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BEYOND THE UPGRADE: DELIVERING A SEAMLESS SERVICE EXPERIENCE ACROSS EUROPE



For customers flying across Europe, confidence comes from knowing they have a trusted team of experts they can rely on wherever they operate. Backed by five service centers in Düsseldorf, Paris, Prague, Valencia and Zurich, Textron Aviation's European support team builds lasting relationships with customers and understand the unique demands of their operations. Supported by Mobile Service Units (MSUs) and Go Teams, those same experts can provide factory-direct assistance wherever it is needed, helping customers stay focused on what matters most.

"Our goal is to make support as accessible and seamless as possible for our customers," said Sergio Lopez, vice president, International Customer Service Centers. "By combining the capabilities of our European service centers with Mobile Service Units and Go Teams, we're able to provide expert support across borders and on our customers' schedules. It's a connected approach that helps ensure customers have the resources, expertise and confidence they need throughout their ownership experience."



Behind every interaction is a team of experienced technicians and service professionals dedicated to supporting each customer's mission. Backed by ongoing investment in advanced training and technical resources, they combine Original Equipment Manufacturer (OEM) expertise with a deep understanding of customer operations, whether performing routine maintenance, supporting modifications or resolving complex technical challenges.

That expertise translates into a seamless experience for customers across the region. Whether support is provided at a service center, through an MSU or by a Go Team in the field, customers can expect responsive communication, consistent service and trusted guidance from teams who understand their needs and are committed to helping them succeed.

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 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>.

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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