

Textron Aviation boosts European service network with dedicated Citation CJ3 to support customers in region



Textron Aviation Inc., a Textron Inc. (NYSE:TXT) company today announced it has added a dedicated aircraft to support customers throughout Europe, further strengthening its service network there. Based at the company's Düsseldorf Service Center, the Cessna Citation CJ3 jet provides fast and reliable service and support for Textron Aviation customers during maintenance events by transporting technicians and parts to the customer's location.

The dedicated aircraft serving the European region has a two-hour reach to most customers, and it is available seven days a week, including most holidays. The aircraft is part of Textron Aviation's mobile service support, which includes three dedicated aircraft and a fleet of mobile service units – trucks equipped to perform a variety of maintenance or repair functions when customers prefer service at their own facility – based in North America and Europe.

“Our support aircraft program in North America has been extremely well received, successfully minimizing downtime and keeping our customers flying,” said Brad Thress, senior vice president, Customer Service. “We are excited to bring this solution to our European customers”

Textron Aviation has been making significant investments in its European service network. The current service footprint includes six company-owned facilities located in Düsseldorf, Zurich, Doncaster, Paris, Prague and Valencia, all with a continued airworthiness management organization (CAMO) and supporting line and base scheduled maintenance, as well as line service locations at London (Luton), Geneva, Stuttgart, and Cannes. Earlier this year, the company opened a larger Paris Service Center at Paris-Le Bourget Airport, boasting 156,000-square-feet for complete maintenance and repair capability for Citation and Hawker business jets and Beechcraft King Air turboprops.

The company also has increased parts inventory for all aircraft models at its Dusseldorf distribution center. The factory parts are cleared through customs into the European Union and available for immediate use, resulting in faster delivery and fewer fees for operators in Europe.

“The European fleet of Citation, Hawker and King Airs represents our second largest customer base worldwide,” said Thress. “Our customers and operators use their aircraft day in and day out to further their business and we are committed to investments and improvements that elevate and expedite the level of support we provide them.”

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 worldwide network of over 400 authorized service centers and 21 company-owned facilities with expert service engineers offering maintenance, inspections, parts, repairs, avionic upgrades, equipment installations, refurbishments and other specialized services. Textron Aviation also offers a mobile support program featuring more than 60 mobile service units, three dedicated support aircraft, and on-site service technicians and support.

Web page: Find more Textron Aviation Service information at <http://txtav.com/en/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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