



© 19 April 2023, 12:00 (CDT)

# Textron Aviation's Zurich and Düsseldorf Service Centers mark 10 years of exceptional customer support

Friedrichshafen, Ger. (April 19, 2023) – Textron Aviation is celebrating the 10th anniversary of its Zurich and Düsseldorf Service Centers joining its global customer support network. Employees marked the milestone anniversary with celebrations at each location earlier this month.

Beechcraft, Cessna and Hawker customers receive factory-direct support, maintenance and modifications by Textron Aviation Inc., a Textron Inc. (NYSE: TXT) company, through a global network of service and part centers, mobile service units and 24/7 1CALL AOG support.

Located at Zurich Airport (ZRH) in Switzerland and Düsseldorf International Airport (DUH) in Germany, the service centers are part of the company's extensive global service network designed to support customers wherever they are in the world.

“Owners and operators who visit our facility can expect to receive expert and convenient maintenance and modification services for their aircraft,” said Luca Cavalleri, general manager, Textron Aviation Zurich Service Center. “We are proud to provide factory-direct support and deliver the best aviation experience for our customers.”



The Zurich and Düsseldorf Service Centers joined the Textron Aviation global service network following the company's acquisition of Jet Aviation in 2013. During the 10 years since, Textron Aviation has further expanded and strengthened its support to customers operating throughout Europe. Today, the company operates a total of five service centers, three line stations, mobile service units and a parts distribution center in the region.

"We are committed to supporting our customers throughout their entire ownership journey," added Christof Kandel, general manager, Textron Aviation Düsseldorf Service Center. "Whether it's scheduled maintenance, upgrades, or unexpected repairs, our team of experienced aviation technicians have our customers covered."



Textron Aviation has consistently increased its customer support in Europe over the past year. In addition to adding a dedicated mobile service location in Madrid, Spain, the company grew the regional customer support organization by adding localized 1CALL and warranty teams to serve customers. The company also expanded the European parts distribution facility by 4,000 cubic feet to increase parts availability and prioritize placing high-demand parts in the region.

Textron Aviation's support organization includes 20 company-owned full-service centers located around the world with expert service engineers offering maintenance, inspections, parts, repairs, avionic upgrades, equipment installations, refurbishments and other specialized services.

## About Textron Aviation service

Textron Aviation, through its Beechcraft and Cessna 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 and turboprop 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 40 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>.

## Images:



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## About Textron Aviation



We inspire the journey of flight. For more than 95 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](http://www.txtav.com) | [www.defense.txtav.com](http://www.defense.txtav.com) | [www.scorpionjet.com](http://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, Pipstrel, Jacobsen, Kautex, Lycoming, E-Z-GO, Arctic Cat, Textron Systems, and TRU Simulation + Training. For more information, visit: [www.textron.com](http://www.textron.com)

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