



© 15 May 2017, 01:20 (CDT)

Textron Aviation's Doncaster Service Center bolsters support for Citation, King Air and Hawker customers



Textron Aviation Inc., a Textron Inc. (NYSE:TXT) company, today announced it has added a second mobile service unit (MSU) to its Doncaster Service Center's fleet, providing Citation, King Air and Hawker customers additional flexibility for scheduled and unscheduled maintenance events. Additionally, the facility recently received foreign approvals from Aruba, Bermuda and Qatar, allowing the Doncaster Service Center and the London Luton line maintenance station to provide maintenance to aircraft registered in those countries. These enhancements follow the service center's recent authorization for Hawker maintenance and support, complementing the facility's established Citation and King Air expertise.

"Expanding our capabilities at Doncaster has allowed us to bring factory-direct support to the entire fleet of Citation, King Air and Hawker aircraft operating in the region, and this strategy is clearly resonating throughout our customer base," said Kriya Shortt, senior vice president, Customer Service. "There is no substitute for factory-direct service, which gives owners and operators peace of mind."

Acquired in 2012 to provide a factory-direct solution in the UK, Textron Aviation's Doncaster Service Center provides maintenance and support to Citation, King Air and Hawker customers. Staffed with more than 50 employees, including more than 30 technicians, customers receive factory-direct support that includes all scheduled light and heavy maintenance inspections, parts, repairs and aircraft on ground (AOG) services.

"We value our customers and the relationships we have developed with them," Shortt said. "As our second largest customer base, we continue to invest in providing factory-direct solutions within Europe, further delivering value to our customers and ensuring they receive the highest level of support."

Textron Aviation serves its European customers with six company-owned service centers, six line maintenance stations and a team of more than 450 employees, comprised of engineers, service technicians, field service representatives and sales personnel. In the last year, the company's focused investments in Europe have resulted in localized 1CALL support, three dedicated rapid response aircraft serving the region and a European parts distribution center located in Düsseldorf, Germany, which houses more than 225,000 parts.

About Textron Aviation Service

Textron Aviation is renowned for its unrivaled global service network dedicated to complete life-cycle support for its Beechcraft, Cessna and Hawker aircraft. Textron Aviation's support organization includes a global footprint of company-owned service centers staffed with expert service engineers offering maintenance, inspections, parts, repairs, avionic upgrades, equipment installations, refurbishments and other specialized services. In addition to its company-owned footprint, Textron Aviation's jet and turboprop customers have access to a global network of nearly 200 authorized service facilities. Textron Aviation also offers a mobile support program anchored by the company's 1CALL team who can mobilize AOG support through its fleet of more than 60 mobile service units, six dedicated support aircraft, and on-site service technicians and support. Find additional information about Textron Aviation's service programs at txtav.com/service

ABOUT TEXTRON AVIATION

About Textron Aviation

We inspire the journey of flight. For more than 90 years, Textron Aviation Inc., a Textron Inc. company, has empowered our collective talent across the Beechcraft, Cessna and Hawker brands to design and deliver the best aviation experience for our customers. With a range that includes everything from business jets, turboprops, and high-performance pistons, to special mission, military trainer and defense products, 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 and flexible flight.

For more information, visit www.txtav.com | www.defense.txtav.com | www.scorpionjet.com.

About Textron Inc.

Textron Inc. is a multi-industry company that leverages its global network of aircraft, defense, industrial and finance businesses to provide customers with innovative solutions and services. Textron is known around the world for its powerful brands such as Bell, Cessna, Beechcraft, Hawker, Jacobsen, Kautex, Lycoming, E-Z-GO, Arctic Cat, Textron Systems, and TRU Simulation + Training. For more information, visit: www.textron.com

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