

The Big Picture: AIN 2004 Product Support & Service Survey

Rating Codes:

★ Excellent (8.5-9.0) ● Very Good (7.5-8.499) ● Good (6.5-7.499) ● Fair to Good (5.5-6.499) ● Adequate (4.5-5.499) ○ Marginal (2.5-4.499) ● Inadequate (0-2.499)

Listed by rank.	Fairness of Parts Policy	Parts Availability	Cost of Parts	AOG Response	Warranty Fulfillment	Tech. Manuals Ease of Use	Tech. Rep Response	Overall Average
Newer Business Jets*								
Gulfstream (GV-SP through G550)	●	●	●	●	●	●	●	7.539
Cessna (Citation)	●	●	●	●	●	●	●	7.130
Boeing Business Jets	●	●	●	●	●	●	●	6.808
Dassault Falcon Jet (Falcon)	●	●	●	●	●	●	●	6.803
Raytheon (Beechjet)	●	●	●	●	●	●	●	6.570
Gulfstream (Westwind, Astra)	●	●	●	●	●	●	●	6.530
Raytheon (Hawker)	●	●	●	●	●	●	●	6.435
Bombardier (Learjet)	●	●	●	●	●	●	●	6.420
Bombardier (Challenger)	●	●	●	●	●	●	●	6.087
Bombardier (Global Express)	●	○	○	●	●	●	●	5.485
Older Business Jets**								
Gulfstream Aerospace (GII through GIV-SP)	●	●	●	●	●	●	●	6.645
Sabreliner	●	●	●	●	●	●	●	6.480
Raytheon (Hawker)	●	●	●	●	●	●	●	6.471
Cessna (Citation)	●	●	●	●	●	●	●	6.402
Bombardier (Learjet)	●	●	●	●	●	●	●	6.379
Dassault Falcon Jet (Falcon)	●	●	○	●	●	●	●	6.208
Raytheon (Beechjet, Diamond)	●	●	●	●	●	●	●	5.965
Gulfstream Aerospace (Westwind, Astra)	●	●	●	●	●	●	●	5.925
Bombardier (Challenger)	●	●	○	●	●	●	●	5.532
Lockheed (JetStar)	●	○	○	○	●	●	●	4.700
Newer Business Turboprops*								
Pilatus (PC-12)	●	●	●	●	●	●	●	7.220
Raytheon (King Air)	●	●	●	●	●	●	●	6.242
Older Business Turboprops**								
Mitsubishi (MU-2)	●	●	●	●	●	●	●	6.696
Raytheon (King Air, Starship)	●	●	●	●	●	●	●	6.220
Twin Commander Aircraft (Turbo Commander)	●	●	●	●	●	●	●	6.066
Cessna (Corsair/Conquest, Caravan)	●	●	●	●	●	●	●	5.220
Fairchild (Merlin, Metro)	●	●	●	●	●	●	●	5.081
Piper (Cheyenne, Meridian)	●	○	○	○	●	●	●	4.547
Newer Turbine Helicopters*								
Bell	●	●	●	●	●	●	●	7.219
Agusta	●	●	●	●	●	●	●	7.027
Sikorsky	●	●	●	●	●	●	●	6.689
Eurocopter	●	●	●	●	●	●	●	5.592
Older Turbine Helicopters**								
Bell	●	●	●	●	●	●	●	7.170
Sikorsky	●	●	●	●	●	●	●	6.413
Eurocopter	●	●	○	●	●	●	●	5.721
Turbojet/Turbofan Engines								
Rolls-Royce (AE3007)	●	●	●	●	●	●	●	7.181
CFE (CFE738)	●	●	●	●	●	●	●	7.134
Rolls-Royce (Spey, Tay, Viper, RB.211)	●	●	●	●	●	●	●	7.004
Williams-Rolls (FJ44-1/2)	●	●	●	●	●	●	●	6.955
Pratt & Whitney Canada (JT15D, PW300, PW500)	●	●	●	●	●	●	●	6.882
Honeywell (AlliedSignal/Garrett, TFE731, ATF3)	●	●	●	●	●	●	●	6.873
Rolls-Royce Deutschland (BR710)	●	●	●	●	●	●	●	6.835
General Electric (CJ610, CF700, CF34)	●	●	●	●	●	●	●	6.660
Pratt & Whitney (JT12)	●	●	●	●	●	●	●	6.500
Honeywell (AlliedSignal/Textron Lycoming)	●	●	●	●	●	●	●	5.592
Turboprop/Turboshaft Engines								
Pratt & Whitney Canada (PT6, PW120, PW206)	●	●	●	●	●	●	●	6.850
Rolls-Royce (Allison, Model 250)	●	●	●	●	●	●	●	6.496
Honeywell (AlliedSignal/Garrett, TPE331)	●	●	●	●	●	●	●	6.467
Turboméca (all models)	●	●	●	●	●	●	●	5.771
Avionics								
Garmin	●	●	●	●	●	●	●	7.456
Universal Avionics	●	●	●	●	●	●	●	7.038
Aircell	●	●	●	●	●	●	●	7.000
Avidyne	●	●	●	●	●	●	●	6.980
Rockwell Collins	●	●	●	●	●	●	●	6.924
L3 Avionics Systems/Goodrich	●	●	●	●	●	●	●	6.857
Honeywell	●	●	●	●	●	●	●	6.800
Honeywell (Global Wulfsberg)	●	●	●	●	●	●	●	6.777
Trimble	●	●	●	●	●	●	●	6.712
Honeywell (Bendix/King; Flitefone Radiotel)	●	●	●	●	●	●	●	6.616
Safe Flight	●	●	●	●	●	●	●	6.375
Airshow (Rockwell Collins)	●	●	●	●	●	●	●	6.194
Dassault Electronique	●	●	●	●	●	●	●	6.170
S-Tec (Meggitt)	●	●	●	●	●	●	●	6.140
MagnaStar	●	●	●	●	●	●	●	5.981
B&D Instruments	●	●	●	●	●	●	●	5.970
NorthStar Technologies	●	●	●	●	●	●	●	5.701
Thales	●	●	●	●	●	●	●	5.532
Meggitt	●	●	●	●	●	●	●	5.502

*Less than 10 years old.

**More than 10 years old.