

CUSTOMER SERVICES

You.
First.



MAX

PROGRAM

CHALLENGER 605

BOMBARDIER
the evolution of mobility

The Challenger 605 MAX Program



- **Standing behind our products**
- **Meeting our customer satisfaction commitments**
- **Solidifying the Challenger 605 as a category leader well into the future**

Scope and Targets

Scope

- *Systematic and targeted plan to improve the aircraft experience by focusing on a specific valued-added package of component updates*

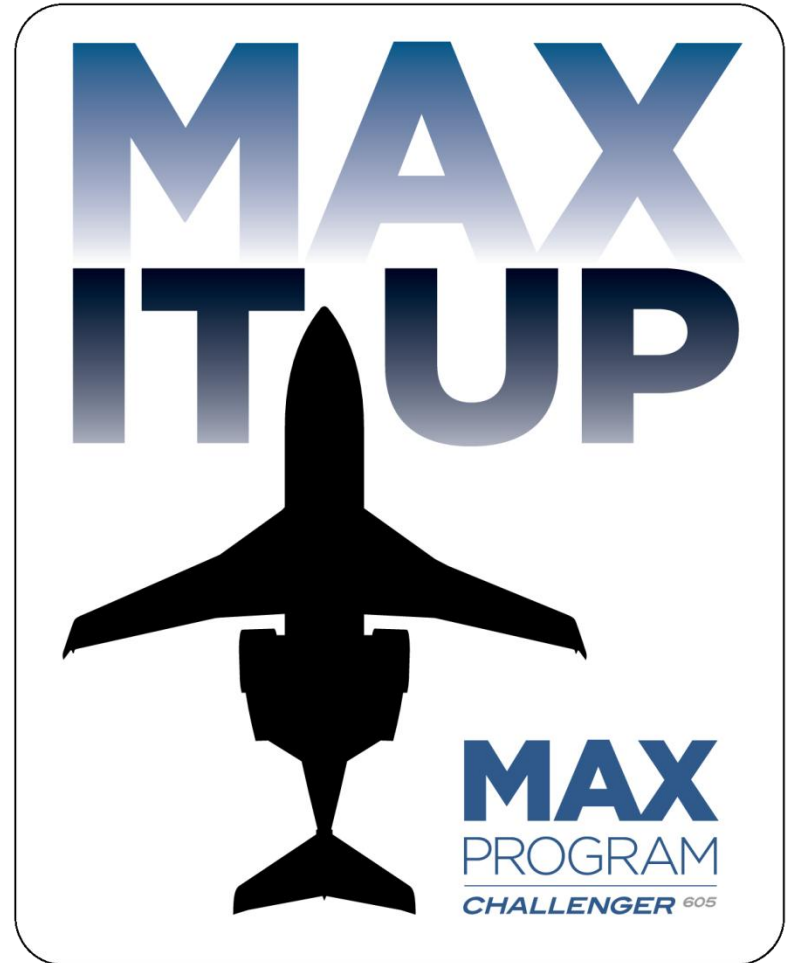
Benefits / Improvement Targets

- **Reduce Direct Maintenance Costs (DMC)**
- **Improve No Fault Found (NFF) rates**
- **Increase dispatch availability**
- **Increase Mean Time Between Unscheduled Removals**
- **Increase customer satisfaction**

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MAX IT UP

- Assessment of components is made per aircraft and scheduling occurs at a time suitable to you
- Upgrade can be completed at a Bombardier-owned Service Center or a Challenger 605 aircraft Authorized Service Facility (ASF)
- We will work around your aircraft's scheduled downtime to maximize your uptime



DMC Savings and Flight Hour Gains

MAX PROGRAM CHALLENGER 605	# Modifications	Targeted MTBUR* Increase (Flight Hours FH)	Targeted DMC** Savings per FH
April 2014	9	1.3	\$8.24

**Targeting 1.3 FH MTBUR gain and \$8.24 in DMC savings per FH
with the launch items**

*Based on A/C MTBUR including rotables and expendable parts.

**DMC cost savings based upon Bombardier component exchange price. Actual cost savings may vary.

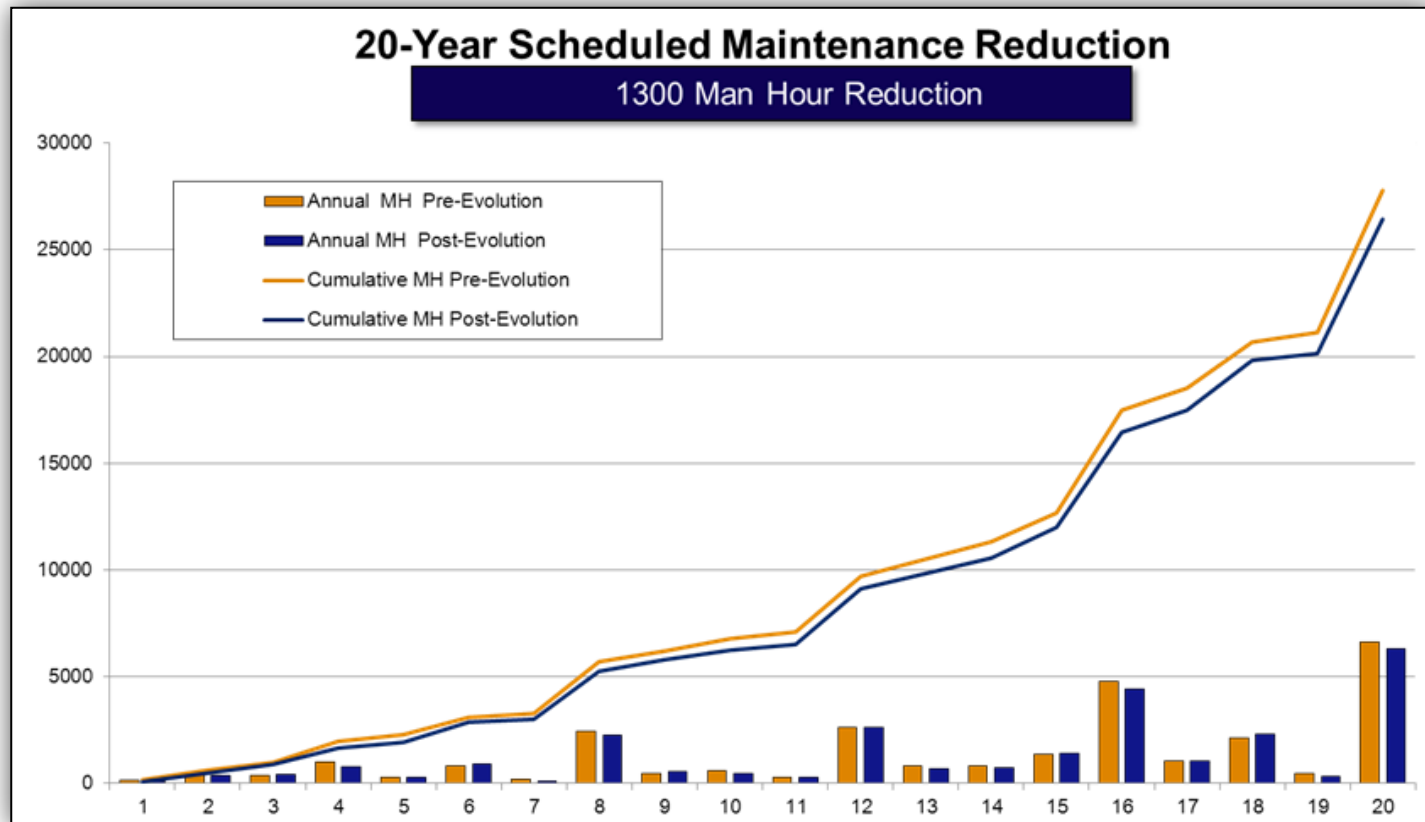
Detailed Components List

Associated components*, modifications, labor and installation are available free of charge

	Description	Part Number	Service Bulletin/ In-Service Modsum/ AMM Task	Dispatch Reliability	Irritant	DMC	MTBUR
1	Main Landing Gear (MLG) Main Fitting Lower Bushing	19065-5 & -6 or 604-85001-51 & -61	605-32-003			✓	
2	Nose Landing Gear (NLG) Towing Strap Placard	600K0743	605-11-001	✓			
3	Main PAX Door Seal - Introduction of Drain Holes	consumables	IS600-52-0004	✓	✓		
4	Overwing Emergency Exit Door Seal Improvement	consumables	IS604-52-0001			✓	
5	Brake Accumulator Assembly #3	601R75139-1 605K32-005	605-32-005			✓	✓
6	Accumulator - Hydraulic #3	601R75139-3 605K29-004	605-29-004			✓	✓
7	Radio Altimeter Cover	605K34-029	605-34-029			✓	✓
8	Detailed Inspection of the Windshield/Side Window Aerodynamic Seal	consumables	AMM TASK 56-10-01-220-804	✓		✓	✓
9	Microwave Oven Ventilation Ducting Improvement	605K25-007 or 605K25-007A	605-25-007		✓		✓

* Does not include consumables

Challenger 605 Evolved Maintenance Program



Evolved Maintenance Program rolling out in Q3 2014

1. Based on 400 FH/YR, 60 Min flight
2. APU Ratio 0.85 FH
3. Includes Scheduled and Non-Routine
4. Best estimates

The Challenger 605 MAX Program Team

The Challenger 605 MAX program is controlled and managed by a dedicated schedule, advance scheduling is required at all times

Each operator has been assigned a Customer Support In-Service Implementation Team (ISIT) representative who will work with you and schedule MAX on your behalf

Your ISIT representative can customize a Challenger 605 MAX Program bundle to fit into your scheduled maintenance

To contact the ISIT team,
send an email to:

CL605_MAX@aero.bombardier.com



Thank you for your participation



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