

2009 RATINGS

Aircraft are listed in the order of their 2009 overall averages.

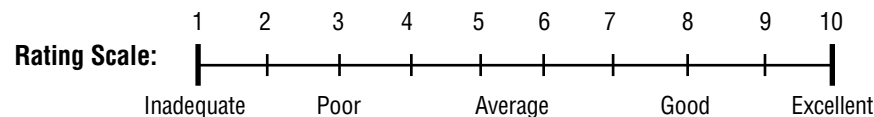
	Overall Average 2009	Overall Average 2008	Rating Change from '08 to '09	% Change	Auth. Service Centers	Factory Service Centers	Parts Availability	Cost of Parts	AOG Response	Warranty Fulfillment	Technical Manuals	Technical Reps	Mx Tracking Programs	Overall Aircraft Reliability
NEWER BUSINESS JETS ✈														
Gulfstream (G100 through G200, GIV-SP through G550)	8.26	N/A*	N/A	N/A	7.93	8.15	8.33	6.48	8.69	8.49	8.15	8.80	8.50	8.86
Cessna (Citation)	7.81	7.88	-0.07	-0.88%	7.50	7.80	8.20	6.42	7.99	7.90	7.72	8.01	7.90	8.49
Boeing (BBJ)	7.80	7.47	0.33	4.47%	7.59	7.20	7.74	6.68	7.52	7.64	8.17	8.13	7.78	9.08
Bombardier (Challenger)	7.56	7.07	0.49	6.91%	7.46	7.46	7.13	6.01	7.45	7.83	7.66	8.37	7.80	8.33
Dassault (Falcon)	7.52	7.64	-0.12	-1.62%	7.31	6.83	7.80	5.85	7.73	7.81	7.40	8.07	7.78	8.47
Hawker Beechcraft (Premier I, Diamond, Beechjet 400A, Hawker 400XP)	7.40	7.36	0.04	0.56%	7.17	7.43	6.95	6.19	7.43	8.03	7.88	8.11	7.52	7.37
Bombardier (Learjet)	7.39	6.93	0.46	6.59%	7.25	6.95	7.34	5.74	7.39	7.41	7.59	8.37	7.53	8.12
Hawker Beechcraft (Hawker)	7.29	7.09	0.20	2.88%	7.28	7.16	6.99	5.92	7.09	7.54	7.05	7.77	7.64	8.44
Embraer (Legacy 600)	7.22	6.82	0.39	5.74%	6.90	6.92	6.60	5.93	6.97	7.07	7.38	7.59	7.71	8.84
Bombardier (Global Express/XRS, Global 5000)	6.73	6.56	0.17	2.62%	6.67	6.40	5.88	5.08	6.42	6.72	7.35	8.01	7.15	7.52
OLDER BUSINESS JETS ✈ ✈														
Gulfstream (Astra, G100, GII, GIII, GIV, GIV-SP, GV)	7.77	N/A*	N/A	N/A	7.53	7.48	7.66	5.71	7.96	7.40	7.97	8.43	8.61	8.75
Cessna (Citation)	7.39	7.26	0.13	1.80%	7.22	7.32	7.68	6.13	7.47	6.96	7.47	7.56	7.61	8.28
Sabreliner	7.27	7.62	-0.35	-4.56%	7.39	7.93	6.69	6.23	7.41	7.32	7.06	7.41	7.70	7.81
Dassault (Falcon)	7.21	7.13	0.08	1.16%	7.32	6.52	7.43	5.12	7.45	7.39	7.23	7.56	7.58	8.39
Bombardier (Learjet)	7.11	6.61	0.50	7.56%	7.32	6.92	7.03	6.03	6.98	6.16	7.39	7.49	7.31	8.07
Hawker Beechcraft (Hawker)	7.03	6.90	0.13	1.95%	7.27	6.79	6.72	5.78	6.82	6.63	7.03	7.65	7.56	7.93
Hawker Beechcraft (Premier I, Diamond, Beechjet 400A, Hawker 400XP)	6.74	7.12	-0.38	-5.30%	6.56	6.79	6.21	5.50	6.93	6.49	7.19	7.09	6.76	7.88
Bombardier (Challenger)	6.66	6.85	-0.19	-2.73%	7.10	6.23	6.20	5.00	6.20	6.16	7.01	7.54	7.29	7.75
NEWER TURBOPROPS ✈														
Pilatus (PC-12)	7.72	7.37	0.35	4.81%	7.73	7.53	7.67	6.14	7.85	7.54	7.60	7.84	8.36	8.96
Hawker Beechcraft (King Air)	7.41	7.23	0.18	2.49%	7.64	7.32	7.41	6.18	7.36	7.62	7.47	7.27	7.12	8.58
OLDER TURBOPROPS ✈ ✈														
Mitsubishi (Marquise, MU-2, Solitaire)	8.81	9.17	-0.36	-3.92%	8.83	9.05	8.86	7.80	9.07	8.77	8.82	8.98	8.56	9.32
Hawker Beechcraft (King Air)	7.06	7.14	-0.08	-1.07%	7.06	6.82	7.40	5.74	6.90	6.84	7.22	7.15	7.13	8.24
Piper Cheyenne	5.71	5.96	-0.25	-4.21%	6.13	4.79	5.67	5.53	5.26	5.36	5.89	5.44	5.66	6.90
ROTORCRAFT (All Ages)														
Bell	6.97	6.94	0.03	0.49%	7.28	7.17	6.44	5.35	6.27	7.14	7.60	7.95	7.15	7.65
Sikorsky	6.88	6.45	0.44	6.82%	6.76	6.41	6.29	5.74	6.87	6.81	7.26	7.44	7.61	7.63
AgustaWestland	6.85	6.13	0.72	11.68%	6.00	6.94	6.31	6.13	6.10	7.35	7.35	7.37	7.04	7.69
Eurocopter	6.50	5.86	0.64	10.84%	6.38	6.19	5.17	5.08	5.84	6.96	7.01	7.70	6.48	8.14
MD	6.29	6.78	-0.49	-7.20%	6.36	6.48	5.84	5.43	6.34	6.21	6.35	6.16	6.50	7.36

Compiled by Jane Campbell with data provided by Forecast International of Newtown, Conn.

Bold indicates highest number in each category.

* Last year's ratings for Gulfstream are not included due to changes made to more accurately reflect Gulfstream's model breakdown.

✈ Less than 10 years old
✈ ✈ More than 10 years old



Source: AIN 2009 Product Support Survey

2008 RATINGS

Aircraft are listed in the order of their 2008 overall averages.

	Overall Avg 2008	Overall Avg 2007	Percentage Change	Auth. Service Centers	Factory Service Centers	Parts Availability	Cost of Parts	AOG Response	Warranty Fulfillment	Technical Manuals	Technical Reps	Overall Aircraft Reliability
NEWER BUSINESS JETS												
GULFSTREAM (G100 THROUGH G200, GIV THROUGH G550)	8.21	8.16	0.76%	7.86	8.11	8.22	6.55	8.62	8.73	8.20	8.70	8.85
CESSNA (CITATION)	7.88	7.74	1.72%	7.67	7.74	8.21	6.59	8.21	8.10	7.78	7.87	8.60
DASSAULT (FALCON)	7.64	7.64	0.10%	7.63	7.12	7.86	6.16	7.90	8.13	7.41	7.99	8.47
BOEING (BBJ737)	7.47	7.91	-5.46%	7.00	6.56	7.64	6.35	7.74	7.20	8.00	7.43	8.80
HAWKER BEECHCRAFT (PREMIER I/A, DIAMOND, BEECHJET 400/400A, HAWKER 400XP)	7.36	7.80	-5.66%	7.38	7.25	6.98	5.79	7.21	8.11	7.64	8.46	7.46
HAWKER BEECHCRAFT (HAWKER)	7.09	7.28	-2.66%	7.06	7.22	6.89	6.08	6.73	7.39	6.91	7.19	8.32
BOMBARDIER (CHALLENGER)	7.07	7.11	-0.52%	7.00	6.81	6.41	5.77	6.53	7.45	7.37	7.73	8.45
BOMBARDIER (LEARJET)	6.93	6.23	11.27%	6.88	6.67	6.54	5.31	7.03	6.80	7.27	8.00	7.80
EMBRAER (LEGACY 600)	6.82	7.20	-5.16%	6.67	6.59	5.97	5.88	6.73	6.39	6.73	7.97	8.45
BOMBARDIER (GLOBAL EXPRESS/XRS, GLOBAL 5000)	6.56	6.62	-0.79%	7.05	6.46	5.66	5.07	6.07	6.74	7.03	7.75	7.28
OLDER BUSINESS JETS												
GULFSTREAM (G100 THROUGH G200, GIV THROUGH G550)	8.15	8.19	-0.60%	7.67	7.69	8.54	6.11	8.58	8.02	8.42	8.84	9.17
GULFSTREAM (GII, GIII)	7.71	7.64	0.99%	7.63	7.36	7.86	6.10	8.12	7.27	8.04	8.23	8.65
SABRELINER	7.62	6.19	22.95%	8.18	7.23	7.48	6.56	8.13	6.75	7.17	7.96	8.84
CESSNA (CITATION)	7.26	7.36	-1.24%	7.21	7.32	7.44	6.11	7.45	6.88	7.41	7.41	7.99
DASSAULT (FALCON)	7.13	7.11	0.35%	7.48	6.16	7.37	5.57	7.19	7.36	7.05	7.36	8.44
HAWKER BEECHCRAFT (PREMIER I/A, DIAMOND, BEECHJET 400/400A, HAWKER 400XP)	7.12	6.93	2.76%	7.27	7.46	6.83	5.34	7.00	7.15	7.52	7.70	7.81
HAWKER BEECHCRAFT (HAWKER)	6.90	6.16	12.11%	7.22	6.93	6.76	5.80	6.85	6.34	6.97	7.32	7.76
BOMBARDIER (CHALLENGER)	6.85	6.73	1.79%	7.05	6.48	6.47	5.32	6.80	6.39	7.13	7.80	8.01
BOMBARDIER (LEARJET)	6.61	6.11	8.16%	6.83	6.13	6.58	5.62	6.53	5.92	6.99	6.59	8.01
IAI (ASTRA, WESTWIND)	6.49	6.27	3.42%	7.00	4.74	6.96	5.16	6.87	6.06	6.48	6.81	7.85
NEWER TURBOPROPS												
PILATUS (PC-12)	7.37	7.47	-1.33%	7.24	7.00	7.32	6.44	7.25	7.39	7.63	7.70	8.32
HAWKER BEECHCRAFT (KING AIR)	7.23	7.28	-0.77%	7.02	6.81	7.43	5.73	7.20	7.39	7.74	7.29	8.35
OLDER TURBOPROPS												
MITSUBISHI (MU-2, SOLITAIRE, MARQUISE)	9.17	N/A	N/A	9.27	9.49	9.25	8.12	9.38	9.09	8.94	9.32	9.64
HAWKER BEECHCRAFT (KING AIR)	7.14	7.07	0.89%	7.26	6.75	7.21	5.67	7.22	7.01	7.46	7.42	8.11
CESSNA (CONQUEST)	6.61	5.88	12.39%	7.38	6.54	6.29	6.00	6.09	5.22	6.92	6.27	8.07
PIPER (CHEYENNE)	5.96	5.97	3.60%	6.88	4.00	5.82	5.41	6.05	4.50	5.75	6.06	7.82
ROTORCRAFT												
BELL	6.94	7.31	-5.05%	6.94	7.39	6.59	5.66	6.55	6.55	7.35	7.76	7.65
MD	6.78	6.69	1.26%	6.63	6.29	6.84	5.74	7.12	5.75	6.74	7.59	8.21
SIKORSKY	6.45	6.59	-2.21%	6.51	6.36	5.59	4.93	6.17	6.43	6.93	7.53	7.48
AGUSTA	6.13	5.84	4.97%	6.48	6.30	5.79	4.86	6.22	6.70	6.07	6.11	6.96
EUROCOPTER	5.86	6.23	-5.90%	6.00	5.80	5.13	4.75	5.57	5.80	5.58	6.61	7.47

Compiled by Jane Campbell with data provided by Forecast International of Newtown, Conn.

Less than 10 years old
 † † More than 10 years old

Bold Type indicates highest rating in each category.

