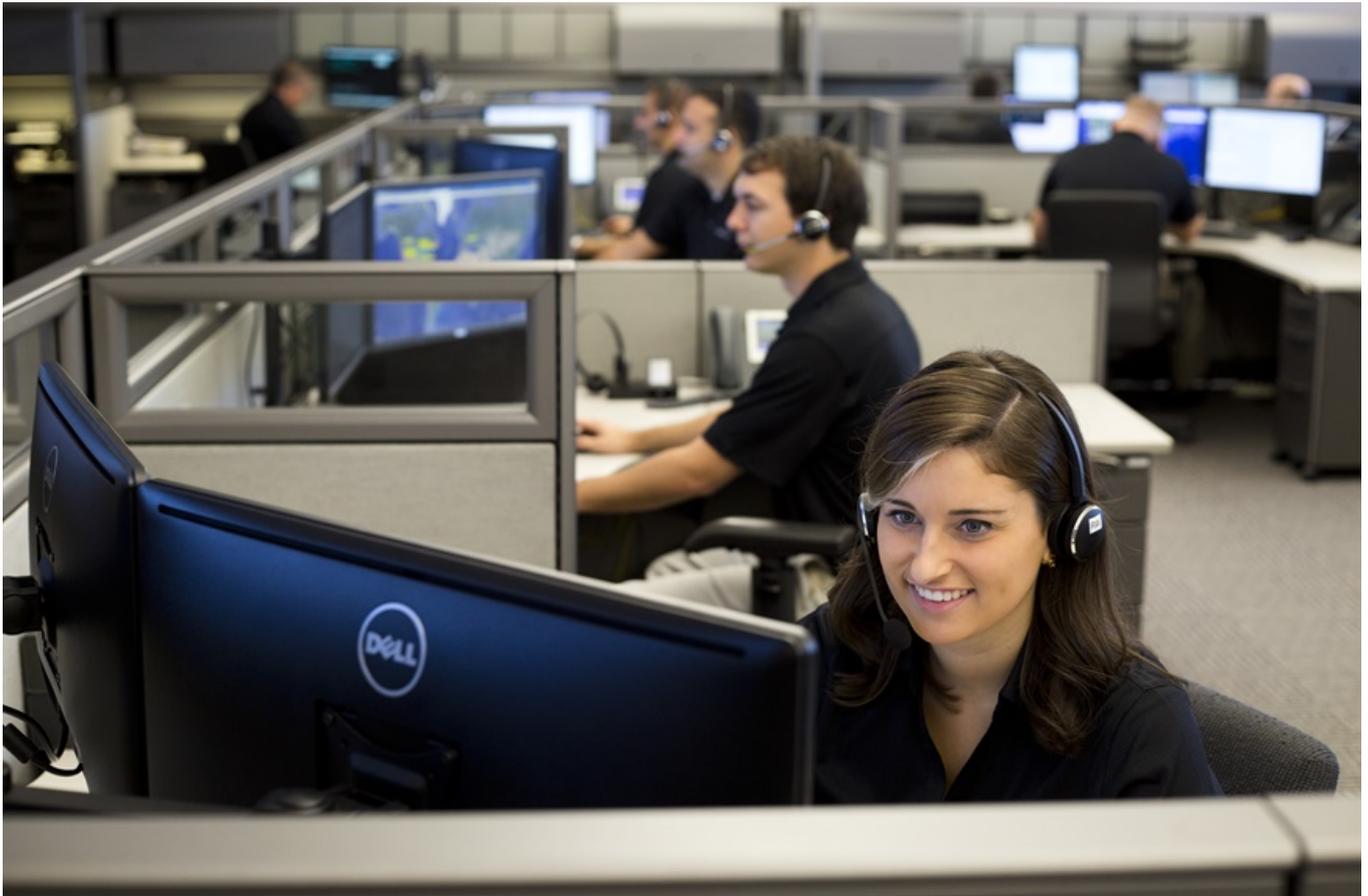


Textron Aviation enhances 1Call support for European customers



Textron Aviation Inc., a Textron Inc. (NYSE:TXT) company, today announced it has strengthened its 1Call support offering to further meet the unique needs of its European customers. Now with increased capabilities during peak hours in Europe, the 1Call team has enhanced its multi-lingual support for customers who speak English, German, French and Spanish.

“Since launching just one year ago, customer response to 1Call has been extremely positive. The service has been so successful that customers who utilized 1Call over the past 12 months have seen a reduced duration of aircraft downtime by more than 60 percent,” said Kriya Shortt, senior vice president, Customer Service. “We continue to implement customized solutions that deliver value to our customers around the world. Strengthening the support 1Call provides our European customers is just the latest example of that commitment.”

Cessna Citation, Beechcraft King Air and Hawker customers around the world needing immediate support can contact the 1Call team 24/7 by dialing +1.316.517.2090. 1Call provides a single point of contact during unscheduled maintenance events and offers prioritized technical support, expedited parts ordering, alternative lift solutions or mobile service unit scheduling. Each AOG and unscheduled maintenance event is managed by AOG specialists through successful resolution.

Textron Aviation serves its European customers with six company-owned service centers, five line maintenance stations and a team of more than 400 employees, comprised of engineers, service technicians, field service representatives and sales representatives. In the last year, the company’s focused investments in Europe have resulted in three dedicated support 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, through its Beechcraft, Cessna and Hawker brands, is renowned for its unrivaled global service network dedicated to complete life-cycle support. Textron Aviation’s support organization includes a global footprint of company-owned service centers staffed with expert service engineers offering maintenance, inspections, parts, repairs, avionics 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 featuring 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/en/service.

Image:

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

Certain statements in this press release are forward-looking statements which may project revenues or describe strategies, goals, outlook or other non-historical matters; these statements speak only as of the date on which they are made, and we undertake no obligation to update or revise any forward-looking statements. These statements are subject to known and unknown risks, uncertainties, and other factors that may cause our actual results to differ materially from those expressed or implied by such forward-looking statements.

