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**Dassault Falcon Worldwide Customer Service
Ready to Welcome the Falcon 7X**

(Bordeaux-Mérignac, France, April 27, 2007) Since the early beginning of the Falcon 7X program in 2001, maintenance and customer service issues were involved in every step of the design and manufacturing process. With the first aircraft delivery expected shortly, Dassault Falcon's global customer service organization has put into action an extensive plan to service the world's most advanced business jet. The effort is scaled to support the 160 Falcon 7X already sold in 33 nations.

Over 100 people are in comprehensive training programs. Field Technical Representatives, Help Desk Reps, Customer Service Managers, technical experts from Dassault's Production and Flight Test facilities, Dassault Aircraft Services technicians, and, specially trained technicians from Falcon's Authorized Service Center Network are all part of this workforce. 7X training schedules were developed with CAE SimuFlite early this year to anticipate operators' needs and offer scheduling at their convenience.

Maintenance Training and Pilot Training will be accomplished at CAE SimuFlite's Training Centers in Morristown, NJ and Burgess Hill, UK. Morristown's simulator was certified Interim Level C on April 20, 2007 and Burgess Hill's will be certified Level D beginning of August, this year. Pilot training has



already begun at Morristown and first classes will start at Burgess Hill at the end of July. In addition, Dassault will host special training sessions in St. Cloud and Mérignac, France.

“Based upon the tooling and support equipment requirements that have been defined for the aircraft, ASCs are acquiring the needed equipment to be able to support Entry-Into-Service of the first 7X aircraft,” said Jacques Chauvet, Vice President for Falcon Customer Service. “Their investments in their facilities and their technicians’ training speak volumes about their commitment to supporting Falcon operators and being part of the Falcon ASC Network,” he added.

Maintenance Intervals Extended

Comprised of airworthiness authorities, Authorized Service Centers and Falcon operators, the MSG-3 (Maintenance Steering Group) has been working from the inception of the Falcon 7X program to optimize the maintenance program and define initial minimum maintenance schedule requirements. The group engages the combined experience of Falcon operators and Authorized Service Centers on previous aircraft models to clearly define inspection requirements and extended maintenance intervals. As a result of their efforts, inspection intervals for A, B and C Checks are about 50% longer than previous Falcon models. Benefits to 7X operators will be lower maintenance costs and increased aircraft availability.

The Falcon 7X ‘A Check’ will be the earlier of nine months or 600 flight hours up from six months or 300 flight hours. The ‘B Check’ has been extended to 2,400 flight hours from 1,500 flight hours and



the most intensive 'C Check' is eight years or 4,000 flight cycles. Previous models were six years or 3,750 flight cycles.

Building Spares Inventory

The spares inventory for the Falcon 7X has been increasing since mid-2006. Additional warehouse space has already been added at Dassault's Le Bourget facility outside of Paris, France. Recently an additional 25,000 square feet of warehouse space at Dassault Falcon's Teterboro, New Jersey headquarters was completed and totally designated for Falcon 7X spares. Nearly U.S. \$100 million in 7X spares has been strategically placed around the globe in these warehouses as well as regional warehouse locations in Singapore, Brazil, and China.

In addition, a multi-disciplinary team has been assembled for a Spares Task Force. They will meet daily to review all parts orders for the 7X to determine future needs as well as to study part removals. Dassault Falcon has targeted a 98% spares service level for the Falcon 7X.



Service Engineering

Falcon Service Engineering wields one of the most effective tools that will help overall support of the 7X: CATIA. According to 7X Service Engineer, Craig King, “Having access to the full Digital Mock Up and individual configurations for each serial number will allow us to respond rapidly to technical issues.” Falcon’s Integrated Maintenance Network (IMN) will be used to catalogue customer feedback and track any fleet issues.

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Dassault Falcon is responsible for selling and supporting Falcon business jets throughout the world. It is part of Dassault Aviation, a leading aerospace company with a presence in over 70 countries across 5 continents. Dassault Aviation produces the renowned Mirage and Rafale fighter jets as well as a complete line of Falcon business jets. The company has assembly and production plants in both France and the United States and service facilities on both continents. It employs a total workforce of over 12,000. Since the rollout of the first Falcon 20 in 1963, over 2,000 Falcon jets have been sold to more than 65 countries worldwide.

The family of Falcon jets currently in production includes the tri-jets—the Falcon, 900DX, 900EX, and the new 7X—as well as the twin-engine Falcon 2000DX and 2000EX.

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