

TEXTRON AVIATION REALIGNS ITS MOBILE SERVICE NETWORK TO STRENGTHEN ACCESS TO OEM EXPERTISE IN THE FIELD

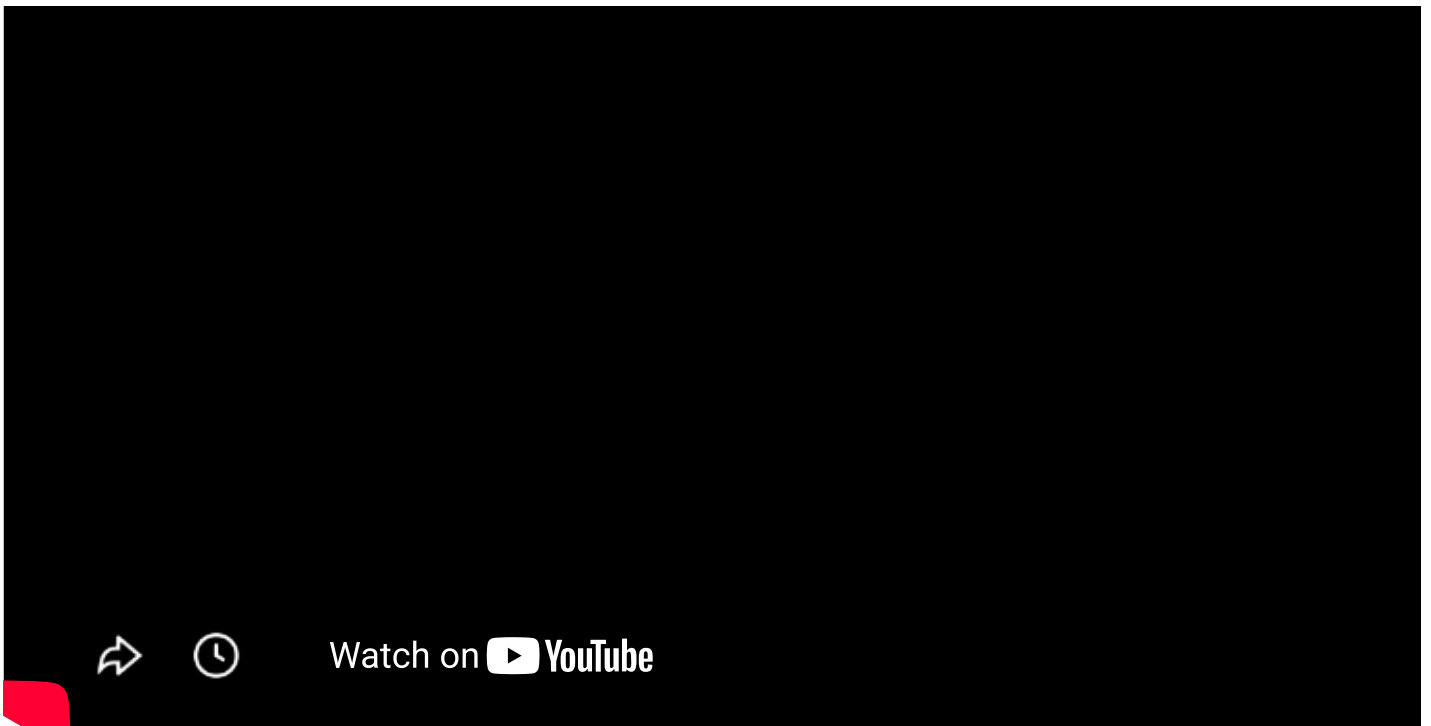
Mobile Service Units, Go Teams and 1CALL come together under dedicated leadership to deliver a more timely, coordinated response for customers



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When customers need assistance away from a service center, it's essential they have access to Original Equipment Manufacturer (OEM)-backed field support. Guided by customer feedback, Textron Aviation has recently brought its Mobile Service Units (MSUs), Go Teams and 1CALL together under the leadership of Seth Persons, general manager, Mobile Service Network.

For Seth, the focus is on making that experience easier and more efficient for customers. By bringing the teams together, the realignment strengthens coordination between the initial call and the technicians responding in the field, helping to quickly connect customers with the right expertise to keep their aircraft flying.



- ▲ Option 1, recommended Hear from Seth Persons on how bringing 1CALL, Mobile Service Units and Go Teams together is creating a more coordinated response and connecting customers with the right expertise when and where they need it.

Across the network, mobile technicians provide Aircraft-on-Ground (AOG) response, technical troubleshooting and select maintenance at the aircraft's location. Their knowledge of Cessna, Beechcraft and Hawker aircraft is backed by direct access to engineering, technical publications and other resources across the company's global service network. From Textron Aviation's 1CALL team to more than 50 MSUs and Go Teams positioned throughout the network, customers benefit from a more seamless experience that brings Textron Aviation's people and resources together to support their maintenance needs. Learn more about 1CALL and Textron Aviation's mobile service support resources at txtav.com/en/service/aog-support.

About Textron Aviation Customer Support

Textron Aviation, through its Beechcraft, Cessna and Hawker brands, is renowned for its unrivaled global service network dedicated to complete life-cycle support. In addition to its expansive company-owned footprint, Textron Aviation's jet, turboprop and piston customers have access to a global network of more than 300 authorized service facilities. Textron Aviation also offers a mobile support program featuring more than 50 mobile service units

and on-site service technicians and support. Find additional information about Textron Aviation's service programs at <http://txtav.com/en/service>.

About Textron Aviation

About Textron Aviation Inc.

We have been inspiring the journey of flight for nearly 100 years. Textron Aviation Inc., a Textron Inc. company, has empowered our collective talent across the Beechcraft, Cessna, Hawker and Pipistrel brands to design and deliver the best aviation experience for our customers. With a range that includes everything from business jets, turboprops, light and high-performance pistons, to special mission, military trainer and defense aircraft, Textron Aviation has the most versatile and comprehensive aviation product portfolio in the world and a workforce that has produced more than half of all general aviation aircraft worldwide. Customers in more than 170 countries rely on our legendary performance, reliability and versatility, along with our trusted global customer service network, for affordable, productive and flexible flight. For more information, visit www.txtav.com.

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