(Front L-R) Gulfstream President Larry Flynn and Product Support President Mark Burns are joined by a proud group of aftersale service staff members standing in front of the FAST 1 special event support vehicle and one of the company’s airborne product support G150 aircraft on the factory ramp at SAV.
**2014 CORPORATE AIRCRAFT PRODUCT SUPPORT SURVEY**

**Jets: 1 Gulfstream, 2 Citation-Texton, 3 Embraer, 4 Bombardier, 5 Dassault, 6 Hawker Beech-Texton**

**TPs: 1 Pilatus, 2 Daher-Socata, 3 Beech, 4 Cessna, 5 Piper**

Gulfstream and Citation rank 1st and 2nd since 2011. Embraer takes 3rd, displacing Bombardier to 4th and Dassault to 5th. Hawker Beech slips to 6th. Operators sent back 1772 survey forms, a 20% return, providing 1860 valid evaluations.

_Hawker Beechcraft_, under Textron Aviation, came slightly down to 6.88 for 2014 from an overall score of 6.90 in 2013, quite a bit below Bombardier's 7.77 and Dassault's tally of 7.62.

_Pilatus_ continued its domination of the turboprops as the predominant winner but is being challenged by Daher-Socata TBM. Pilatus tallied an overall score of 8.20 in 2013 but slid a bit to 8.07 in 2014.

_Daher-Socata_ climbed from 7.91 in 2013 to 8.01 in 2014 to be 2nd in TPs.

_Beech_ with King Air customer care overall 7.61 for 2014 actually came up this year from their 7.38 in 2013.

_Cessna_ has proven its strong overall 7.31 and _Citation_ being 2nd to be 3rd, bowing to Embraer as best where Gulfstream tallied a score of 6.35 behind Gulfstream almost every year.

_Embraer_ aircraft have grown steadily in popularity and the company has a strong determination to win as best in after-sale service. Embraer didn’t make the cut of 50 responses last year but did this year with 58 evaluations and scored a respectable 8.06 overall compared to Gulfstream’s 8.33 and Citation’s 8.07.

_Bombardier_ as 4th showed improvement for 2014 with 7.77 as compared to 7.72 for last year. Bombardier did better than 2013 also in company response time and service satisfaction categories.

_Dassault_ had been 4th but with 7.62 this year dipped to 5th mainly because of Embraer’s interjection as 3rd.

Pro Pilot staff report
Data compiled by Conklin & de Decker

Gulfstream has proven its strong attention to customer care by achieving the best overall score in the Pro Pilot product support survey over many years. For 2014 Big G swept through the 7 categories of the survey form to be 1st in all except cost of parts where Gulfstream tallied a score of 6.35 to be 3rd, bowing to Embraer as best.

_Citation_ is the only aircraft entity to have beaten Gulfstream, and that happened in 2002, 2005 and 2010. These 2 OEMs have dominated the Pro Pilot jet div survey results with Citation being 2nd behind Gulfstream almost every year.

_Embraer_ aircraft have grown steadily in popularity and the company has a strong determination to win as best in after-sale service. Embraer didn’t make the cut of 50 responses last year but did this year with 58 evaluations and scored a respectable 8.06 overall compared to Gulfstream’s 8.33 and Citation’s 8.07.

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**2014/2013 OEM comparison**

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Responses</th>
<th>Company response time</th>
<th>Spares availability</th>
<th>Cost of parts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Jets</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td>285</td>
<td>8.73</td>
<td>8.42</td>
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<tr>
<td>Cessna Citation</td>
<td>435</td>
<td>8.44</td>
<td>8.19</td>
<td>8.19</td>
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<tr>
<td>Embraer</td>
<td>58</td>
<td>8.38</td>
<td>7.75</td>
<td>n/a</td>
</tr>
<tr>
<td>Bombardier</td>
<td>313</td>
<td>8.09</td>
<td>7.59</td>
<td>7.51</td>
</tr>
<tr>
<td>Dassault</td>
<td>213</td>
<td>8.06</td>
<td>7.68</td>
<td>7.88</td>
</tr>
<tr>
<td>Hawker Beechcraft</td>
<td>156</td>
<td>6.94</td>
<td>6.62</td>
<td>6.36</td>
</tr>
<tr>
<td><strong>Turboprops</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Pilatus</td>
<td>76</td>
<td>8.35</td>
<td>8.18</td>
<td>8.23</td>
</tr>
<tr>
<td>Daher-Socata</td>
<td>37</td>
<td>8.43</td>
<td>7.81</td>
<td>7.71</td>
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<tr>
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</tr>
<tr>
<td>Cessna</td>
<td>25</td>
<td>7.87</td>
<td>7.16</td>
<td>n/a</td>
</tr>
<tr>
<td>Piper</td>
<td>31</td>
<td>6.77</td>
<td>6.32</td>
<td>6.22</td>
</tr>
</tbody>
</table>

Note: No rating for years indicated.

**2014 Pro Pilot Corporate Aircraft Product Support Survey**

*no rating for years indicated*

<table>
<thead>
<tr>
<th>Jets</th>
<th>24 years of surveys Turbine</th>
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<tr>
<td>Gulfstream</td>
<td>2014</td>
</tr>
<tr>
<td>Cessna Citation</td>
<td>2013</td>
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<tr>
<td>Embraer</td>
<td>2012</td>
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Reprinted from Aug 2014 issue of Professional Pilot magazine
### Overall ranking

**Jets**

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<tr>
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<td>8.68</td>
<td>8.69</td>
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<td>8.71</td>
<td>-0.19</td>
<td>8.94</td>
<td>8.96</td>
<td>-0.02</td>
<td>8.68</td>
<td>8.74</td>
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<td>8.33</td>
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<tr>
<td>Cessna Citation</td>
<td>8.28</td>
<td>8.36</td>
<td>-0.08</td>
<td>8.22</td>
<td>8.19</td>
<td>0.03</td>
<td>8.46</td>
<td>8.57</td>
<td>-0.11</td>
<td>8.27</td>
<td>8.36</td>
<td>-0.09</td>
<td>8.07</td>
</tr>
<tr>
<td>Embraer</td>
<td>8.18</td>
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<td></td>
<td>8.14</td>
<td>n/a</td>
<td></td>
<td>8.39</td>
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<td></td>
<td>8.29</td>
<td>n/a</td>
<td></td>
<td>8.06</td>
</tr>
<tr>
<td>Bombardier</td>
<td>7.83</td>
<td>7.80</td>
<td>0.03</td>
<td>8.03</td>
<td>8.02</td>
<td>0.01</td>
<td>8.64</td>
<td>8.70</td>
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<td>8.00</td>
<td>7.87</td>
<td>0.13</td>
<td>7.77</td>
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<tr>
<td>Dassault</td>
<td>7.79</td>
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<td>-0.22</td>
<td>7.60</td>
<td>7.71</td>
<td>-0.11</td>
<td>8.18</td>
<td>8.43</td>
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<td>7.94</td>
<td>7.97</td>
<td>-0.03</td>
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<tr>
<td>Hawker Beechcraft</td>
<td>6.69</td>
<td>6.82</td>
<td>-0.13</td>
<td>7.62</td>
<td>7.52</td>
<td>0.10</td>
<td>7.76</td>
<td>7.97</td>
<td>-0.21</td>
<td>7.19</td>
<td>7.09</td>
<td>0.10</td>
<td>6.88</td>
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</table>

**Turboprops**

<table>
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<tr>
<th></th>
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<tbody>
<tr>
<td>Pilatus</td>
<td>8.25</td>
<td>8.23</td>
<td>0.02</td>
<td>8.43</td>
<td>8.59</td>
<td>-0.16</td>
<td>8.57</td>
<td>8.61</td>
<td>-0.04</td>
<td>8.46</td>
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<td>8.07</td>
</tr>
<tr>
<td>Daher-Socata</td>
<td>8.03</td>
<td>8.30</td>
<td>-0.27</td>
<td>8.69</td>
<td>8.41</td>
<td>0.28</td>
<td>8.50</td>
<td>8.55</td>
<td>0.05</td>
<td>8.46</td>
<td>8.40</td>
<td>0.06</td>
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<tr>
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<td>7.82</td>
<td>7.54</td>
<td>0.28</td>
<td>8.01</td>
<td>7.90</td>
<td>0.11</td>
<td>8.20</td>
<td>7.91</td>
<td>0.29</td>
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<td>7.69</td>
<td>0.27</td>
<td>7.61</td>
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<tr>
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<td>6.87</td>
<td>n/a</td>
<td></td>
<td>8.04</td>
<td>n/a</td>
<td></td>
<td>7.71</td>
<td>n/a</td>
<td></td>
<td>7.80</td>
<td>n/a</td>
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<tr>
<td>Piper</td>
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<td>0.32</td>
<td>7.13</td>
<td>7.06</td>
<td>0.07</td>
<td>6.73</td>
</tr>
</tbody>
</table>

---

**support scores for corporate jets and turboprops**

**Jets**

- **Speed in Tech Service**:
  - Cessna Citation: 8.28 (2014), 8.36 (2013)
  - Embraer: 8.18 (2014), n/a (2013)
  - Dassault: 7.79 (2014), 8.01 (2013)

- **Tech Reps**:
  - Cessna Citation: 8.46 (2014), 8.57 (2013)
  - Embraer: 8.39 (2014), n/a (2013)
  - Bombardier: 8.64 (2014), 8.70 (2013)

- **Service Satisfaction**:
  - Cessna Citation: 8.27 (2014), 8.36 (2013)
  - Embraer: 8.29 (2014), n/a (2013)
  - Bombardier: 8.00 (2014), 7.87 (2013)

**Turboprops**

- **Speed in Tech Service**:
  - Beechcraft: 7.82 (2014), 7.54 (2013)
  - Cessna: 6.87 (2014), n/a (2013)

- **Tech Reps**:
  - Cessna: 7.71 (2014), n/a (2013)

- **Service Satisfaction**:
  - Pilatus: 8.46 (2014), 8.60 (2013)
  - Cessna: 7.80 (2014), n/a (2013)
  - Piper: 7.73 (2014), 7.06 (2013)

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**corporate aircraft manufacturers rated 1991–2014**

From 1991–2001 rating included both jet and turboprop.
2014 scores by product division for jets and turboprops

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Responses</th>
<th>Company response time</th>
<th>Spares availability</th>
<th>Cost of parts</th>
<th>Speed in AOG service</th>
<th>Tech manuals</th>
<th>Tech reps</th>
<th>Service satisfaction</th>
<th>Overall average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Jets</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Bombardier</strong></td>
<td>219</td>
<td>7.95</td>
<td>7.42</td>
<td>6.20</td>
<td>7.67</td>
<td>7.91</td>
<td>8.56</td>
<td>7.86</td>
<td>7.65</td>
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<td><strong>Challenger/Globalexpress</strong></td>
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<td>8.41</td>
<td>8.02</td>
<td>6.41</td>
<td>8.27</td>
<td>8.27</td>
<td>8.84</td>
<td>8.31</td>
<td>8.07</td>
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<tr>
<td><strong>Cessna</strong></td>
<td>435</td>
<td>8.44</td>
<td>8.19</td>
<td>6.61</td>
<td>8.28</td>
<td>8.22</td>
<td>8.46</td>
<td>8.27</td>
<td>8.07</td>
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<tr>
<td><strong>Gulfstream</strong></td>
<td>229</td>
<td>8.78</td>
<td>8.49</td>
<td>6.38</td>
<td>8.69</td>
<td>8.55</td>
<td>8.99</td>
<td>8.72</td>
<td>8.37</td>
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<tr>
<td><strong>Premier I</strong></td>
<td>59</td>
<td>8.60</td>
<td>8.11</td>
<td>6.19</td>
<td>8.65</td>
<td>8.42</td>
<td>8.76</td>
<td>8.53</td>
<td>8.18</td>
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<tr>
<td><strong>Hawker Beechcraft</strong></td>
<td>46</td>
<td>7.41</td>
<td>7.24</td>
<td>5.41</td>
<td>7.17</td>
<td>7.70</td>
<td>8.14</td>
<td>7.57</td>
<td>7.23</td>
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<tr>
<td><strong>Hawker</strong></td>
<td>86</td>
<td>6.82</td>
<td>6.56</td>
<td>5.54</td>
<td>6.48</td>
<td>7.53</td>
<td>7.76</td>
<td>7.02</td>
<td>6.82</td>
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<td><strong>Citation</strong></td>
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<td>7.92</td>
<td>7.32</td>
<td>7.17</td>
<td>6.60</td>
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<td><strong>Turboprops</strong></td>
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<tr>
<td><strong>Cessna</strong></td>
<td>25</td>
<td>7.87</td>
<td>7.16</td>
<td>5.08</td>
<td>6.87</td>
<td>8.04</td>
<td>7.71</td>
<td>7.80</td>
<td>7.22</td>
</tr>
<tr>
<td><strong>Beechcraft</strong></td>
<td>175</td>
<td>7.88</td>
<td>7.63</td>
<td>5.79</td>
<td>7.82</td>
<td>8.01</td>
<td>8.20</td>
<td>7.96</td>
<td>7.61</td>
</tr>
</tbody>
</table>

Some respondents rated 1 Corporate manufacturer with 2 type of aircraft. (eg. Bombardier for a Challenger 604 and for a Learjet 45). Because of this, there is a small difference between total responses for the overall rankings by type the aircraft for the divisions.

**Methodology**

For the 24th year Pro Pilot has used a paper questionnaire to ask corporate turbine aircraft operators to rate the quality of after-sale service provided by aircraft manufacturers. This is the 13th year that jet and turboprop aircraft support has been rated in different divisions. The survey form lists 7 categories—company response time, spares availability, cost of parts, speed in AOG service, tech manuals, tech reps and service satisfaction.

During April 2014 a target mailing of 7843 survey forms was sent out to a random selection of corporate operators from the Pro Pilot subscription list. A supplemental mailing of 1014 forms was mailed to other turbine aircraft operators.

A total of 1772 survey forms, representing a 20% return, came back to the Pro Pilot office before the July 24 cutoff date.

A total of 1498 were properly filled out, providing a total of 1860 evaluations—1500 for the jet division and 360 for the turboprop division. A total of 274 survey forms were disqualified due to inconsistencies, errors, duplications, lack of signature or lateness.

On March 14, 2014 Textron acquired Beech Holdings LLC, the parent company of Beechcraft Corp, and it brought together Cessna and Hawker Beechcraft under one entity, Textron Aviation. Textron Aviation is now responsible for Cessna, Beechcraft and Hawker. Pro Pilot’s policy is to rate newly-acquired product lines separately for 3 years. This year, according to Pro Pilot rules, Cessna and Hawker Beechcraft are being rated separately.

Pro Pilot survey rules required a minimum of 50 evaluations to rank in the jet division. A total of 6 manufacturers met the criteria and therefore were rated in the survey—Bombardier, Cessna, Dassault, Embraer, Gulfstream and Hawker Beechcraft. Other manufacturers that received evaluations but not enough were Airbus (5 evaluations), Boeing (26), Eclipse (4), Worthington Aviation/Westwind (4) and Sabreliner (1).

A minimum requirement of 25 evaluations was needed for ranking in the turboprop division. Only 5 manufacturers of TP aircraft met the criteria—Cessna, Daher-Socata, Beechcraft, Pilatus and Piper. Other TP manufacturers received evaluations but not enough for ranking—Aero Commander (3 evaluations), Domier (1), Fairchild/Swearingen (3), Piaggio (7), Viking (1) and others (1).

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 of Arlington TX acted as research agents and performed the independent data analysis.

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A total of 2014 issue of Professional Pilot magazine
Gulfstream has supported us on several occasions by flying parts and technical assistance to us when we were on a trip and AOG. I don’t think you can ask for better service than this.

Patrick Wiens
ATP/CFII/A&P.
Gulfstream G650/G550
Assistant Chief Pilot
Occidental Petroleum
Bakersfield CA

For 25 years I was part of the Gulfstream support organization and now for the past 5 years I’ve been a customer. It pleases me to receive the overt attention and knowledgeable support Gulfstream brings to aircraft they’ve built when the operator needs help. I don’t believe there’s another business jet manufacturer out there that comes close to the capability of support they provide. Twice this year we turned down an offer to have airborne product support (APS) from the factory because our service need was not sufficiently severe and time was on our side. However, during rare times when we have had an AOG situation the APS is there as promised. And after the issue has been resolved we always receive a follow-up call from Savannah or a site visit from our local FSR Larry Knox to ask if everything was done on our aircraft to our satisfaction.

Clayton Wilson
A&P/Gulfstream G550/G450
Dir Aviation Tech and Financial Svcs
Altria Client Services
Richmond VA

Our Gulfstream G550 is a fantastic aircraft. I give both the airplane and the Gulfstream backup service high marks across the board.

Amy Black
ATP, Gulfstream G550 & Boeing 767
Owner
Corporate Flight Advisors
La Porte IN

I have flown Gulfstream aircraft with great enjoyment since 1987. I am a captain and instructor and have more than 12,000 logged hours. Currently I alternate in flying 3 Gulfstreams—a GV, G450 and G550—for my company. Not only does Gulfstream design and build excellent aircraft but the customer attention they provide is exceptional.

Ernest Metzger
ATP, Gulfstream V/G550/G450
Captain Instructor
JAB
Sisseln, Switzerland

While Gulfstream service everywhere is quite good, tech support we receive at Luton-London under direction of Jeff Hill is outstanding, just the best. His overseeing and personal involvement along with his tech reps team have done a fine job of solving any issues we have had with our Gulfstream IV.

Jacky Striker
Comm-Multi-Inst/A&P, Gulfstream IV
Maintenance Mgr & Pilot
Mr Transportation
Geneva, Switzerland

Recently I started operating a Gulfstream G550 with my new job. I used to fly a Gulfstream G450 and received great service. Now flying a G550 for another company I’m happy that Gulfstream continues to provide the same great quality of product support.

Don Walker
ATP, Gulfstream G550
Captain
NCR Corp
Rincon GA

Flying our G450 is a pleasure. And it’s really great to have Gulfstream backing us as a dependable partner providing product support when we need it so we’re always ready to accomplish our missions.

Alexander Murray
ATP/Helo/CFII, Gulfstream G450
Av Mgr & Chief Pilot
Motorola Solutions
Wheeling IL

I operate a Gulfstream G550. And based on my experience I can state that Gulfstream provides the best product support available in the bizjet industry.

Mark Johnson
ATP, Gulfstream G550
Lead PIC
Executive Jet Management
Jupiter FL

As a line captain flying Gulfstream business jets at NetJets, I have no direct responsibility for maintenance issues. However every time I’ve talked to Gulfstream tech reps they’ve always solved any maintenance problems to our complete satisfaction.

Thomas Easton
ATP/Helo/CFII
Gulfstream V/G550/G450
Captain
NetJets
South Burlington VT

We’ve owned our Gulfstream G200 for 3 years now. And we’ve been very happy with our aircraft and the product support received from Gulfstream.

Lawrence Moldauer
ATP, Gulfstream G200
Chief Pilot
Fleet Aviation Management
Morristown NJ

In my opinion Gulfstream SAV service takes too long for our annual maintenance. And I believe that’s because they accept too many aircraft without sufficient tech personnel to accomplish the work in a timely manner.

Chris Mattie
ATP, Gulfstream V
Chief Pilot
SME Equipment Leasing
Philadelphia PA
Recently our Citation Bravo had an upgrade on its landing lights performed. The Citation Service Center MCO did an exceptional job to our complete satisfaction.

Stephen Stilling
ATP. Citation Bravo
Chief Pilot
TRM SI Danella Companies
Abington PA

Cessna’s Mobile Service Unit (MSU) service is fantastic. Those support trucks can get to the site in a very short time and have been very helpful in providing us with the necessary maintenance to keep our Encore flying.

Ed McClure
ATP. Citation Encore
Chief Pilot
HSM
Hickory NC

I’m impressed with the high quality of the Citation tech reps. Shortly after we purchased our CJ2 a factory rep contacted us and made arrangements to meet and then he carefully and very thoroughly examined our new aircraft. It’s been a great plane to fly. However I find the tech manuals difficult to wade through. It’s hard for me to know what pages need replacement. I can’t tell what’s current and what’s not. In my opinion these manuals could be organized better.

Robert Mockler
ATP/CFII. Citation CJ2
Captain
MMG Insurance
Presque Isle ME

Very impressed with Cessna’s MSU teams. Servicing Citations with these support trucks is a great idea. As customers we are well pleased with the overall attention received from Cessna. Support personnel sent for maintenance have met all our expectations.

Mark McCullor
ATP/Helo/A&P. Citation Ultra/Excel/XLS/Sovereign
Aviation Manager
Love’s Travel Stops
Yukon OK

Flying our Citation Mustang has been a real pleasure and support received from Cessna has also been great. In my opinion the Mustang service team is absolutely the best!

Don Lockard
Pvt-Multi-Inst. Citation Mustang
Gen Mgr
National Socket Screw Mfg
Beamsville ON, Canada

Reprinted from Aug 2014 issue of Professional Pilot magazine
The Citation Service Center SMF (Sacramento CA) has been attentive and knowledgeable in taking care of our Citation Sovereign. They provide us with prompt service, their CSRs are great and their tech personnel are always ready to answer our questions and solve our problems. Best of all they do it right the first time. Citation Service Center MCO is also good with friendly personnel. However I would like to find people at this base who know our aircraft better and can give us correct solutions.

Vince Hannah
ATP. Sovereign & Falcon 900B
Captain
Skyservice
Didsbury AB, Canada

Operators like us appreciate the great jets that Cessna builds. But I have a complaint concerning our place in line at a Citation service center or in placing our order for parts. I have had the experience of being pushed back behind fleet operators such as Citation Shares or NetJets. Being subservient to those big fractional customers means our service time can lengthen and our parts delivery can get delayed multiple days. In fact once we waited on parts for 3 weeks.

Kris Kolba
ATP. Citation I/SP and CE560
Aircraft Mgr and Chief Pilot
2141 Corp
Atlanta GA

Cessna gives us wonderful product support. Citation tech personnel do a great job supporting our Excel and XLS+. As with any organization it’s the people that make the difference.

John Gaines
ATP. Citation XLS+/Excel
Captain
SunTrust Banks
Atlanta GA

Please to report I have always received my ordered parts for our Citation Sovereign by the very next day. Also Cessna’s MSU trucks do a great job for our flight department.

Edward Carder
ATP/CFII. Citation Sovereign
Chief Pilot
C Jay Aviation
Cartersville GA

Team Sovereign along with our regional support personnel have been instrumental during the transition to the Sovereign+. From the simple to the complex questions regarding support, we have received prompt response and attention to our every need—truly 24/7. And the Sovereign+ has outperformed the principal’s expectations with better than predictable results.

Mark Steele
ATP. Citation Sovereign+
Chief Pilot
Murphy Co
Eugene OR

Overall Cessna’s product support for our Citation CJ2 and CJ3 has been excellent. Response time together with the dispatching of speedy Citation MSU maintenance trucks create an outstanding support package that I feel is the best in the GA business especially when your aircraft is AOG.

Ron Pilz
ATP. Citation CJ2/CJ3
Dir Air Transportation
Auburn University
Auburn AL

Couldn’t ask for better product support than what Cessna provides for our Excel. On rare occasions when we’ve been AOG, Cessna’s MSU has come quickly to solve our problems and get us flying again.

Ben Bagnall
ATP/CFII/A&P. Citation Excel
Chief Pilot
Arizona Kentucky
Portsmouth OH

There have been 2 Citation Service Centers worthy of our praise. Both the MKE (Milwaukee WI) facility and the MCO (Orlando FL) base have provided outstanding maintenance for our Citation II.

Ronald Galowich
ATP/CFII. Citation II
President & Pilot
Pro Aviation
Chicago IL

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### 2014 Pro Pilot Corporate Aircraft Product Support Survey

#### Cost of parts

<table>
<thead>
<tr>
<th>Jets</th>
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<tr>
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<td>Hawker Beechcraft</td>
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<td>Cessna</td>
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### Speed in AOG service

#### Jets

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<td>Hawker Beechcraft</td>
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<tr>
<td>Piper</td>
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Reprinted from Aug 2014 issue of Professional Pilot magazine
Embraer knocks it out of the park. I manage and fly a Phenom 100. I’m also a contractor on flight ops for both a Phenom 100 and 300. Based on this experience I must say that after-sale product support and service provided by this OEM and authorized service centers has been nothing but spectacular.

David Coffman
ATP/CFI. Phenom 100
President
Higher Calling Aviation
Mt Pleasant SC

Best decision we’ve ever made has been purchasing our Phenom 100. Reliability has been fantastic and Embraer’s product support and commitment to us as a customer is great.

William Midon
Comm-Multi-Inst/Helo. Phenom 100
Chairman & CEO
Intervest International
Concord MA

Since the purchase of our new Phenom 100 Embraer’s product support has been superb. I believe that their commitment as a serious contender in the business aircraft market is now established. Embraer’s close relationship to the Phenom Jet Association is an absolute advantage for owners of these aircraft.

John Wood
ATP/Helo/CFI. Phenom 100
Member
Bedford Jet Flight
Concord MA

In my opinion Embraer has really improved their customer service during the past few years. And I feel they’re committed to our company and our Phenom 300 product support.

James Orwin
ATP/CFI. Phenom 300 & Falcon 50EX
Dir of Aviation
Mascot
Romulus MI

Customer and product support now provided by Embraer is the best I’ve seen to date. They’re the 3rd manufacturer we’ve dealt with and they’re hands-down the best.

Jim McIrvin
ATP/CFII. Phenom 100
Chief Pilot
Southern Bleacher Co
Graham TX

Spare availability is not the best of Embraer’s qualities. Typically they have been known to hold parts for certain aircraft when AOG rather than providing spares for any aircraft when required. On the other hand their tech reps are outstanding. Our Customer Support Rep Ashok Kapadia is a pleasure to work with. However Embraer could learn a lesson from Gulfstream.

Ryan Isaacs
ATP. Phenom 300 & Legacy 600
Captain
Leon Air
Pembroke Pines FL

We took delivery of our new Phenom 300 at the beginning of the year. It’s a great aircraft and the product support received from Embraer has been certainly fine, to our complete satisfaction.

Gary Sides
ATP. Phenom 300
Chief Pilot
Shamrock Capital Corp
San Angelo TX

Our company has been operating a Phenom 100 in Brazil. I am very satisfied with the after-sale support Embraer has been providing for us.

Nilton Ferreira
ATP. Phenom 100
Captain
Control Construções João Pessoa PB, Brazil

Our Phenom 300 is proving to be a very reliable aircraft. I’m also favorably impressed with the product support received from Embraer. The Garmin avionics for the panel are great. And the combination of the Embraer aircraft with the Garmin flightdeck is very beneficial. Both companies work hard to offer me as an operator added capabilities.

John Crockett
ATP/CFII. Embraer 300
and Citation X/Mustang
Chief Pilot
Oncflight
Cincinnati OH

Bomardier has been working very hard to please its operators. The support team has had several initiatives in place to reduce costs and speed up parts delivery. In my opinion the extra efforts Bomardier is doing to provide excellent product support for its customers is now paying off with satisfaction dividends.

Charles Hunt
ATP. Global Express
Corp Av Mgr
TAG Aviation Asia
Hong Kong, Hong Kong

Reviewing the after-sale technical attention we receive, I’m very pleased with Bomardier FSR Dick Letter. He’s tops in the industry. Always quick to respond to any inquiry we have on our Challenger 300, he provides us with best in class customer service.

Todd Gryczka
A&P. Challenger 300
Maintenance Manager
Executive Jet Management
Wheeling IL

The flight department at Nationwide now operates 3 Challenger 605s after having flown Challenger 604s for many years. Throughout this time I’ve been able to see Bomardier’s efforts on improving their aircraft and after-sale service. In product support they’re making progress on everything from parts availability from the Chicago supply base to better tech manuals. Bomardier has implemented a new inspection program to extend inspection intervals. Because of these improvements we have lower DOCs and more days of aircraft availability. All these actions tally up to better products and better service from Bomardier.

Gib Harris
Pvt-Multi-Inst/A&P Challenger 605
Chief of Maintenance
Nationwide Insurance
Columbus OH

Reprinted from Aug 2014 issue of Professional Pilot magazine
In my opinion Bombardier has really improved their product support for operators over the past 2 years. Their “You First” customer service team has done an outstanding job in supporting their product line. I feel it’s only going to get better with Michel Ouellette’s leadership. Because of the outstanding dispatch reliability we replaced our Challenger 604s with Challenger 605s. Based on my evaluations they provide great products at fair prices.

- Dan Wolfe
  ATP/CFII/A&P.
  Challenger 605
  Aviation VP & Gen Mgr
  Nationwide Insurance
  Columbus OH

Knaphide has operated a Learjet 40 XR for the past 8 years, logging 5800 hrs on the airplane, and then we replaced it at the end of 2013 with a new Learjet 75 that now has about 300 hrs logged. On Bombardier’s factory sponsored maintenance received so far for the Learjet 75 I’m giving a survey score of 9 in the AOG category. We’ve had some glitches but overall Bombardier service is still quite good and I give them an 8.

- Roger Lipcamon
  ATP/CFII.
  Learjet 75
  Dir of Ops
  Knaphide Manufacturing Co
  Pittsfield IL

Flying the Challenger 300 is a joy. It is a great aircraft and we have had good response from Bombardier whenever we have had a problem. If we have any complaint it would be the availability of spares. However, Bombardier has improved in this area of service in the last 2 years.

- Travis Roberts
  ATP. Challenger 300
  Assistant Chief Pilot
  Suncal Management
  Winchester CA

Concerning aftersale care of our Learjet 45 I’m convinced we have the best FSR in the industry with Dean Eechaute. He’s always ready and willing to render assistance and answer any questions. His knowledge of the Learjet 40 series is superb. We’re extremely happy to have Dean as our Bombardier FSR.

- Keith Cook
  ATP/CFI. Learjet 45
  Chief Pilot
  Basler Electric
  Worden IL

We log a lot of hours on our Learjet 60 with a busy flight schedule so we need good factory backup. I can attest to Bombardier’s Customer Response Center (CRC) being quick to respond in providing excellent support for our aircraft including rapid AOG service.

- Derreck Walters
  ATP/CFII.
  Learjet 60
  Chief Pilot
  DW Morgan
  Belmont CA

Recently I had the need to use Dassault Falcon Jet AOG hotline to handle a situation that was beyond my locally available resources. My Dassault contact put together a plan for my approval making it a simple process. He only took 30 min on the call to put steps in place so that when we arrived at the Dassault FJ ILG (Wilmington DE) facility the work started immediately and the crew did a phenomenal job getting our Falcon 2000EX EASy back in the air which exceeded our expectations.

- Stephen Perlini
  A&P Falcon 2000EX EASy
  Dir of Maintenance
  Allstate Insurance
  Wheeling IL

I would like to see Dassault Falcon Jet upgrade their parts shipping in the same manner as Gulfstream and Bombardier by the use of direct location delivery with a pin system rather than our having to make pickup trips to the shipping counter. And in vital AOG situations it would be wonderful to have parts delivered by a Dassault service aircraft.

- Mitch Vuernick
  ATP/Helo. Falcon 7X/2000 LX
  Dir of Aviation
  Cigna
  Windsor Locks CT

The Falcon 2000EX EASy we fly is a very dependable aircraft. It has always met our requirements and performs very economically when we compare the DOCs we achieve with those of other business jets in the same category.

- Robert Bordax
  ATP. Falcon 2000EX EASy
  Aviation Manager
  Tidewater
  New Orleans LA
Dassault has clearly been listening to feedback from operators and maintenance technicians worldwide. Responsiveness and commitment to customer satisfaction has improved dramatically, particularly in cases of AOG. Dassault’s “right-size” pricing for spares is a notable improvement. Geoff Chick on the service side of the company has regularly demonstrated a sincere interest in elevating the level of Dassault’s product support for operators.

Ronald Nelson
ATP. DA2000EX EASy
Dir of Aviation
Kaitar Resources
Marstons Mills MA

Both flying the airplane and dealing with Dassault Falcon Jet product support personnel have been pleasant experiences. Our 2010 Falcon 2000LX has been under warranty for service on the aircraft as well as the engines and APU. All backup needs have been smooth and communications with the domestic support personnel have been excellent.

Mike Lang
ATP. Falcon 2000LX
Flight Dept Mgr
TWC Aviation
Oakland CA

Thought by switching to Falcon from Gulfstream our satisfaction with Dassault’s product support would be an improvement. But my experience has been that unless you own a brand new Falcon Jet with the aircraft under warranty you don’t see a difference.

Kyle Burnett
ATP. Falcon 2000EX EASy
and Gulfstream G100
Av Dept Mgr & Chief Pilot
Dynamic Healthcare Solutions
Sacramento CA

Over the past few years we have experienced a lot of improvement in customer support for our Falcon 900LX. I would like to comment favorably on this and say to Dassault that we appreciate the better service and hope they will keep up the good work.

Ernesto Castillo
A&P. Falcon 900LX
Dir of Maintenance
Servicios Ejecutivos Continental
San Antonio TX

Very impressed with the fine customer attention Dassault Falcon Jet has provided us in their support of our Falcon 7X. Considering the issues this aircraft has had since its initial release into the business jet fleet, I would say DFJ has done a commendable job.

Tom Cline
ATP. Falcon 7X
Captain
Sky River Management
Honolulu HI

John Crockett is chief pilot for Onflight based at CVG (Cincinnati OH). He holds ATP/CFI, has logged over 8200 hours and regularly flies a Citation X, Mustang and an Embraer Phenom 300. His handwritten filled-out survey form with both category scores and narrative comment is one of 1772 received for the 2014 Pro Pilot Corporate Aircraft Product Support Survey. He scored Cessna quite good with high marks but note that in 5 categories of the survey he voted Embraer better—something the other bizjet builders need to be mindful of in surveys to come.
At Winco Foods we operate a Hawker 800XPi. We like the airplane and are hoping to see a positive change from Textron now as they take charge of service for customers operating Hawker aircraft.

Adam Steinberg
ATP/CFI/A&P. Hawker 800XP
Captain/DOM
Winco Foods
Meridian ID

Beechcraft Aviation Berlin has provided the maintenance for our Premier and we have been very satisfied with their service. However, with Beechcraft’s reform during the past 2 years support from the manufacturer has declined.

Konstantinos Filippidis
ATP. Premier I
Captain/Flight Safety Officer
Dipas Aviation
Athens, Greece

The Hawker 800SP that we operate has suited us well and is a great aircraft for our missions. The only complaint I have is that getting parts for this out-of-production business jet has started to become more difficult.

Doris Giles
ATP. Hawker 800SP
Captain
Fly Right
Calgary AB, Canada

I’ve seen very little change on Hawker Beechcraft product support considering the difficulties they’ve been through. We’re still receiving good service for our Hawker 900XP and that speaks very beneficially for their tech service people. Gulfstream continues doing excellent work in supporting our G450 and G280.

John Leder
A&P. Hawker 900XP
and Gulfstream G450/G280
Mgr Aviation Maintenance
Dominion Resources Services
Amelia Court House VA

Beechcraft Aviation Berlin has provided the maintenance for our Premier and we have been very satisfied with their service. However, with Beechcraft’s reform during the past 2 years support from the manufacturer has declined.

Konstantinos Filippidis
ATP. Premier I
Captain/Flight Safety Officer
Dipas Aviation
Athens, Greece

Life for Hawker Beechcraft has become very uncertain for an extended time as their problems have progressed. Also the company has lost some really good tech people. Hopefully the acquisition by Textron will bring new energy into the Hawker line and keep these very fine airplanes flying for many years to come.

William Robb
ATP. Hawker 1000A
Mgr Flight Ops
Continental Flight Management
Columbus OH

I love the Premier. It’s fast, reliable and our passengers enjoy the comfort of the large cabin. It has good short field takeoff and landing performance. The only drawback of this Premier for us is that it doesn’t have enough fuel capacity. But the after sales service we have received from Beechcraft to date has been good.

Charlie Hunter
ATP. Premier I and King Air 90
Pilot
Paramount Citrus
Stevenson Ranch CA

For our air travel mission we have a Hawker 800XPi in TUS (Tucson AZ). I think Hawker needs a service center west of Wichita. They have left us hanging out here in the west without a service center with factory trained technicians.

Roger Huff
Comm-Multi-Inst.
Hawker 800XPi
Pilot
PNW KTW Transport
Tucson AZ

Our Hawker 400XP is still under warranty and is performing well with no unusual maintenance needs or AOG issues to date. Most inquiries we have had on our Hawker have been promptly responded to by Beechcraft techs over the phone. And the tech reps who visit us on site are quick with excellent service.

Steven Rhule
ATP/CFI. Hawker 400XP
Chief Pilot
Ibis Tek
Mercer PA

Reprinted from Aug 2014 issue of Professional Pilot magazine
Our 2003 Pilatus PC12 was purchased new from Atlas Aircraft Center when it was based in Manchester VT, now relocated at PSM (Portsmouth NH). All our aircraft maintenance has been performed there to our satisfaction. And we have been receiving the best of care from Atlas and the Pilatus Support Team in Colorado. All inspections, repairs and avionics upgrades have been handled in a timely and professional manner. I’ve never missed a flight due to a maintenance problem.

Daniel Muller
Comm-Multi-Inst/CFI.
Pilatus PC12/45
President
JKL International
Hillsborough NJ

Over more than 35 years I’ve owned 16 new or used aircraft. Never before have I had with other airplanes the reliability and flying pleasure I have experienced with the operation of my Pilatus PC12.

Aaron Henschel
Comm-Multi-Inst. Pilatus PC12
Owner, President & Pilot
H-S Air
Englewood NJ

Pilatus has been providing us with outstanding support for our PC12/47E. However cost of service associated with the components of the Honeywell avionics is high. My advice to other operators of PC12 aircraft with Honeywell panels is that they should sign up for Honeywell’s extended warranty programs rather than paying for the frequency of repairs and updates themselves.

Adam Dwyer
ATP/CFII. Pilatus PC12/47E
Chief Pilot
Mirasco
Atlanta GA

My flight department purchased a new 2013 Pilatus PC12NG last year. It’s a great aircraft to fly and we’re receiving excellent support. I’m now a big fan of both the PC12NG and its service.

Robert Armstrong
ATP Pilatus PC12NG
Chief Pilot
Allegheny Wood Products
Petersburg WV

In my opinion the Pilatus PC12 turboprop is a fine aircraft that’s designed, manufactured and backed by a great company. I’m very pleased with our PC12. Now I’m looking forward to the Pilatus PC24 twin-jet.

Tim Sartz
ATP/CFII. Pilatus PC12
Captain
Team Lease
Fort Walton Beach FL

We took delivery of our new Pilatus PC12/47E in Aug 2013. Our previous Pilatus PC12 was sold to another company after providing us with 10 yrs of 100% dispatch availability. Our new PC12 continues to perform perfectly to the impeccable Pilatus standards we previously experienced. We were one of the first flight departments to upgrade to the new connected flightdeck that allows wireless data loading. This new procedure still requires significant load times but allows much easier data loads. Pilatus and our service center Martin Aviation at SNA (Santa Ana CA) are a great team to work with. To date we’ve received superb support and we have had no issues with service.

Adam Carroll
Comm-Multi-Inst. Pilatus PC12/47E
Owner, President & Operator
Beach Aviation
Palos Verdes Estates CA

As the DOM on a PC12/45 I don’t find design of the North American parts distribution system for Pilatus operators very customer centric. Pilatus promotes use by operators of certain authorized distributors within a specific region. But I think this philosophy will not work with the forthcoming new Pilatus PC24 twin-jet.

Fernando Campos
A&P. Pilatus PC12/45, Global Express & Challenger 604
Aviation Dir of Maintenance
KACALP Flight Ops
Van Nuys CA
Initially we had some issues with the Honeywell avionics installed in our Pilatus PC12NG. However after receiving support from Pilatus, I can report that we’ve flown with a more reliable panel for the past 9 months.

Ken Meuser
ATP/CFI/A&P, Pilatus PC12NG
Chief Pilot and DOM
Management West
Aurora OR

We’re very happy with Pilatus. Recently we needed some parts for our PC12 and received them within 24 hours after placing the request. Service on parts has improved tremendously as compared to several years ago when delivery of ordered spares used to take a week or more. I believe Pilatus builds great aircraft backed by superior customer support.

Luke Krepisky
ATP/CFI, Pilatus PC12
Lead Captain
Duininck Companies
Willmar MN

I own a TBM700C2 and it is a terrific aircraft. The tech rep and backup from Daher-Socata are super. However I wish the parts for this TBM could be less expensive.

Mike Matetich
Comm-Multi-Inst. TBM700C2
Owner, President & Pilot
Jupiter Equipment Leasing
Garland TX

Product support received from Daher-Socata for my TBM700 is very good. My only complaint is the high cost of parts.

David Omalley
Pvt-Multi-Inst. TBM700
President
De Omalley Inc
New Lenox IL

As an operator of a King Air 200 I can say this aircraft has served us well. Also the overall support I have received from Beech continues to be very good.

Carl Heinrich
ATP/CFII, King Air 200
Chief Pilot
NREC
Mount Vernon IL

In my role as director of aviation I was tasked with the job of researching the market for available aircraft, from single engine turboprops to small jets, for the possibility of finding suitable replacements for our 4 King Air C90A aircraft. While I have found other aircraft with lower operating costs, I found no other airplanes that could handle our typical payload requirements, stage lengths and runway requirements as well as our current KA C90 models. The nearly 100% dispatch reliability helps us to justify the increasing costs of fuel and maintenance.

Cody Diekroeger
ATP/CFII, King Air C90A
Dir of Aviation
Premier Bone and Joint Centers
Cheyenne WY

Unfortunately I have to report my notice of a decline in the quality of tech rep attention from Beechcraft, specifically in regard to our King Air 350 operation. Not sure if this is due to the recent economic problems Beech has had to face. But hopefully with Beech now under the Textron umbrella some much needed stability and employee retention will return.

David Friedman
ATP/CFII/A&P, King Air 350 & Citation X
Lead Captain
Solarus Aviation
Petaluma CA

Even though my survey scores for both Beechcraft and Gulfstream may appear somewhat harsh, I am for the most part very content with the product support received from them. As an operator I believe both manufacturers have service areas where there is room for improvement. But overall I can see they are trying to keep their customers satisfied.

Paul Bradham
ATP/CFII, King Air 200 and Gulfstream G150
Flight Dept Mgr
Perdue Farms
Salisbury MD
What a great aircraft we have in the King Air 350. We really enjoy flying it. It almost never breaks and if it does there are always parts and service available.

Ben Davis
ATP/King Air 350
Chief Pilot

Wagner Equipment
Aurora CO

I'll rate as acceptable the product support provided by Beechcraft. But we are receiving really good maintenance for our King Air 200 from a local provider.

John Sasso
ATP/King Air 200
Manager & Pilot

Johns Pilot Service
Grand Junction CO

Cessna (now Textron Aviation)

Cessna produced an excellent twin turboprop with the Conquest II. However, since it has been out of production now for many years, our experience is that this aircraft now has relatively poor support from the manufacturer, especially here in the UK where we’re based for our flight operations.

Henrik Burkal
Comm-Multi-Inst. Conquest II & Challenger 604
President
Aircraft Consultants
Barnsley, United Kingdom

Conquest II has been a great aircraft for our company. But with production halted many years ago we find that this airplane is now better supported by MROs, such as West Star, rather than Cessna where it was originally designed and built.

Jay Cole
ATP/King Air 200
CEO & Chief Pilot
Chosen Co
Fayetteville AR

What a fantastic job Cessna did when they designed Conquest II. I only wish they would put in back into production so that it would have better factory product support.

Arthur Tobey
ATP/King Air 200/A&P. Conquest II
Aviation Dept Mgr
Liberty Steel Products
Hubbard OH

I own a Piper Meridian and I’m happy with it. This aircraft has performed well with very little need for spare parts. Also I have not had an AOG in the last 6 years. Very satisfied with the overall support. And our Piper tech rep is great.

Andre Mueller
Comm-Multi-Inst. Meridian
Owner & Pilot
Mullair
Weggis, Switzerland

The Piper Cheyenne is a great aircraft especially the III, IIIA and 400. I would like to see Piper give better service to operators of the Cheyennes.

John Thompson
Comm-Multi-Inst.
Cheyenne IIIA
Chief Pilot
Thompson Travel
Gaston SC

We have been operating a Cheyenne 400LS and 2 Gulfstreams, a G650 and G550. Plans are to have a base with these aircraft at Palmerston North City in New Zealand and both of the aircraft companies we depend upon for backup services seem to be adequately represented in that part of the world. We don’t expect problems related to keeping our aircraft in top condition. In the past we have maintained 97% availability for our aircraft and hope to continue that strong mission-ready rate.

Terry VanDien
ATP/Cheyenne 400LS
and Gulfstream G650/G550
CEO
Dragoneye Industries Africa
Rociada NM

Des Moines Flying Service has been taking great care of our Meridian. Tech personnel working for this Piper authorized service center have gone out their way to make sure each question we’ve had is answered and our every need is met.

Kevin Stewart
Comm-Multi-Inst/CFII. Meridian
Chief Pilot
The Freeman Corp
Morehead KY

Comments regarding companies that did not receive the required number of survey forms for rating

Airbus

I’ve flown over 24,000 logged hours and for the past 2 years have been operating a fleet of Airbus aircraft for DJ Aviation, mainly the 319, 320 and the 321. These jets are great to fly and product support provided by Airbus has been excellent.

Greg Wicker
ATP/CFII. Airbus 320
VP Flight Operations
DJ Aviation
Irmo SC

Piaggio

We operate a Piaggio Avanti II. It’s a fine flying aircraft and the tech reps for the Avanti have been fantastic, very responsive, knowledgeable and service oriented.

Terry Batchelor
ATP/A&P. Piaggio Avanti II
Chief Pilot
1st Source Bank
South Bend IN

Our maintenance tech rep works hard for us to get the help we need from the Piaggio factory. He’s a self-starter and is on his own a lot. As an improvement in our product support I would like to see a reduction in prices for parts for our Avanti as they currently are very expensive.

Bob Paquette
ATP. Piaggio Avanti & Learjet 60
Captain
Meyer Tool
Bethel OH

Contact your nearest Piper dealer for product support and service questions.

Reprinted from Aug 2014 issue of Professional Pilot magazine