



Aviation  
International News  
**SPECIAL REPORT**

# 2003 PRODUCT SUPPORT SURVEY

*The votes are in and there are some surprising results*

## *Mitsubishi, Pilatus, Piper*

For the second survey in a row, the product support provided to operators of the Pilatus PC-12 and Mitsubishi MU-2 turboprops received the highest grades. Their scores were the highest among the support provided by the other turboprop models, and only one comment was submitted for either aircraft. Since most comments submitted for this survey were negative, a lack of comments might be considered a good thing.

An MU-2 pilot praised Turbine Aircraft Services (the Addison, Texas-based firm that is contracted by Mitsubishi Heavy Industries in Japan to support the MU-2 fleet): "Mitsubishi support is outstanding. The up close and personal support of Turbine Aircraft Services and the MU-2 service center backed by Mitsubishi is unbeatable."

The pilot of a Piper Cheyenne based overseas (the commenter did not say exactly where) was disappointed in the timeliness of receiving parts: "Our Piper Cheyenne is not flying now. Needed parts take more than three months. This is the biggest problem to us. Also, parts prices are two times higher than in the U.S." Piper remained in seventh and last position in both the current and previous surveys.

There were no comments from operators of Cessna turboprops, but the airframer's score dropped a few notches in our current survey vs the one in 2000, keeping the company in the number-three position. There were no comments from operators of the Piper Meridian turboprop single. There were also no comments from operators of the EADS Socata TBM 700, which failed to receive enough survey responses to qualify for tabulation.



# The Big Picture: AIN Product Support & Service Survey 2003

Rating Codes: ● Very Good (7.5-9.0) ● Good (6.5-7.499) ● Fair to Good (5.5-6.499) ● Adequate (4.5-5.499)  
 ● Barely Adequate (3.5-4.499) ○ Marginal to Inadequate (0-3.499)

Rated alphabetically, not by rank.	Fairness of Parts Policy	Parts Availability	Cost of Parts	AOG Response	Warranty Fulfillment	Tech. Manuals Ease of Use	Tech. Rep. Responsiveness	Overall Average
<b>Newer Business Jets*</b>								
Bombardier (Challenger)	●	●	●	●	●	●	●	●
Bombardier (Global Express)	●	●	●	●	●	●	●	●
Bombardier (Learjet)	●	●	●	●	●	●	●	●
Cessna (Citation)	●	●	●	●	●	●	●	●
Dassault Falcon Jet (Falcon)	●	●	●	●	●	●	●	●
Gulfstream (GIV SP, V)	●	●	●	●	●	●	●	●
Gulfstream (AstraG100, GalaxyG200)	●	●	●	●	●	●	●	●
Raytheon (Hawker)	●	●	●	●	●	●	●	●
Raytheon (Beechjet)	●	●	●	●	●	●	●	●
<b>Older Business Jets**</b>								
Bombardier (Challenger)	●	●	●	●	●	●	●	●
Bombardier (Learjet)	●	●	●	●	●	●	●	●
Cessna (Citation)	●	●	●	●	●	●	●	●
Dassault Falcon Jet (Falcon)	●	●	●	●	●	●	●	●
Gulfstream Aerospace (Gulfstream II, III, IV)	●	●	●	●	●	●	●	●
Gulfstream Aerospace (Westwind, Astra, Galaxy)	●	●	●	●	●	●	●	●
Raytheon (Hawker)	●	●	●	●	●	●	●	●
Raytheon (Beechjet, Diamond)	●	●	●	●	●	●	●	●
Sabreliner	●	●	●	●	●	●	●	●
<b>Newer Business Turboprops*</b>								
Pilatus (PC-12)	●	●	●	●	●	●	●	●
Raytheon (King Air, Starship)	●	●	●	●	●	●	●	●
<b>Older Business Turboprops**</b>								
Cessna (Corsair/Conquest, Caravan)	●	●	●	●	●	●	●	●
Mitsubishi (MU-2)	●	●	●	●	●	●	●	●
Piper (Cheyenne, Meridian)	●	●	●	●	●	●	●	●
Raytheon (King Air, Starship)	●	●	●	●	●	●	●	●
Twin Commander Aircraft (Twin Commander)	●	●	●	●	●	●	●	●
<b>Newer Helicopters</b>								
Agusta	●	●	●	●	●	●	●	●
Bell	●	●	●	●	●	●	●	●
Eurocopter	●	●	●	●	●	●	●	●
Sikorsky	●	●	●	●	●	●	●	●
<b>Older Helicopters</b>								
Agusta	●	●	●	●	●	●	●	●
Bell	●	●	●	●	●	●	●	●
Eurocopter	●	●	●	●	●	●	●	●
Sikorsky	●	●	●	●	●	●	●	●
<b>Turbojet/Turbofan Engines</b>								
CFE (CFE739)	●	●	●	●	●	●	●	●
General Electric (GJ610, GF700, GF34)	●	●	●	●	●	●	●	●
Honeywell (AlliedSignal/Garrett) (TFE731, ATF3)	●	●	●	●	●	●	●	●
Honeywell (AlliedSignal/Textron Lycoming)	●	●	●	●	●	●	●	●
Pratt & Whitney Canada (JT15D, PW300, PW500)	●	●	●	●	●	●	●	●
Pratt & Whitney (JT12)	●	●	●	●	●	●	●	●
Rolls-Royce (Spey, Tis, Viper)	●	●	●	●	●	●	●	●
Rolls-Royce (BR710)	●	●	●	●	●	●	●	●
Rolls-Royce (AE3007)	●	●	●	●	●	●	●	●
Williams-Rolls (FJ44)	●	●	●	●	●	●	●	●
<b>Turboprop/Turboshaft Engines</b>								
Honeywell (AlliedSignal/Garrett) (TFE331)	●	●	●	●	●	●	●	●
Pratt & Whitney Canada (PT6, PW120, PW206)	●	●	●	●	●	●	●	●
Rolls-Royce (Model 250)	●	●	●	●	●	●	●	●
Turbomeca (all models)	●	●	●	●	●	●	●	●
<b>Avionics</b>								
Abcell	●	●	●	●	●	●	●	●
Airshow	●	●	●	●	●	●	●	●
Avidyne	●	●	●	●	●	●	●	●
B&D Instruments	●	●	●	●	●	●	●	●
Boeing Avionics	●	●	●	●	●	●	●	●
Garmin	●	●	●	●	●	●	●	●
Goodrich	●	●	●	●	●	●	●	●
Honeywell	●	●	●	●	●	●	●	●
Honeywell (Bendix/King; Pitot/Static Radiotele)	●	●	●	●	●	●	●	●
Honeywell (Global Wulfenberg)	●	●	●	●	●	●	●	●
Lilium	●	●	●	●	●	●	●	●
MagnaStar	●	●	●	●	●	●	●	●
Meggitt	●	●	●	●	●	●	●	●
Nordestar Technologies	●	●	●	●	●	●	●	●
Rockwell Collins	●	●	●	●	●	●	●	●
S-Tec	●	●	●	●	●	●	●	●
Thales	●	●	●	●	●	●	●	●
Trimble	●	●	●	●	●	●	●	●
Universal Avionics	●	●	●	●	●	●	●	●
UPS Aviation Technologies	●	●	●	●	●	●	●	●

\*Less than 10 years old.

\*\*More than 10 years old.