

Maintenance and Modifications

AIN Product Support Survey 2025 - Aircraft

***Daher - Top Spot this Year!
Not just for Turboprops, But for all OEMs***



<https://www.ainonline.com/aviation-news/business-aviation/2025-08-01/ain-product-support-survey-2025-aircraft?>

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After its rise from the bottom of the business jet manufacturer ratings to the top spot last year in AIN's annual Product Support Survey, Bombardier retained that position for a second year in a row, despite changes to the AIN survey methodology that weighted more toward independent reviews. The Canadian OEM scored the highest in three of the 10 survey categories (cost per hour programs, parts availability, and AOG response) to receive an overall average score of 8.14 from respondents.

That total narrowly edged out Gulfstream—which led in factory owned service centers and technical representatives—and Embraer, which was tops in cost of parts, technical manuals, warranty fulfillment, and overall aircraft reliability. In the business jet ratings, they were followed by Dassault and Textron Aviation, the latter earned the top score in the authorized service center category.

On the turboprop side, Daher—a newcomer to the AIN Product Support Survey's reported ratings—took over the top spot this year, not just for turboprops, but for all OEMs with an overall average score of 8.78.

In the rotorcraft segment, only Leonardo tallied enough responses to have its scores validated in this year's survey.

As for the issues faced by the OEMs, labor in their service networks is a major one.

"The helicopter maintenance industry continues to grapple with an aging workforce and a lack of young technicians entering the field," said Francesco Bellardi, v-p of Leonardo Helicopters customer support and services Italy. "However, there's a strong focus on improving recruitment pipelines, offering accredited continuous training at our academies, mentorship programs, and enhancing employer reputation to both attract and retain key talents, also considering that new skills are requested, for example in data analytics."

Bombardier has hired more than 100 maintenance apprentices as it works to develop its future workforce. The manufacturer is recruiting hundreds of technicians across its global network and is also establishing an incubator training center at its Wichita location.

For years, Daher has partnered with the General Aviation Manufacturers Association on an internship program, which brings students from North America and France to its production and final assembly sites, with the finale taking them to work with the company's team at the annual Experimental Aircraft Association AirVenture show.

Dassault reported it has been especially successful in its efforts to staff its new service location in Melbourne, Florida.

AIN Product Support Survey

Combined Overall Average Ratings of Newer and Older Aircraft	Overall Average 2025	Factory Owned Service Centers	Authorized Service Centers	Cost per Hour Programs	Parts Availability	Cost of Parts	AOG Response	Warranty Fulfillment	Technical Manuals	Technical Reps	Overall Aircraft Reliability
Business Jets											
Bombardier (Learjet, Challenger, Global)	8.14	7.90	8.50	7.85	7.61	6.82	8.41	8.32	8.32	8.82	8.77
Gulfstream (Mid- and Large-cabin)	8.12	8.08	8.65	7.75	7.43	6.06	8.40	8.72	8.50	8.96	8.82
Embraer (Phenom, Legacy, Praetor)	8.11	8.00	8.74	7.61	6.67	7.27	7.71	8.79	8.74	8.41	8.98
Dassault (Falcon)	7.95	7.56	8.35	7.50	6.90	6.39	8.25	8.42	8.62	8.84	8.43
Textron Aviation (Citation, Beechcraft, Hawker)	7.70	7.82	8.82	6.99	6.89	6.12	7.31	7.68	8.32	8.52	8.69
Turboprops											
Daher (TBM and Kodiak)	8.78	9.05	8.77	7.73	8.06	6.80	9.05	9.49	9.28	9.55	9.65
Pilatus (PC-12)	8.08	8.50	7.87	7.22	7.53	6.58	8.06	8.40	8.14	8.56	9.21
Textron Aviation (King Air)	7.87	8.18	8.68	7.50	7.08	5.96	7.57	8.31	8.15	8.14	8.91
Turboprops (out-of-production)											
Mitsubishi (MU-2)	8.63	9.27	9.03	7.58	8.60	6.86	8.69	8.23	8.88	9.08	9.38
Rotorcraft											
Leonardo	7.71	7.16	7.94	7.60	6.68	6.10	6.72	8.30	8.25	9.29	8.69

SURVEY RULES AND METHODOLOGY

AIN's annual Product Support Survey aims to quantify and rate through statistical analysis the product support functions of aircraft manufacturers over the past year. The survey, whose respondents include operators of business jets, pressurized turboprops, and turbine-powered helicopters, endeavors to encourage continuous improvement in aircraft product support throughout the industry.

SURVEY TOOL

For the fourth year, AIN conducted the survey via a questionnaire developed in partnership with Rolland Vincent Associates, a Texas-based consultancy focused on aviation market research, strategy, and forecasting. Designed to provide improved ease of use and to encourage more participants to complete the entire questionnaire, the English-language survey tool includes clear language and imagery around the categories and evaluation scale. The survey

asks respondents to evaluate one full aircraft at a time, including airframe, engines, avionics, and cabin management systems.

METHODOLOGY

AIN emailed qualified readers from its list of subscribers a link to the password-protected survey website active from late February to June 1, 2025. It asked respondents to rate individual aircraft and provide the tail number, aircraft age, primary region of service, and whether they used factory-owned or authorized service centers, or both. The survey also asked respondents to rate, on a scale from 1 to 10, the quality of service they received during the previous 12 months in the following categories: Factory Owned Service Centers; Authorized Service Centers; Cost Per Hour Program; Parts Availability; Cost of Parts; AOG Response; Warranty Fulfillment; Technical Manuals; Technical Reps; and Overall Aircraft Reliability. In order to boost the total number of responses

and broaden the global reach of the Product Support Survey, AIN's e-mail recruiting efforts were supplemented by manufacturer (OEM) outreaches. Tabulated results represent a supermajority of AIN-recruited responses, with the goal of maintaining the primacy of AIN's survey recruiting and minimizing the potential for sampling bias.

THE RESULTS

In total, 948 unique respondents representing 1,863 aircraft from 62 countries completed the survey. While total responses were higher than last year's total, AIN did not receive enough ratings to verifiably report results for Cirrus Aircraft, Honda Aircraft, Piper Aircraft, Airbus Helicopters, Bell Textron, and Robinson Helicopters, amongst the larger OEMs. Rolland Vincent Associates reviewed and analyzed the data to ensure accuracy, validity, and sampling integrity.

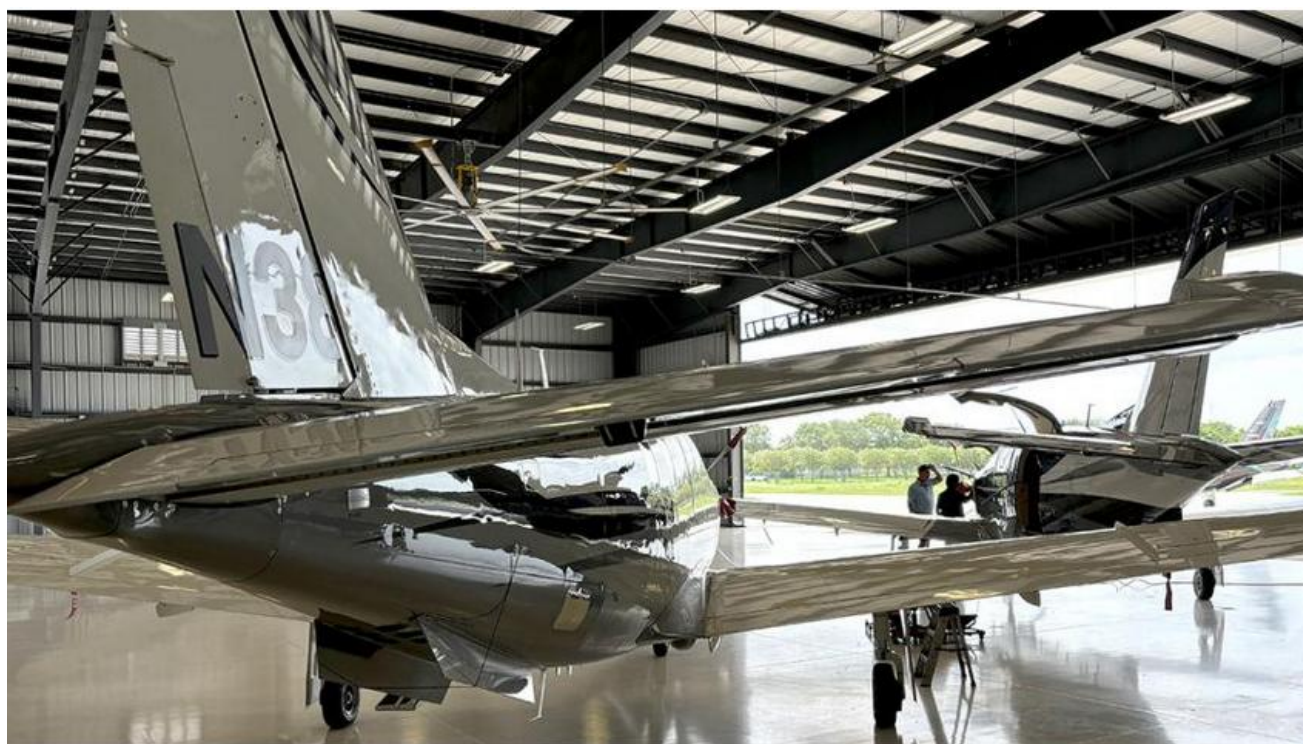
TURBOPROPS

Daher

Having tallied enough responses to be listed in the AIN Product Support Survey, Daher debuted at the top of all airframers this year with an overall score of 8.78. Its mark of 9.65 in aircraft reliability was the highest score in any of this year's survey categories, and it led the turboprop segment in parts availability (8.06), cost of parts (6.80), AOG response (9.05), technical manuals (9.28), and technical representatives (9.55).

Over the past year, the France-based airframer has greatly expanded the cloud-based applications for its aircraft owners/operators. Initially launched in 2018, the company released the seventh iteration of its Me & My TBM app last October at NBAA-BACE. It is used by more than 400 active users each month, recording data from an average of 80 flights a day.

One of its latest enhancements is its merger with the OEM's My TBM Docs app, which incorporates publications such as pilot information manuals and maintenance manuals, enabling streamlined, real-time document management and enhanced usability via mobile devices.



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At EAA AirVenture, Daher introduced the Me and My Kodiak app, which features the same automatic flight data collection functions for its rugged utility airplane. Users can check the status of their aircraft anytime from anywhere, and can connect to their Garmin account to update the database status and locate the aircraft's position.

Both systems leverage Daher's big data expertise to collect and process millions of data points a day for use in detecting anomalies, analyzing root causes, and generating diagnostics, resulting in faster repairs, less downtime, and safer flights.

To provide its customers with the knowledge and tools to maintain and operate their aircraft at the highest levels of safety, Daher has introduced the Safe Horizons program, which focuses the resources it provides to the TBM and Kodiak users, including its E-Learning program and the above-mentioned apps. It also leverages the company's long-standing collaboration with the TBM Owners and Pilots Association, reinforcing their joint focus on operational safety as the priority.

The airframer has four company-owned service centers: Pompano Beach, Florida; Sandpoint, Idaho (home of the Kodiak production facility); and in France at Tarbes (home of the TBM assembly line); and the Paris-area Toussus-le-Noble Airport. They are supported by a network of 68 authorized service centers worldwide, some of which are approved for both of Daher's product lines, while others focus on TBMs or, in the case of the latest—Silver Sky Aviation in Alaska—just Kodiaks. The airframer is introducing strict guidelines in the form of an authorized service center contract and authorized service policy manual to detail areas such as service facility policies, logistics, service engineering, and warranty and maintenance program guidelines.



A demonstration of the application can be viewed at the following link:

<https://www.swissflyaero.com/index.php/products-safety/safety-first/the-pilot-perfectionist-apps-me-my-tbm>



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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