

PROFESSIONAL PILOT

2025 Turboprop Product Support Award

AUGUST 2025



Daher – 1st in 2025 PP Corporate Aircraft Product Support Survey – TP Division

(L–R) Daher Aircraft CEO Nicolas Chabbert, Warranty Mgr William Hosey, Supply Chain Mgr Nicholas De Brizzi, Customer & Network Care Mgr Ron Guynn, Dir of Customer Support Paulo Castro, Special Projects & AOG Mgr (NTSB) Philippe Santoro, and Maintenance Training Mgr Alejandro Prem.

2025 CORPORATE AIRCRAFT PRODUCT SUPPORT SURVEY

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

Turboprops: 1 Daher, 2 Pilatus, 3 Textron.

Bombardier earns back the 1st place held for 9 years as Canadair, from 1991 through 1999 in the jet division. Daher remains 1st in the TP division for 5 consecutive years. Results based on 900 line evaluations and 882 survey forms received – 13% return.

Pro Pilot staff report
Data compiled by Conklin & de Decker

Jets

1 Bombardier takes the crown in the jet division, with an overall score of 8.41 this year – up from 7.26 received in 2024, making a 1.15 improvement. Canadair, a division of Bombardier, was 1st from 1991 through 1999.

This OEM takes 1st place in spares availability, speed in AOG service, and service satisfaction, and 2nd in company response time, cost of parts, tech manuals, and tech reps. Best category improvement was in spares availability with 7.90, up from 6.50 – biggest increase of 1.40 in the entire survey.

Bombardier is ready to deliver service 24/7/365 through its worldwide support network, Customer Response Centre (CRC), and Mobile Response Team. Expert technicians, vehicles, and parts delivery aircraft are able to provide immediate solutions to unexpected issues.

2 Embraer secures the 2nd place with an overall score of 8.28 compared to 7.92 in 2024 – an advancement of 0.36. It earns 1st spot in company response time, cost of parts, tech manuals, and tech reps, and 2nd in spares availability, speed in AOG service, and service satisfaction. Best category growth was in cost of parts, with 7.34 this year – up from 6.71 in 2024. It's a betterment of 0.63.

Embraer's Customer Care Center is available 24/7 and supported by qualified technicians. The FlyEmbraer portal dedicated to operators is designed to provide immediate access to information, tools, and services needed for flawless flying activities.

3 Dassault ranks 3rd, with an overall score of 7.95 this year, up from 7.85 received in 2024. It places 3rd in all categories of the survey. Best category advancement is in spares availability and service satisfaction, with score improvements of 0.17 in both categories.

Falcon Customer Support is available 24/7 worldwide, and the Commander Centers in the US and France are ready to provide assistance whenever an issue arises. Operators can take advantage of the FalconCare

plan, which helps with budgeting and covers scheduled and unscheduled maintenance, parts, consumables, and service bulletins for the aircraft.

4 Textron is 4th in the survey this year, with an overall score of 7.64, slightly down from 7.69 earned in 2024. Greatest category advancement is in tech reps, with an 8.39 score, up from 8.35 received last year.

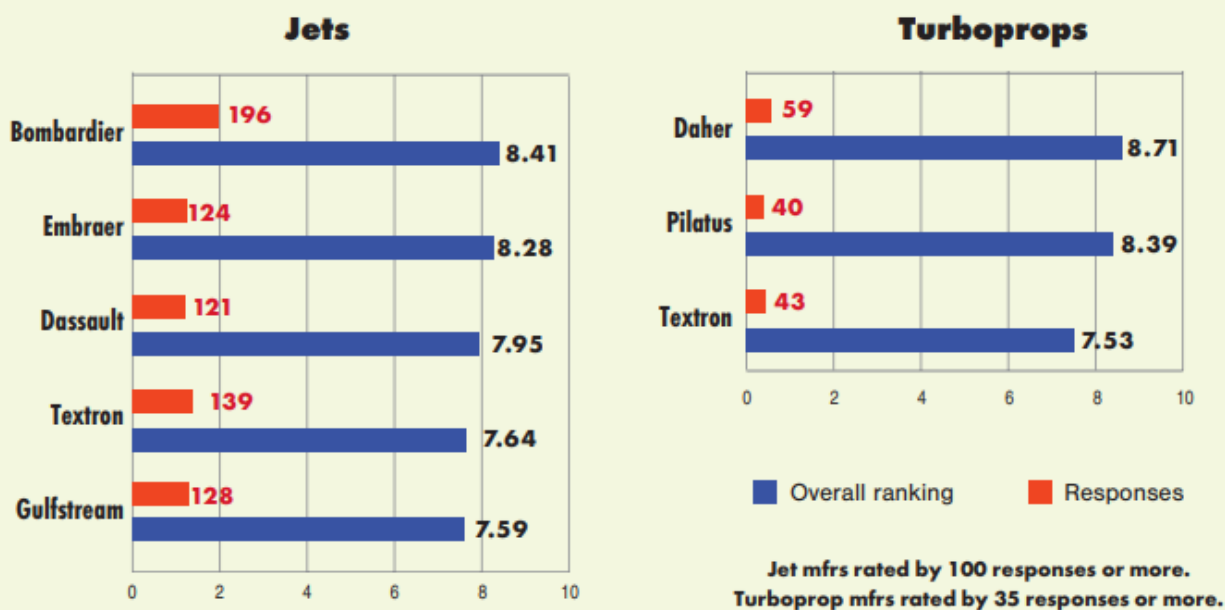
Textron's global service network relies on service centers that pro-

2025/2024 OEM comparison										
Manufacturers	Responses	Company response time			Spares availability			Cost of parts		
Jets		2025	2024	Dif	2025	2024	Dif	2025	2024	Dif
Bombardier	196	8.68	7.70	0.98	7.90	6.50	1.40	7.33	5.97	1.36
Embraer	124	8.69	8.29	0.40	7.27	6.76	0.51	7.34	6.71	0.63
Dassault	121	8.34	8.27	0.07	7.23	7.06	0.17	6.47	6.43	0.04
Textron	139	7.98	8.14	-0.16	7.02	7.01	0.01	6.37	6.46	-0.09
Gulfstream	128	8.07	8.46	-0.39	7.08	7.14	-0.06	5.79	5.89	-0.10
Turboprops										
Daher	59	8.93	9.31	-0.38	8.42	8.51	-0.09	7.25	7.57	-0.32
Pilatus	40	8.87	8.50	0.37	8.29	7.85	0.44	6.76	6.47	0.29
Textron	43	7.79	7.40	0.39	7.40	6.91	0.49	6.21	6.28	-0.07



2025 Pro Pilot Corporate Aircraft Product Support Survey

Overall ranking



2025/2024 OEM comparison support scores for corporate jets and turboprops

Manufacturers	Speed in AOG service			Tech manuals			Tech reps			Service satisfaction			Overall scores		
	2025	2024	Dif	2025	2024	Dif	2025	2024	Dif	2025	2024	Dif	2025	2024	Dif
Jets															
Bombardier	8.61	7.26	1.35	8.70	7.91	0.79	8.99	8.01	0.98	8.63	7.48	1.15	8.41	7.26	1.15
Embraer	8.39	7.90	0.49	8.81	8.68	0.13	9.01	9.00	0.01	8.48	8.10	0.38	8.28	7.92	0.36
Dassault	7.94	7.85	0.09	8.66	8.55	0.11	8.86	8.82	0.04	8.14	7.97	0.17	7.95	7.85	0.10
Textron	7.56	7.59	-0.03	8.33	8.34	-0.01	8.39	8.35	0.04	7.81	7.96	-0.15	7.64	7.69	-0.05
Gulfstream	7.63	7.89	-0.26	8.21	8.28	-0.07	8.56	8.60	-0.04	7.77	8.05	-0.28	7.59	7.76	-0.17
Turboprops															
Daher	8.75	9.11	-0.36	9.10	9.46	-0.36	9.25	9.53	-0.28	9.25	9.36	-0.11	8.71	8.98	-0.27
Pilatus	8.24	8.33	-0.09	8.56	8.45	0.11	9.11	8.54	0.57	8.88	8.69	0.19	8.39	8.12	0.27
Textron	7.24	7.19	0.05	8.05	8.24	-0.19	8.49	8.07	0.42	7.56	7.53	0.03	7.53	7.37	0.16

Turboprops

1 **Daher** ranks 1st in the TP division for 5 consecutive years, earning an overall score of 8.71 this year – down from 8.98 earned in 2024. It takes 1st place in all categories of the survey.

Daher's field teams are available 24/7 to support TBM operators and customers. There are 2 main maintenance centers accessible to operators – one in France and another one in the US – along with 54 service centers around the world. Kodiak Care is ready to support owners and operators 24/7, and AOG support is ready to assist any time issues occur.

2 **Pilatus** earns 2nd place this year, with an overall score of 8.39 – up from 8.12 received in 2024, representing an improvement of 0.27. It takes 2nd place in all categories of the survey. Best category boost is in tech

reps, with a 9.11 score, up from 8.54 in 2024 – a 0.57 score enhancement.

Pilatus Customer Support is accessible 24/7 with its 3 service centers – Switzerland, Australia, and the US. Its vast worldwide network of authorized service centers is ready to assist owners and operators and provide immediate solutions. Its CrystalCare program takes care of unpredictable maintenance costs variations, eliminating concerns or delays.

3 **Textron** is 3rd in the TP division, with an overall score of 7.53, compared to 7.37 last year – an improvement of 0.16.

Textron AOG support is provided through 1CALL, a team of experts who coordinates with Textron's service network and solve any issues immediately. This service connects operators with the Mobile Service Units (MSUs) that are equipped to assist in the field.

Methodology

Pro Pilot has asked corporate turbine aircraft operators to rate the quality of aftersale service provided by business aircraft OEMs for the 35th year. Both paper and electronic forms have been used for this purpose. For 24 years, jet and TP aircraft support has been rated in different divisions. There are 7 categories listed on the form – company response time, spares availability, cost of parts, speed in AOG service, tech manuals, tech reps, and service satisfaction.

During Mar 2025, a targeted mailing of 6992 survey forms were sent to a random selection of corporate operators from the *Pro Pilot* subscription list, plus an additional turbine aircraft operators list. A total of 882 survey forms, representing a 13% return, came back to the *Pro Pilot* research department by the July 18, 2025 cutoff date. A total of 724 survey forms were accepted as being properly filled out, providing 900 line evaluations – 738 for the jet division and 162 for the TP section. A total of 158 forms were disqualified due to inconsistencies, errors, duplications, or lateness.

On Nov 1st, 2019, Daher acquired Quest Aircraft Company, thus

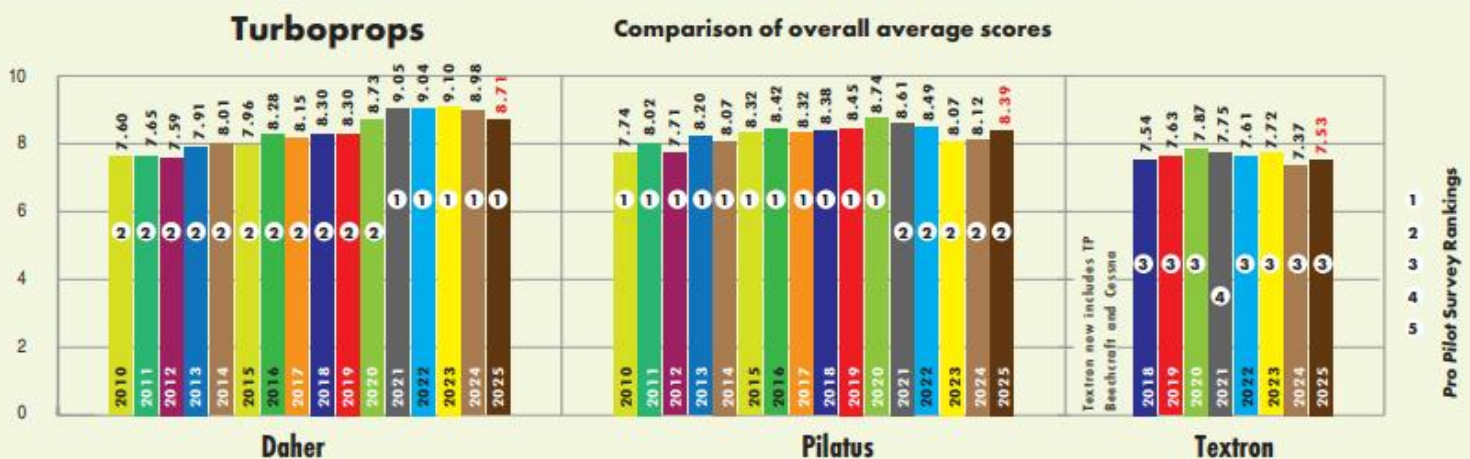
bringing together TBM and Kodiak under 1 entity – Daher.

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 line evaluations, but not sufficient to rank in the jet division – Airbus (2), Boeing (7), Cirrus (3), Eclipse (1), HondaJet (2), North American Sabreliner (1), and Pilatus (14).

On the TP division, the requirement to rank in the survey was 35 responses. Three OEMs met the criteria – Daher, Pilatus, and Textron (Caravan, Conquest, and King Air). Other manufactures that did not meet the criteria were Aero Commander (1), Epic (1), Fairchild/Swearingen (1), Gulfstream TP (1), Mitsubishi (2), Piaggio (2), and Piper (12).

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. □

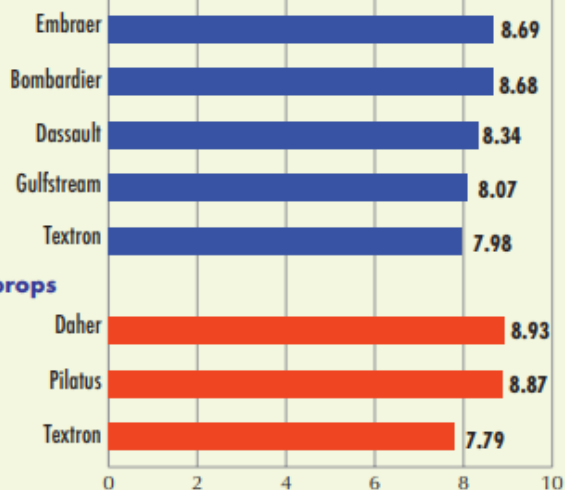
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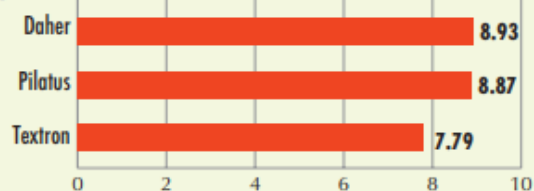
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Company response time

Jets



Turboprops

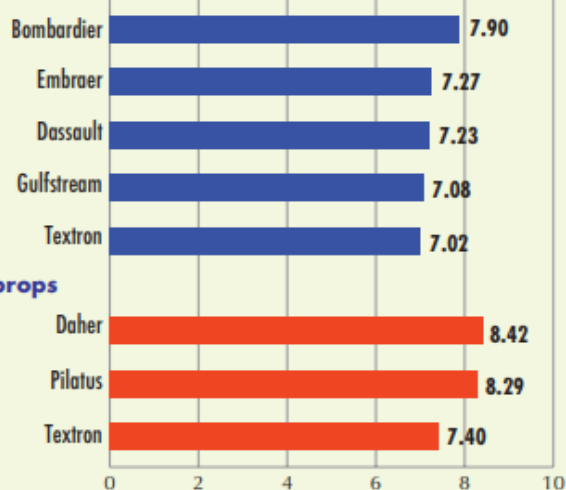


Jet mfrs rated by 100 or more. Turboprop mfrs rated by 35 or more.

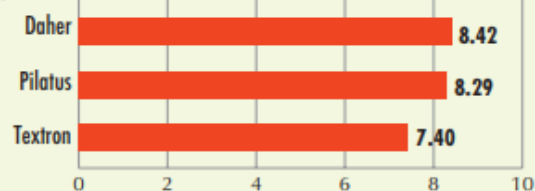
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Spares availability

Jets



Turboprops

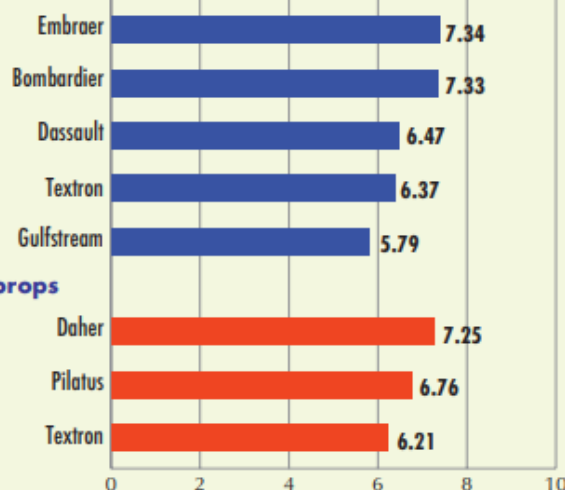


Jet mfrs rated by 100 or more. Turboprop mfrs rated by 35 or more.

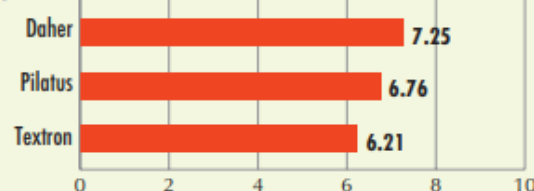
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Cost of parts

Jets



Turboprops

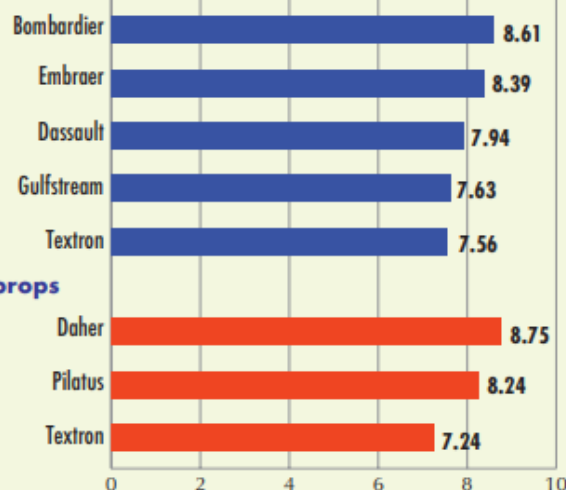


Jet mfrs rated by 100 or more. Turboprop mfrs rated by 35 or more.

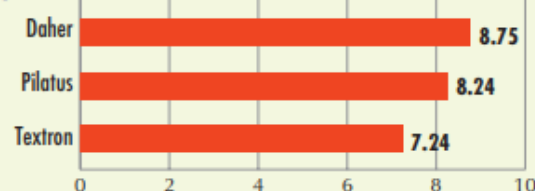
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Speed in AOG service

Jets



Turboprops

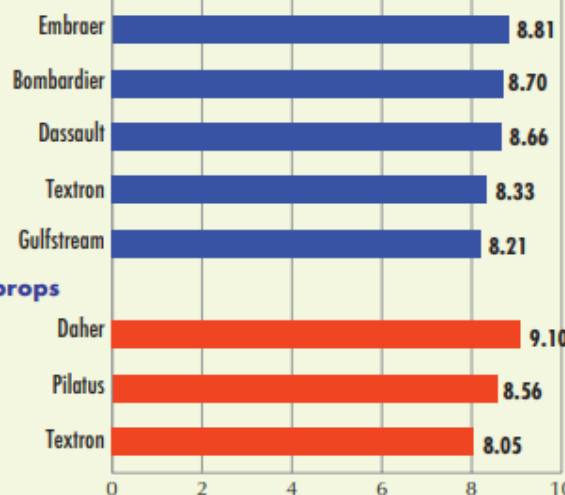


Jet mfrs rated by 100 or more. Turboprop mfrs rated by 35 or more.

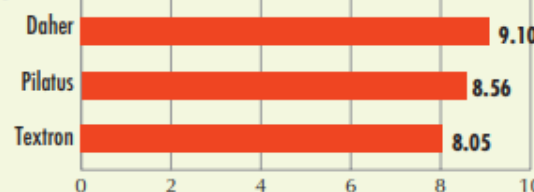
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Tech manuals

Jets



Turboprops

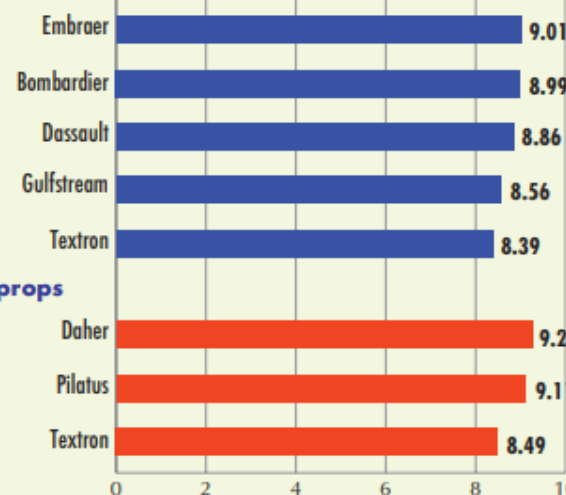


Jet mfrs rated by 100 or more. Turboprop mfrs rated by 35 or more.

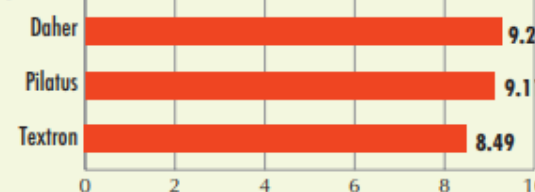
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Tech reps

Jets



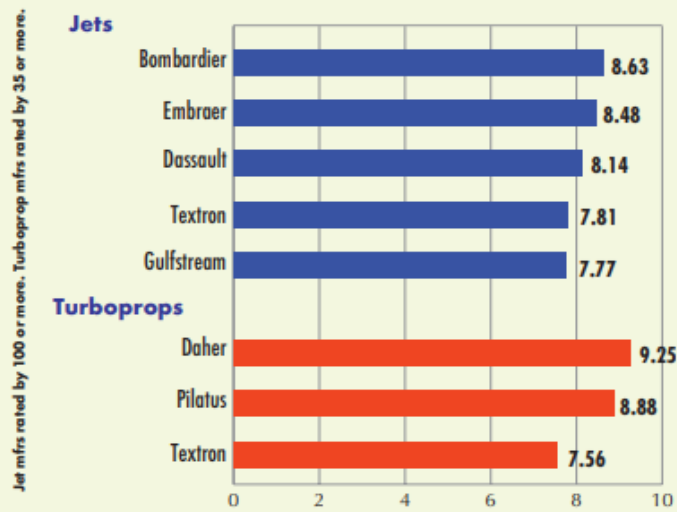
Turboprops



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

2025 Pro Pilot Corporate Aircraft Product Support Survey

Service Satisfaction



2025 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	171	8.81	8.09	7.41	8.75	8.77	9.11	8.72	8.52
Learjet	28	7.74	6.70	6.62	7.65	8.15	8.15	8.04	7.58
Gulfstream									
IAI-1125/G100-G280	33	8.03	6.91	5.61	7.47	8.68	8.74	7.73	7.60
GII-V, G300-G700	98	8.12	7.19	5.89	7.73	8.10	8.54	7.84	7.63
Textron									
Cessna Citation	117	8.08	7.32	6.48	7.78	8.44	8.50	7.96	7.79
Hawker Beechcraft*	22	7.45	5.43	5.81	6.35	7.81	7.80	7.05	6.81
* Includes Beechjet 400, Hawker 400, Hawker 125 series, Hawker 4000, Premier									
Turboprops									
Textron									
Beechcraft King Air	38	7.95	7.26	6.05	7.29	8.08	8.57	7.53	7.53
Cessna-Caravan, Conquest	5	6.60	8.40	7.40	6.67	7.75	7.75	7.80	7.48
Daher									
Kodiak 100	5	8.60	9.20	8.00	9.00	8.75	9.20	9.20	8.85
TBM 700-960	54	8.96	8.35	7.18	8.73	9.13	9.25	9.26	8.69

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.

TURBOPROPS

1 Daher



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 staff has been very responsive to AOG issues and provides fantastic overall support for our TBM 850. In particular, the manuals are all online and various tools are available to track maintenance and SBs.

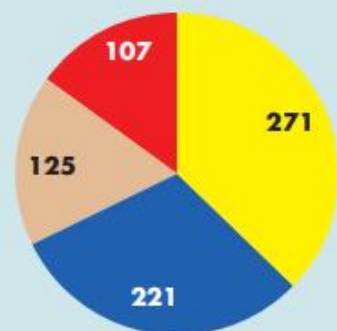
John Grunsfeld
Pvt-Inst. TBM 850
Chief Pilot
Endless Frontier Associates
Longmont CO

Have received outstanding support from Daher and its service center network. The product support team is highly responsive and very competent.

Carsten Schwarting
Comm-Multi-Inst. TBM 930
Pilot
N930RK
Short Hills NJ

2025 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

We operate a TBM 700C2, and we've received nothing but excellent support from Daher.

Daniel Peterson
Pvt-Inst. TBM 700C2
President
Cambusmoon
Glenview IL

Even though dealing with the factory and sales can be frustrating, the product support team makes up for it with outstanding service and responsiveness.

Douglass Sisk
Comm-Multi-Inst. Kodiak 100
Principal
Douglass Sisk Production Svcs
Oakhurst CA

Cutter Aviation SAT (San Antonio TX) continues to be the leader in support for our TBM 960. This past year, I saw a hangar "rash" incident at another FBO that caused the need for a DER to be contacted for a repair resolution. Cutter acted swiftly by arranging the DER and getting ahead on the parts they knew that would be needed to include a wing leading edge. During the repair, through their foresight, an annual inspection was conducted to avoid additional downtime that would be needed weeks down the line. I've been in the field 54 years now and have never seen a service facility like Cutter SAT so willing to support an airplane and stay ahead of problems for the customer.

Michael Reamy
ATP/CFII. TBM 960
Manager & Pilot
Bethany L
Inez TX

My service needs involved coordinating across manufactures and service centers. Daher did a great job at coordinating, and was great at keeping me informed along the way.

Warren Watson
ATP/CFII. TBM 940
Owner
Watson Leasing
New Brighton MN

Although parts availability has not been good, I believe the TBM is the best single turboprop.

Mike Matetich
Comm-Multi-Inst. TBM 700C2
President
Jupiter Equipment Leasing
Plano TX

Pilatus



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.

Pilatus and its authorized service centers continue to keep our PC-12NG in perfect condition. We used 4 different centers this past year, and our experience was excellent across the board.

Adam Carroll
Pvt-Inst. Pilatus PC-12NG
Owner
Beach Aviation
Naples FL

Have been operating our Pilatus PC-12NG for 5 years with 100% dispatch reliability. It's a fine machine inside and out, supported by a first-class team.

Michael Burchardi
ATP. Pilatus PC-12NG
Chief Pilot
Flyin B/P4 Management Partners
Santa Ynez CA

Continue to be highly satisfied with our experience owning and operating our legacy Pilatus PC-12/47. However, when we were in an AOG situation awaiting a nose wheel shimmy damper, parts cost and availability were pain points.

Steve Bernstein
Comm-Multi-Inst.
Pilatus PC-12/47
Owner & CEO
Interport Maintenance
Newark NJ

In my opinion, Pilatus is a very popular aircraft. However, we need more of everything - that is service centers, avionics, and pilots.

Boyd Anderson
ATP. Pilatus PC-12 NGX
Contract Pilot
San Jose CA

Our Pilatus PC-12 NGX is a reliable workhorse and a joy for our passengers and flight department. "Feed and Care" are straightforward, with very few issues. However, when they inevitably do occur, Pilatus and the service center at Martin Aviation SNA (Santa Ana CA) are quick and professional to solve them and keep us flying.

Tommy Jernejcic
ATP/CFII. Pilatus PC-12 NGX
Captain & Instructor
Air Pirate Aviation
Goodyear AZ

We have not had many maintenance issues with our PC-12 NGX – a 2022 model that we bought new. KCAC Aviation OJC (Johnson County Exec, Olathe KS) is our main service provider. We've been using Eagle Creek Aviation EYE (Eagle Creek, Indianapolis IN). This shop is a new Pilatus-authorized service center and relies on the shop at OJC for technical advice.

Don Yager
Comm-Multi-Inst/CFI/A&P.
Pilatus PC-12NGX
Pilot
Copa Air
Greensburg IN

TEXTRON TURBOPROP

Our King Air B200 performs very well for our company. We have no complaints about it. However, we are seeing that spare parts are kind of hard to get for this aircraft.

Kevin Lee
ATP. King Air B200
Chief Pilot
Great Plains Communications
Blair NE

We operate a King Air 300. We've noticed that parts costs are going up considerably.

Allan Martens
ATP/CFII. King Air 300
Corporate Pilot
Martens Aviation
Hartford SD

Helmerich & Payne Director of Maintenance Basil Pelton holds an A&P license. He has 1500 total flight hours and 51 years of experience in aircraft maintenance. He rates and comments on the support provided by Bombardier for his company's Challenger 300. Overall, he is pleased with the service received from Bombardier FSR and RSM. His survey is 1 of the 882 forms received for the 2025 Pro Pilot Corporate Manufacturers Product Support Survey.

TP OEMs that did not receive the 35 responses required to be rated.

Piper (10 responses)

Piper Aircraft VP Sales, Marketing, Customer Support and Quality 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.



PROFESSIONAL PILOT

Your input helps improve product support from OEMs.
Thanks! Eleni Smith, President

PLEASE SEND THIS FORM ASAP

00226

2025 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 airline use		Must show for form to be tabulated		(Poor) 1 2 3 4 5 6 7 8 9 (Excellent) 10									
Manufacturers and examples of types	Office use	Aircraft type	Hours logged in this mfr's a/c in past 2 yrs	Company response time	Spare availability	Cost of parts	Speed in AOG service	Tech manuals	Tech reps	Service satisfaction			
Airbus A318, 319, 320 & other Airbus a/c in corp use	1												
Boeing 787 and other Boeing in corp use	2												
Bombardier Global, Challenger, Learjet	3	Challenger 300	400	9	9	8	10	10	10	9			
Cirrus Vision SF50	4												
Daher (Socata) TBAM 700, 850, 900, 910, 930, 940, 960, Kodiak 100, 900	5												
Dassault Falcon 10, 20, 30, 40, 50, 60, 7X, 8X	6												
Embraer Legacy, Lineage Phenom, Praetor and a/c in corp use	7												
Gulfstream Aero/G100, G150, G200, G280, L II, III, IV, V, G430, G500, G550, G600, G650, G700, G800	8												
HondaJet HA-420, Elite	9												
Piaggio P180 Avanti II, EVO	10												
Pilatus PC-12, PC-24	11												
Piper Cherokee, Meridian, M500/M600	12												
Textron Cessna: Citation series, Caravan, Conquest	13.1												
Hawker Beechcraft: Beechjet, Hawker, King Air, Premier	13.2												
Viking DHC-2/3/4/5/6/7	14												
Others	15												

Note: Scores for Aero Commander (turboprop series), Epic Aircraft, Fairchild/Swearingen (SA226/227), JetStar (J1329), Mitsubishi (MU2), Sabreliner (NA265 series) and Westwind (WW1123/1124) may be included under Others (15).

Comments Had very good service from both my FSR - Ronnie Cook and my RSM - Brian McPherson
May be used for publication

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

*REQUIRED

*Company Helmerich & Payne Inc

Address 7120 E Apache St

*City Tulsa

*State OK

ZIP/Postal 74115

Country USA

*E-mail basil.pelton@hpi-inc.com

Day phone 918-704-3104

Date 4/30/2025

Licenses & ratings Pilot, A&P, AI

*Type aircraft operated Challenger 300

Job title Director of Maintenance

Total pilot hours 1500

or total maintenance experience (years) 51 yrs

*Name Basil L Pelton

Name required for form to be counted

The logo for Daher, featuring a stylized red and white icon to the left of the word "DAHER" in white capital letters.

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.**

Visit us at tbm.aero or

Contact a TBM expert
in Switzerland:

+41 (0)79 890 02 02
www.swissflyaero.com

