



Falcon M&O Seminars 2024

Toluca, Mexico

April 10, 2024

- 8:30 – 9:30** Registration / Breakfast
- 9:30 – 10:30** Welcome / General Session
- Customer Service Highlights
 - Falcon Fleet
 - Customer Relationships
 - Customer Service Focus
 - MRO
 - Spares
 - Human Factors
 - Maintenance Innovation: Customer Portal Updates
- 10:30 – 10:45** Morning Coffee Break / Vendor Booth Visit
- 10:45 – 12:00** Combined Technical Session #1 (2 Rooms)
- Pilot Ops Session
 - All-Model Technical Session
- 12:00 – 12:30** Coffee Break / Vendor Booth Visit
- 12:30 – 2:00** Combined Technical Session #2 (2 Rooms)
- Pilot Ops Session
 - All-Model Technical Session
- 2:00 – 3:30** Lunch
- 3:30 – 4:00** Open Discussion / Giveaways

Paris
Toluca
Dallas
Greenwich



Hacienda del Parián
Carr Toluca – México,
La Piedra, 52740
Ocoyoacac, México1

Phone: +52 728 282 8245





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Explore a world of Falcon knowledge



ALL-MODEL TECHNICAL SESSIONS

In addition to the model-specific and pilot ops sessions, Dassault specialists will be available throughout the seminar to meet one-on-one and answer any questions you may have.

10:45 - 12:00 All-Model Technical Session #1

- Top D/C Drivers F900/2000
- Upcoming Improvements F900/2000
- Top D/C Drivers 7X/8X
- Upcoming Improvements 7X/8X
- PW 308
- PW 307
- TFE-731-60

12:00 - 12:30 Coffee Break / Vendor Booth Visit

12:30 - 2:00 All-Model Technical Session #2

- 7X 2C Feedback
- EASy 4 (7X/8X)
- Degassing & Landing Gear
- Fuel Probe Cleaning
- Fire Protection Troubleshooting
- Troubleshooting with MAU Layout Card
- Connectivity
- Lightning Strike Insp

2:00 - 3:30 Lunch

3:30 - 4:00 Open Discussion / Giveaways

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Certificates for IA Renewals and Credits will be administered at the end of the last technical session each day.



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PILOT OPS TECHNICAL SESSIONS

In addition to the model-specific and pilot ops sessions, Dassault specialists will be available throughout the seminar to meet one-on-one and answer any questions you may have.

10:45 - 12:00 Pilot Ops Technical Session #1

- Operational Update
- Fleet Safety Events
- 5G Interference

12:00 - 12:30 Coffee Break / Vendor Booth Visit

12:30 - 2:00 Pilot Ops Technical Session #2

- Datalink Update
- Jamming and Spoofing

2:00 - 3:30 Lunch

3:30 - 4:00 Open Discussion / Giveaways


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General Session

Jose Martinez
Customer Service Manager
Dassault Falcon Jet




John Loh
SVP, Customer Service
Dassault Falcon Jet



Eric Smith
Director, Spares
Dassault Falcon Jet




Carlos Burnside | Sr. Mgr.,
Digital Transformation
Dassault Falcon Jet




Technical Breakout Sessions

Raghu Ramakrishnan | Pgm.
Eng., F900/F2000/Classic
Dassault Falcon Jet




Pierre Pochelu
F7X/F8X Program Engineer
Dassault Falcon Jet




Auro Sista
Engine/APU/IPPS
Dassault Falcon Jet



Miguel Germani | Sr. FTR,
F2000 Series Model Spc.
Dassault Falcon Jet




Julio Rodriguez | Sys. Spc.,
Avionics/Electrical
Dassault Falcon Jet




Pilot Tech Sessions

Alexandre Martel | Manager,
Pilot Operational Support
Dassault Falcon Jet



Franck Rossat | Pilot
Operational Support
Dassault Falcon Jet



Engine OEM


Muriel Labadille
Dir., Engineering Support
Dassault Falcon Jet




Juan Gutierrez
Field Technical Rep.
Dassault Falcon Jet




Jaime Trevino
Honeywell




Ron Matysik | Manager,
Program Eng. Support
Dassault Falcon Jet



Thomas Leclerc | Manager,
Systems Engineer
Dassault Falcon Jet




Fernando Vasquez
Honeywell




Front Line Support

Glenn Hart
VP, Customer Experience
Dassault Falcon Jet



Spares Support

Mike Todd
Regional Sales Manager
Dassault Falcon Jet




Marketing & Communications

Jeremy Dubert | Manager,
CS Communications
Dassault Falcon Jet



DFJ Service Center

Natalie Buono | Manager,
Pre-Purchase Services
Dassault Falcon Jet



Daniel Perry
Dir., Technical Support
Dassault Falcon Jet



**Authorized Service Center
Network**

Brad Jacobs | Manager,
ASC Network & MX Training
Dassault Falcon Jet




Tom Gosselin
Senior Media Specialist
Dassault Falcon Jet




Aircraft Sales


Juan León
Director of Sales
Dassault Falcon Jet




Leo de la Torre | Sr. Regional
Technical Manager
Dassault Falcon Jet




Michael Harrington | Program
Manager, ASC Network
Dassault Falcon Jet



Ray Powers | Marketing
Logistics Specialist
Dassault Falcon Jet



Xavier Pons
Director of Sales
Dassault Falcon Jet

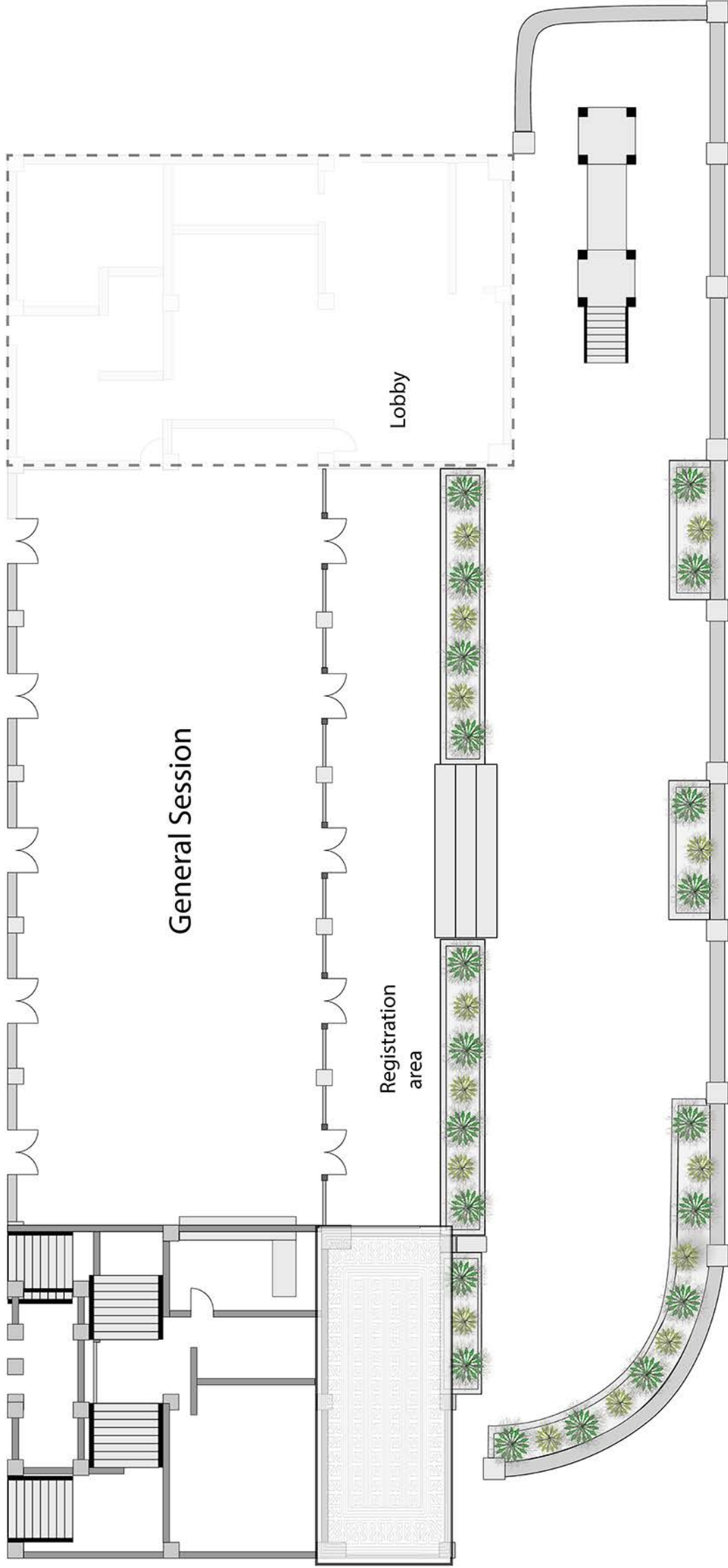


Hacienda Del Parian

Salón Marqués de Guadalupe

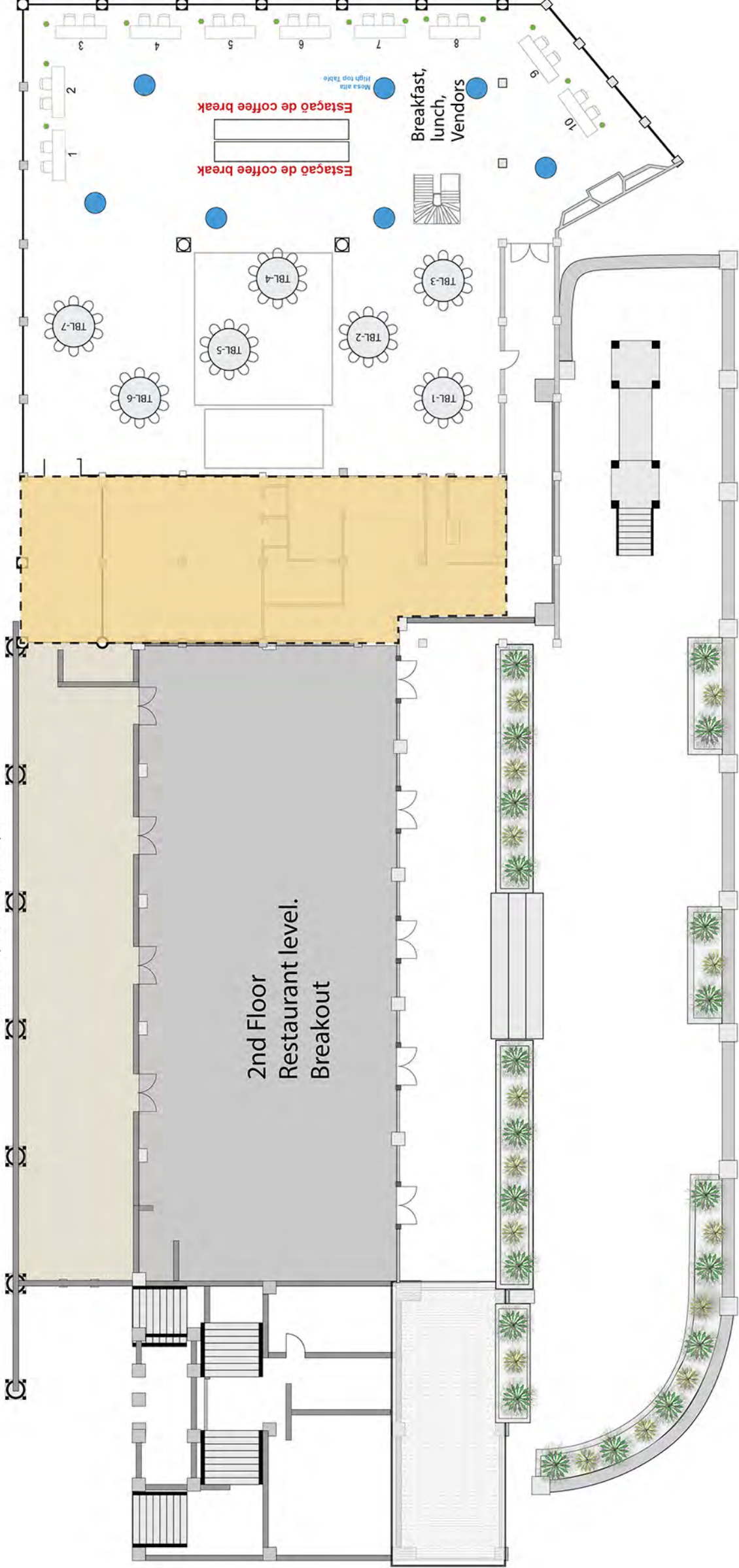


1st Floor



Hacienda Del Parian
Salón Marqués de Guadalupe

2nd Floor
Restaurant level.
Breakout



Estação de coffee break

Breakfast,
lunch,
Vendors

Mesa alta
High top Table

TBL-7

TBL-6

TBL-5

TBL-4

TBL-2

TBL-3

TBL-1

1

2

3

4

5

6

7

8

9

10