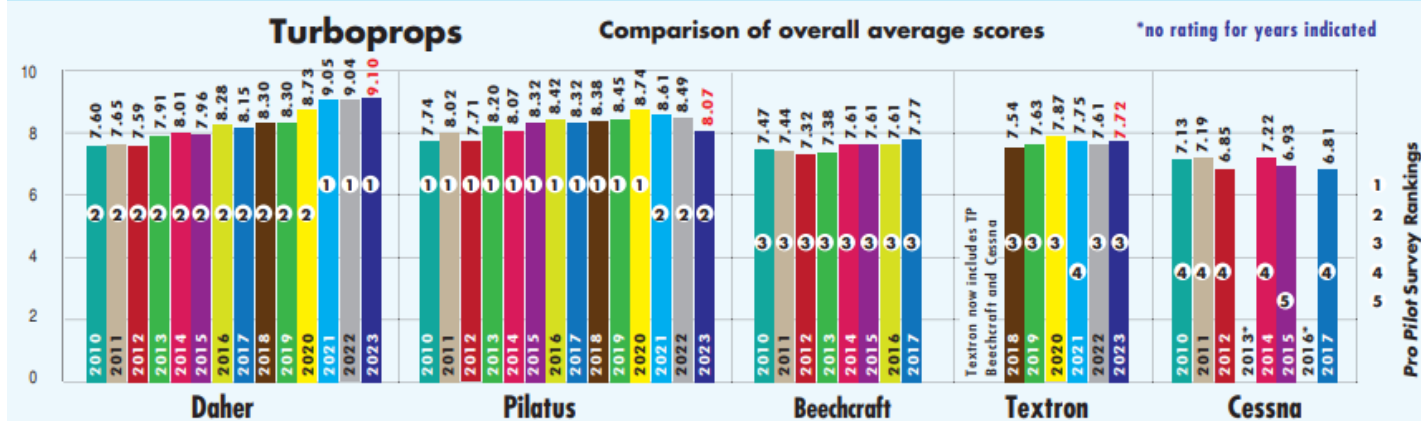
*Pro Pilot* policy is to continue to rate newly acquired product lines separately for 3 years. Consequently, this being the 4th year since the merger, both are now rated together under Daher.

*Pro Pilot's* rules require 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 – Airbus (1), BAe (1), Boeing (8), Cirrus (3), HondaJet (5), and Pilatus (10).

Turboprop OEMs required 25 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 reach the minimum requirement to rank in the survey were Aero Commander (2), Embraer (1), Fairchild/Swearingen (2), Mitsubishi (3), Piaggio (2), and Piper (11).

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 the independent data analysis. □

## 2023 *Pro Pilot* Corporate Aircraft Product Support Survey

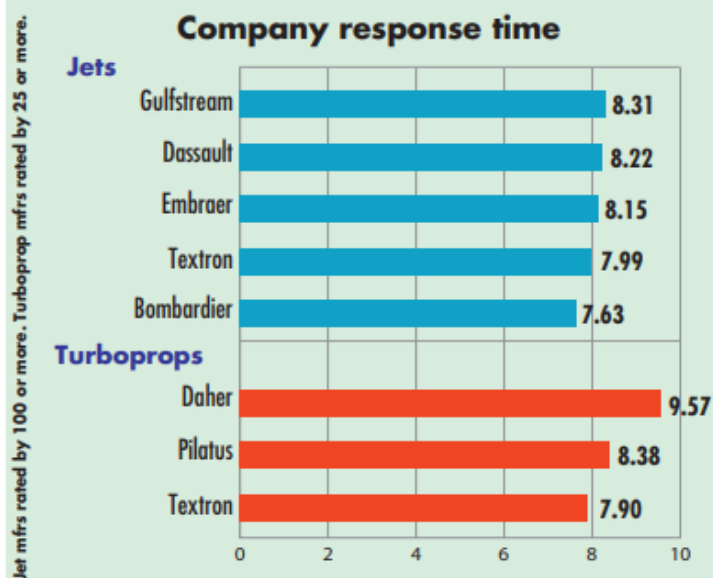


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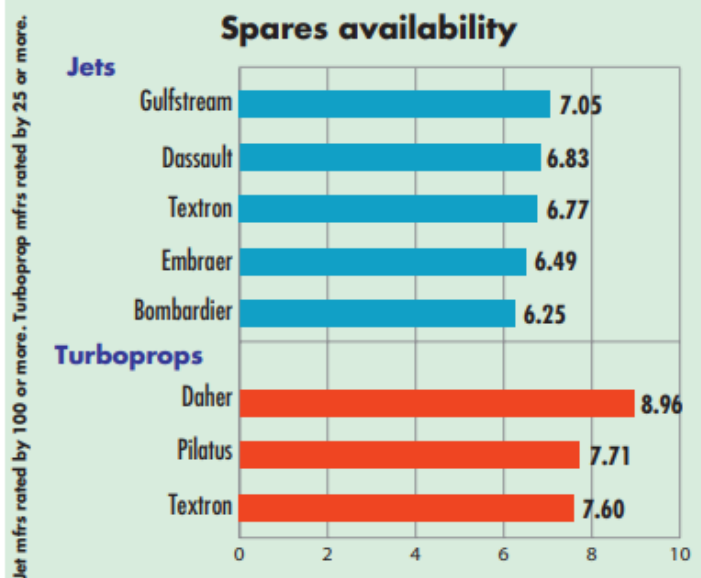


AUGUST 2023

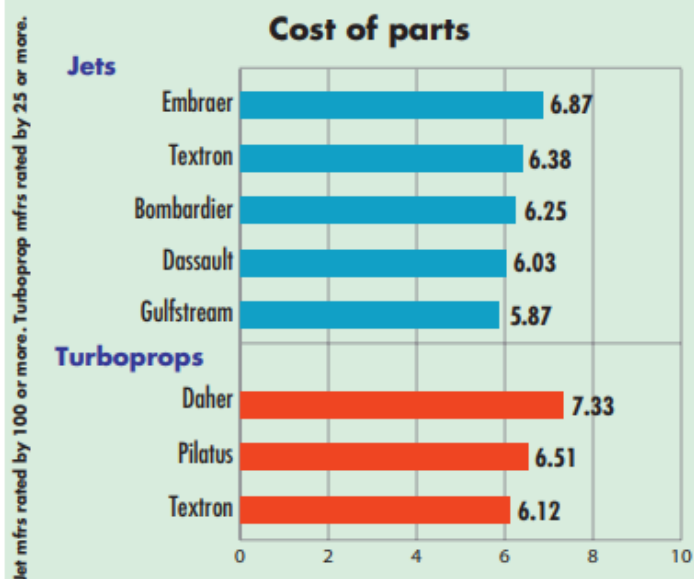
2023 Pro Pilot Corporate Aircraft Product Support Survey



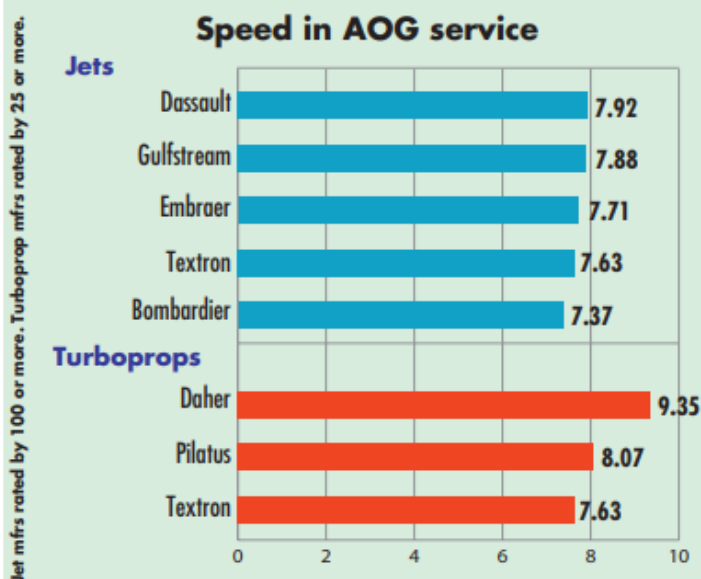
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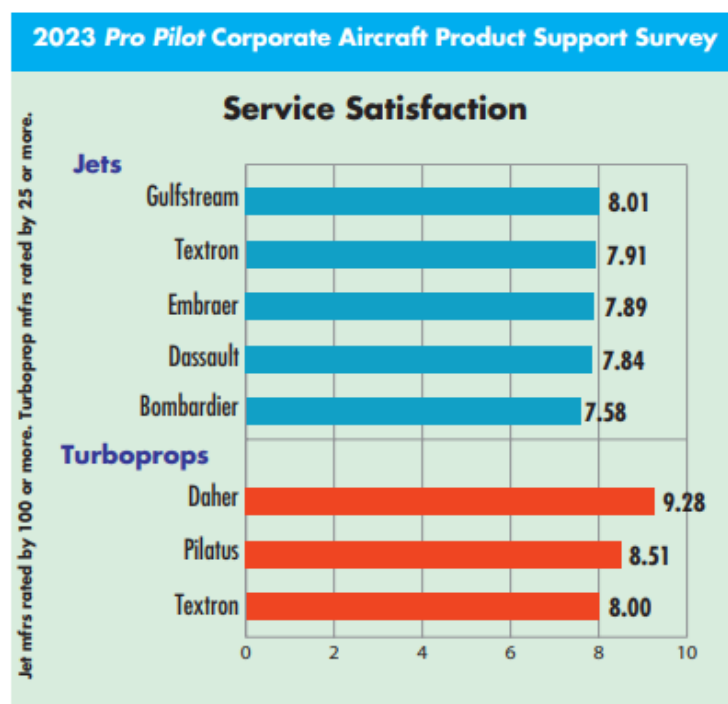
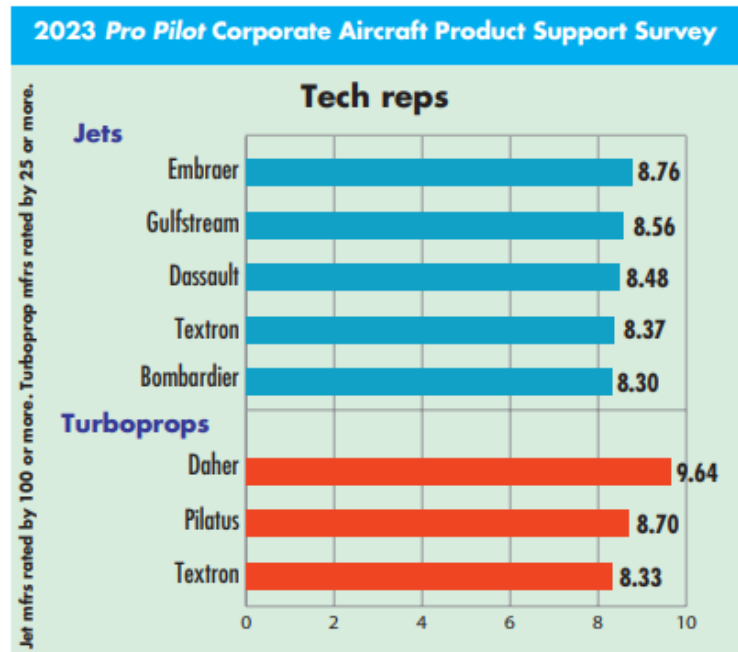
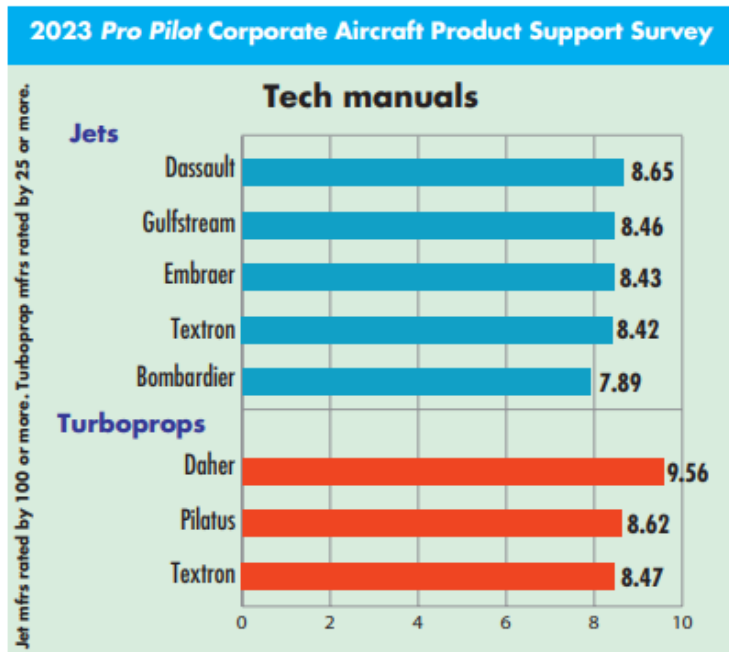
2023 Pro Pilot Corporate Aircraft Product Support Survey



# PROFESSIONAL PILOT

OUR 57<sup>th</sup> YEAR

AUGUST 2023





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57<sup>th</sup>  
YEAR

AUGUST 2023

## 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.

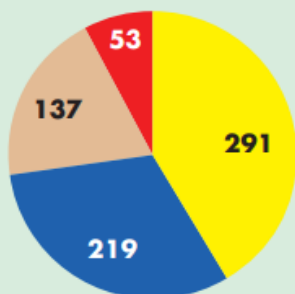
For after-hours AOG support, the 24-hr global AOG hotline is 1-844-4TBM-AOG.

Daher just keeps getting better and better. We've owned 8 TBMs. It's an ideal aircraft for our missions in the eastern half of the US. Product support is incredible. We feel like part of their family, not merely customers.

Lee Pillsbury  
Comm-Multi-Inst. TBM 940  
Chairman  
TLG Investment Partners  
Fort Lauderdale FL

### 2023 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

Operating a TBM 850 has been a pleasure. And Daher continues to provide world-class service to the TBM fleet, including great communication with owners and operators.

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

Extraordinary support is what we receive from Daher, its TBM Total Care program, and the AVEX support team. My 4th TBM is supported by this highly experienced team. I've owned 4 other aircraft with good support, but not at this level.

J McGrath  
Pvt-Inst. TBM 960  
President  
Tango Mike Aviation  
Campbell CA

Product support received from Daher and a 3rd-party service center has been excellent.

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

Both instances of out-of-warranty repair were completed within the timeframe promised, and with minimal out-of-service time. Daher is always responsive to our inquiries.

Jonathan Schmelz  
Pvt-Inst. TBM 850  
Chief Pilot  
Aether Aircraft  
Lake Elmo MN

We receive service for our TBM 850 at Daher PMP (Pompano Beach FL). I must say, they are phenomenal!

Kevin Riche  
Comm-Multi-Inst. TBM 850  
Manager  
Riche Aviation  
Baton Rouge LA

Daher always provides us with perfect service. At the same time, I feel Daher should have more mechanics to allow faster troubleshooting in France.

Philippe Herrenschildt  
ATP/CFI. TBM 850  
Captain  
Abalone Group  
Heisdorf, Luxembourg

## PROFESSIONAL PILOT

5285 Shawnee Rd, Suite 320,  
Alexandria VA 22312 USA

Your input helps improve product support from OEMs.  
Thank! Elmi Smith, President

Please scan QR code  
and fill out this survey



00313

### 2023 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.

Rate aircraft in 91, 91K or 135 use, not online use	Must show for form to be tabulated	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Manufacturers and examples of types	Office use	Aircraft type	Hours logged in this 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 A319, 319 XJ & other Airbus a/c in corp use	1															
Boeing 737 and other Boeing a/c in corp use	2															
Bombardier Global, Challenger, Learjet	3															
Cirrus Vision SF50	4															
Daher (Socata) TBM 700, 850, 900, 910, 920, 940, 960, Kodiak 100	5															
Dassault Falcon 10, 20, 30, 50, 60, 70, 80, 90, 100, 120, 130, 140, 160, 180, 200, 220, 230, 250, 260, 280, 290, 300, 310, 320, 330, 350, 360, 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	DA250	160	10	8	9	10	10	10	10						
Embraer Legacy, Lineage Phenom, Premier and a/c in corp use	7															
Gulfstream G450, G550, G600, G650, G700, G800, G900, G1000, G1200, G1300, G1400, G1500, G1600, G1700, G1800, G1900, G2000, G2100, G2200, G2300, G2400, G2500, G2600, G2700, G2800, G2900, G3000, G3100, G3200, G3300, G3400, G3500, G3600, G3700, G3800, G3900, G4000, G4100, G4200, G4300, G4400, G4500, G4600, G4700, G4800, G4900, G5000, G5100, G5200, G5300, G5400, G5500, G5600, G5700, G5800, G5900, G6000, G6100, G6200, G6300, G6400, G6500, G6600, G6700, G6800, G6900, G7000, G7100, G7200, G7300, G7400, G7500, G7600, G7700, G7800, G7900, G8000, G8100, G8200, G8300, G8400, G8500, G8600, G8700, G8800, G8900, G9000, G9100, G9200, G9300, G9400, G9500, G9600, G9700, G9800, G9900, 10000	8															
HondaJet	9															
MA400, Beechcraft	10															
Pilatus PC-12, PC-24	11															
Piper Cherokee, Meridian, M500/M600	12															
Textron Cessna Citation series, Caravan, Questair	13	CE-525	50	10	5	9	10	10	10	10						
Hawker Beechcraft Bonanza, Hawker, King Air, Premier	14	BE250	2000	10	9	9	10	10	10	10						
Viking DHC-2/3/4/5/6/7	15															
Others																

Note: Scores for Aero Commander (turboprop series), Epic Aircraft, Fairchild/Swearingen (SA226/227), JetStar (L1329), Mitsubishi (MU2), Suburban (MA265 series) and Westwind (NW1123/1124) may be included under Others (15).

Comments: Flying for 40 years Falcon is a wonderful aircraft!

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: ATP \*Type a/c now operated: Falcon 2000 EASY, King Air 350 CE-2  
Job title: Pilot Total pilot hours: 15000


Please make corrections to label or for A&P's total max experience in years  
PP1100109817 C-D Date: 6-5-2023

JASON CHANDLER, CAPTAIN PROFESSIONAL PILOT SERVICES PO BOX 16802 JONESBORO AR 72403 Day phone: 501-937-4307

e-mail: jchandler@propilotmag.com \*Signature: [Signature] Required for form to be counted

Professional Pilot Services Captain Jason Chandler holds an ATP license, and has 15,000 flight hrs TT. His experience enables him to rate the aftersale product support received from Dassault Falcon Jet for the Falcon 2000 EASY and from Textron for the Citation CJ1 and King Air 250. His survey form is 1 of the 823 forms received for the Pro Pilot 2023 Corporate Mfrs Product Support Survey.



 **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.

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