

EXTERNAL RELATIONS AND CORPORATE COMMUNICATION

Dassault Launches FalconResponse for Faster AOG Support

May 18, 2015 (Geneva, Switzerland): Dassault recently launched FalconResponse, an expanded portfolio of AOG support services that will ensure faster return to service of grounded aircraft.

The new offering guarantees the timely dispatch of spare parts and technicians to service Falcons affected by an AOG virtually anywhere in the world around-the-clock. It also makes alternative lift available for customers who require it.

Resources include a global 24/7 Falcon Command Center, mobile repair teams strategically based around the world and \$800M in ready-to-ship spares inventory at 15 spares facilities, along with Dassault's new Falcon Airborne Support offering. This new service will utilize a pair of large cabin Falcon 900 aircraft dedicated exclusively to AOG support and alternative lift for stranded passengers – an industry first.

“With FalconResponse and its innovative Falcon Airborne Support component, we are moving the level of AOG support up yet another notch” said Eric Trappier, Chairman and CEO of Dassault Aviation. “It reflects our customer service motto, ‘Whatever it Takes’ – a commitment to continuously strive to meet and exceed customer expectations.”

The FalconResponse suite of services includes:

Falcon Airborne Support

Falcon Airborne Support makes two Falcon 900 aircraft available day and night to transport technicians, parts and tools needed to return an AOG aircraft to service and provide alternative lift for passengers if needed. The first aircraft was placed in service in January 2015 at Paris Le Bourget Airport. The second will go on line in Teterboro, New Jersey in June.

Coverage is available in North America, Central America, South America, Europe, Russia, the Middle East and most of Africa.

Since the entry-into-service of the first Falcon 900 earlier this year, 28 AOG-related missions, including 10 requiring alternative lift, have been performed in nine different countries, from Western Europe to Russia as well as Middle East and Africa.

Falcon Command Center

With facilities in Teterboro, New Jersey, Boise, Idaho, and Saint-Cloud, France, the Falcon Command Center makes frontline managers, technical experts and on-site spares representatives available around the world 24/7 to monitor AOG events and expedite aircraft return to service.

Mobile Repair Teams

Mobile repair teams, commonly known as GoTeams, add an element of flexibility to FalconResponse. Equipped with dedicated vehicles specially designed to carry the parts, tools and other equipment required to handle an AOG situation, GoTeam technicians can be dispatched from 13 Dassault factory owned and satellite customer service facilities and 31 Authorized Service Centers locations around the world.

Falcon Spares

Dassault Falcon's spare parts network is another critical component of the FalconResponse service offering. Dassault has the highest level of spare parts availability in the industry, filling more than 98.5 percent of orders within the requested timeframe. Its warehouses, strategically located around the world, are specially equipped to anticipate customer needs and initiate a rapid response to AOG events.

Notes for Editors

Dassault Falcon is the recognized global brand for Dassault business jets which are designed, manufactured and supported by Dassault Aviation and Dassault Falcon Jet Corp.

About Dassault Aviation

Dassault Aviation is a leading aerospace company with a presence in over 90 countries across five continents. It produces the Rafale fighter jet as well as the complete line of Falcons. The company employs a workforce of over 11,000 and has assembly and production plants in both France and the United States and service facilities around the globe. Since the rollout of the first Falcon 20 in 1963, over 2,380 Falcon jets have been delivered. Dassault offers a range of six business jets from the twin-engine 3,350 nm large-cabin Falcon 2000S to its new flagship, the tri-engine 6,450 nm ultra-long range Falcon 8X.

About Dassault Falcon Jet

Dassault Falcon Jet Corp. is a wholly owned U.S. subsidiary of Dassault Aviation, France. Dassault Falcon Jet markets and supports the Falcon family of business jets throughout North and South America.

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