

The 17-Week Transformation

Duncan Aviation-Battle Creek earned the opportunity earlier this year to perform extensive completion and modification work, including the installation of Collins' ProLine 4 retrofit avionics package, on this Falcon 50, owned by Cardinal Health, Inc.

The workscope was comprehensive. The avionics package included TCAS II, EGPWS, a fully digital autopilot with RVSM-capable Air Data Computers, a new instrument panel with EFIS displays (like those in the 50EX), Navigational and Communication Transceivers with compact Radio Tuning Units, dual Universal UNS-1C Flight Management Systems, Honeywell Laseref III Laser Gyro Systems and a Collins Turbulence Detection Radar providing the capability to meet present and future FANS and MNPS requirements.

The aircraft was outfitted with new paint, a new interior complete with cabinetry, an advanced audio/video

package, and both land-based and satellite telephones with data ports. It was delivered with a fresh 2C inspection and overhauled landing gear.

Since Cardinal Health keeps the Falcon very busy, an aggressive turn-time was requested. Duncan was able to respond. The entire workscope was completed in 17 weeks—three to six weeks faster than any of Duncan's competitors were willing to promise.

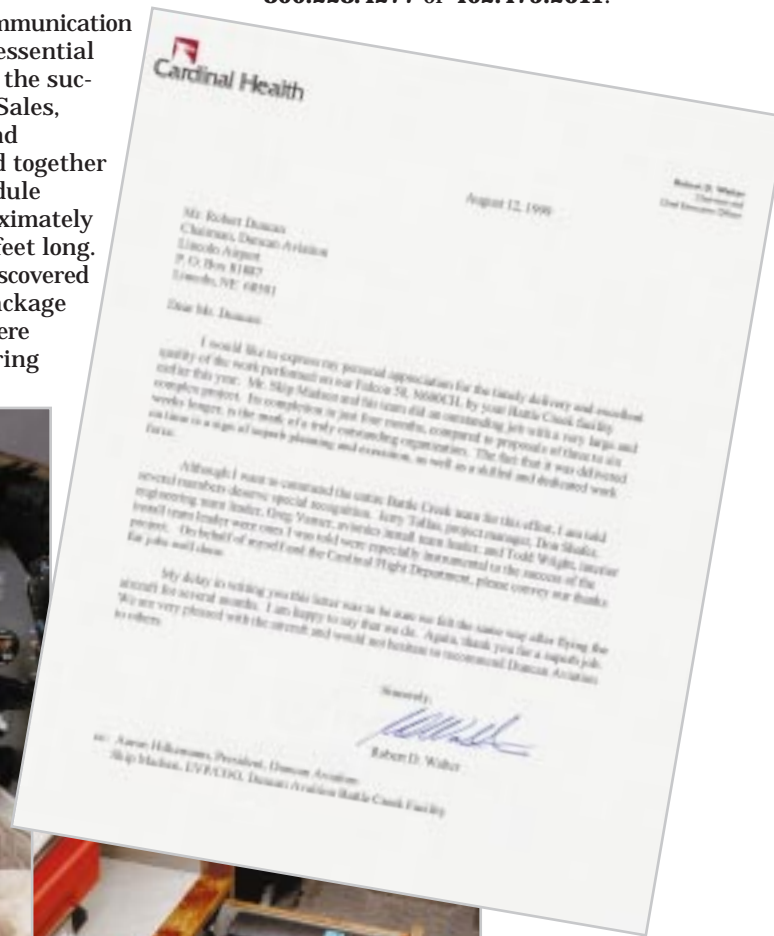
Extensive planning, communication and teamwork were the essential elements contributing to the success of this installation. Sales, engineering, planning and production teams worked together to create a detailed schedule flowchart that was approximately three-feet high by eight-feet long. Installation efficiencies discovered from the first ProLine package installation in Lincoln were shared with the engineering

and production teams in Battle Creek and key individuals from Lincoln were flown to Battle Creek during the installation.

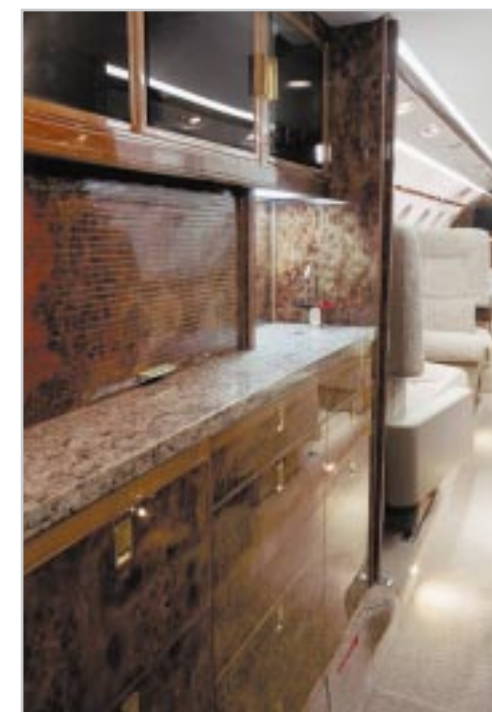
For more information about Duncan's avionics installation capabilities, please call **Shelley Ewalt**, **Dennis DeCook** or **Bob Stickle** in Battle Creek at **800.525.2376** or **616.969.8400** or **Gary Harpster**, **Ron Hall**, **Dave Pleskac** or **Steve Elofson** in Lincoln at **800.228.4277** or **402.475.2611**.



The ProLine 4 avionics retrofit package updates the entire Falcon 50 cockpit. This was the second ProLine system installed by Duncan Aviation. (The first Duncan installation was delivered in October 1997 in Lincoln.)



Pilots of the Falcon 50 requested a designated space for a full complement of 16 Jepps books within easy reach.



The Falcon 50's interior was completed with six executive seats finished with leather and chenille fabric, a divan with chenille fabric and new hand-made wool carpeting. It also included new mid-ship and galley cabinetry with granite tops, removable storage compartments under the divan, a pull-out fax machine/copier, and VIP custom storage drawers integrated into the lower sidewall.



Duncan Design Team Receives Top ASID Award



The Duncan Design team includes (Front-left to right) Christine Mann, Angela Habiger, (Back-left to right) Mary Lee, Suzanne Hawes, Mike Minchow, Teri Nekuda and Ken Reita. They are shown here with their award-winning Falcon interior.

The exquisite interior of a Falcon 50 designed by Duncan Design and installed by Duncan Aviation recently received the First Place award in an interior design contest sponsored by the American Society of Interior Designers (ASID).

The Falcon 50 completion updated the aircraft with the latest equipment and finishes and created a space that is

effective for both business use and entertaining. It received the First Place award in the Product, Furniture, or Design Detail category of the ASID Interior Design Project Awards contest.

Designing aircraft interiors that are the first place business travelers want to be is nothing new to the seven members of the Duncan Design team. With five

designers in Lincoln and two in Battle Creek, the team uses the latest two- and three-dimensional CAD software to help owners and operators visualize how a proposed design will look.

For this award-winning design, the Falcon's existing forward closet and small galley were removed and a new, larger galley cabinet was designed and installed to provide all passenger amenities. The new galley is highlighted with a Corian countertop, recessed task lighting and lighted crystal storage to provide an elegant display piece.

The left-hand forward closet was designed to house a 14-inch flat-screen monitor, which was installed on a pull-out glide for effortless viewing when stowed in the bulkhead or in the extended position. An executive-level cabin entertainment system with DVD was installed to provide passengers with the highest quality audio and visual entertainment.

New manual, pleated window shades, passenger service unit panels, drink rails, card tables, three-place divan, as well as six new executive leather cabin chairs were installed to complete the maximum design for corporate leisure.

For more information about Duncan Design or Duncan Aviation's completions capabilities, contact **Tracey Boesch**, **Mike Minchow** or **Craig Boesch** in Lincoln at **800.228.4277** or **402.475.2611**. In Battle Creek, contact **Shelley Ewalt** or **George Bajo** at **800.525.2376** or **616.969.8400**.

New Avionic & Instrument Customer Account Representatives Provide Dedicated Customer Service

Twenty years ago, Duncan Aviation began a common-sense, down-to-earth program to help keep customers in the air. The company began giving customers access to Component Technical Representatives (experts at trouble-shooting avionic and instrument squawks) 24-hours-a-day. Customers were grateful for the ability to call these tech reps and they became trusted friends of many Duncan customers.

That tradition has continued. Duncan now has a dedicated team of five Component Technical Representatives to answer customer questions regarding avionics and instruments. For the past several years, Duncan has also dedicated

six Customer Account Representatives (CARs) to provide customers with even more personal attention.

Each CAR has an assigned list of customer accounts; they are responsible for all components activities for those accounts. The "reps" schedule units, pull and ship loaners, track units to ensure work stays on schedule, review invoices and generally watch customer account activity to ensure the customer's wishes are fulfilled. Although many customers have developed close relationships with their rep, a customer doesn't have to speak with their assigned CAR; customers can talk to other representatives. However, the

CAR still personally ensures all work is done to customer specifications.

Together, the Components Technical and Customer Account Representatives work as a team to meet customer requests and needs. The customer-driven team handles hundreds of calls every day for aircraft assistance, technical advice and loaners. Ultimately, they have one primary goal—to keep their customers flying. For more information about Duncan's avionic and instrument repair and overhaul services, give our representatives a call at **800.LOANERS (562.6377)** or **402.475.2611**.

Duncan's Factory-Authorized and Ready to Help Challenger Operators with Landing Gear Restoration

Technicians in Duncan Aviation's Accessory Shop now have the capability, knowledge and experience necessary to perform the new 120-month landing gear inspection and restoration requirements for all Canadair Challenger aircraft.

Duncan technicians have been performing landing gear inspection services and repairs since 1979. Our capabilities include Learjets, Astras, Westwinds, Citations, Jetstars, King Airs and Hawkers. Now, after extensive development of test equipment, tooling, adapters, and stands by Duncan's in-house Research & Development team and Machine Shop, we are capable of fulfilling the requirements of the 120-month gear restoration program for all Challenger aircraft. Duncan has also been recognized by Bombardier Aerospace and Messier-Dowty as a qualified and reputable provider of these services.

The gear can be removed from an aircraft on-site in Lincoln or Battle Creek, or can be shipped to Duncan by

the operator. Once received in the Accessory Shop, the restoration is accomplished from start to finish in-house, and is returned to the aircraft or the customer for installation after complete restoration, thorough testing and painting.

Duncan's significant investment in Challenger gear component and rotatable inventory helps keep downtime requirements to a minimum.

To allow for efficient use of that downtime, technicians in Duncan's Machine Shop have constructed dummy landing gear per the manufacturer's specifications. This makes it possible for the aircraft to be moved to various work locations after the gear has been removed for the inspection, thus taking full advantage of the downtime by allowing Duncan experts to complete paint, interior,



Prop/Accessory Team Leader Vince Cruickshank and R & D Technician Chris Hoagg adjust and test a Challenger's nose gear steering system.

engine, modification, and/or airframe projects.

For more information about our Challenger landing gear capabilities, contact **Skip Laney** or **Chris Gress** in Lincoln at **800.228.4277** or **402.475.2611**.

NBAA Issue

DUNCAN AVIATION

Duncan Debrief

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Duncan Aviation's Lincoln Facility Designated as Authorized Hawker Service Center



Raytheon Aircraft Company recently named Duncan Aviation's Lincoln, Nebraska, facility an authorized Hawker Service Center for all Hawker aircraft, including the Hawker 800XP and 1000. With this designation, Duncan Aviation-LNK and its Hawker operator customer base will receive all of the support services and warranty authorization capabilities associated with the factory service center designation.

More than 155 different Hawker operators have turned to Duncan Aviation's Lincoln facility for maintenance, completions or avionics installation work in the last 24 months.

Aviation technicians. All in all, more than 150 different Hawker operators have turned to Duncan's Lincoln facility for scheduled maintenance and custom modifications in the last 24 months.

Duncan Aviation has the in-house capabilities and trained personnel to perform major inspections on Hawker aircraft, including 48 Month, 4800 Hour and all structurals. Duncan is also experienced in extensive airframe and structural repairs and major corrosion inspections.

that block airspeed and engine noise have all been installed by Duncan. Other Hawker installations include custom lighting and switching systems, EGPWS, NZ-2000, TCAS II, EFIS, UNS-1C, UNS-1K, AFIS, Kitema Fuel Flow Indicator and various other upgrades, many of which required the development of STCs.

For more information about Duncan's Hawker capabilities, please contact **Jeff Manion** in Lincoln at **800.228.4277** or **402.479.1539** or **Pete Kilmartin** in Battle Creek at **800.525.2376** or **616.969.8463**.

"We are very excited about this announcement," says Aaron Hilkemann,



President of Duncan Aviation. "As with all of our business partners, we view our designation as an authorized service center as a privilege. We take our responsibility to provide Hawker operators with the best possible service very seriously. We look forward to enhancing our service offerings for existing customers and building relationships with new customers while drawing from our resources as well as those of Raytheon Aircraft."

The newly expanded Engine Service Center at Duncan Aviation is a Factory Authorized AlliedSignal TFE731 Major Service Center and maintains a pool of TFE731-2 and -3 rental engines for Hawker 400s and 700s. Duncan also maintains a complete AlliedSignal-approved non-destructive testing facility for compliance with the Airworthiness Directive on engine fan discs in AlliedSignal-powered aircraft, including the Hawker.

When it comes to completions capabilities, Duncan Aviation's Paint, Interior and Modifications areas have lots of experience with Hawkers. Custom avionics and aircraft systems like entertainment packages with individual flat-screen displays, CD players, VCRs and complete sound distribution systems



Duncan Aviation-LNK is in the process of building its largest hangar yet. The 60,000-square-foot hangar, which will easily accommodate large business aircraft, will be divided into two sections. In addition to the hangar, a three-level structure will be constructed to house new shop space for Sheet Metal, Completions, Installations, Upholstery, Finish and Cabinetry shops. The facilities should be completed by October 2000. More information about the new Lincoln facilities will be included in future editions of the *Duncan Debrief* newsletter.

New Things are "On the Net"

If you haven't checked our Internet home page at www.duncanaviation.com lately, you'll want to warm up your browser and re-insert your bookmark. We recently unveiled a new home page layout with several unique features and convenient extras. What's more? Additional updates are in process.

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A Message From the Tower

As we close the chapter on this century, we have much to reflect upon. Although man dreamed of flight long before this millennium (as evidenced by Leonardo da Vinci's wing-flapping ornithopter), it wasn't until the beginning of this century that we began to control flight and comprehend its usefulness.



This is a great honor for all of the employees of Duncan Aviation to share; it is also a great honor for the Duncan family. The basic needs of our customers have changed little over the years, but the dynamic

"The challenge as we continue to grow will be to keep our entrepreneurial spirit alive by continuing to take measured risks and discovering new ways to help our customers."

That is the spirit I would like to highlight in this issue of our *Duncan Debrief* newsletter. Innovation has always been at the core of our industry. I am proud to say it is the main reason Duncan Aviation is not only still in business, but thriving 43 years after its inception.

In honor of this spirit, Duncan Aviation was named the 1999 Entrepreneur of the Year in the Master

spirit of the employees of Duncan Aviation has been able to keep the company innovative throughout the changing nature of our industry.

The innovative spirit at Duncan has been very apparent this year. I don't think we have ever had a stronger team of people involved with Duncan Aviation. Innovations have been made

J. Robert Duncan

Duncan News At-A-Glance

Digital borescopes help technicians

In an effort to diagnose repairs quicker and lessen downtimes for customers, Duncan Aviation's Lincoln and Battle Creek facilities recently invested in digital borescopes for their airframe maintenance teams. The new borescopes are 6 mm in diameter and have a CCD digital imager chip at the end of the probe. Because of the digital chip, the technicians using the borescope can see an image with the clarity and exactness of their naked eyes. Besides providing a better image, the borescopes can measure the size of a defect and download the picture to a diskette or Super 8 videotape. The picture can then be sent to the manufacturer's tech support or engineering departments for evaluation via the Internet, thus shaving time off the diagnosis and repair process.

Propeller pick-up & delivery

Duncan Aviation-LNK's propeller shop has enjoyed a brisk increase in propeller business over the last year, so we have added a pick-up and delivery service with the addition of a shop truck.

Test set update

Duncan Aviation's satellite avionics shops, located throughout the United States, are updating their test equipment to the DATE-1A test set, which was developed by Duncan Aviation's Research & Development area. The new computerized test sets are more automated and will allow technicians to test the units to Duncan's high standards of accuracy in a much shorter time.



103 shipments a day

By the end of December, Duncan's Components Services area will have worked on more than 28,000 send-in accessory, avionics, and instrument

components this year alone. That equates to shipping 103 repaired units back to customers every day.

Astounding numbers

Over the last two years, Duncan's Components Services area has overhauled 618 DME40 units, 1,596 stab actuators, and 578 Directisyns.

Easier maintenance tracking

For the last three years, Duncan Aviation has been offering a computerized maintenance tracking service called Tracker to several of our regular maintenance customers. Backed by Duncan's technical representatives, inspectors and maintenance experts, this service is based on actual logbook entries, rather than individual cards. The service helps customers keep their logbooks, aircraft and engines current. With a team of eight full-time Tracker personnel in place, Duncan Aviation is now ready to offer the tracking service to others, especially those who operate Westwinds, Astras, 25/30 and 50 series Learjets, 500/650 series Citations, Falcon 50s, Challenger 600/601/601-3A/Rs and 700 and 800 series Hawkers. Other makes and models are currently in process. For more information, contact **Penny Smith, Mark Schoen** or any of our other Tracker representatives at **1.800.228.4277**.

BTL STC's

Duncan Aviation-BTL recently installed and certified a Universal Avionics Corporation UNS-1B+ Flight Management System in a Falcon 20-C5 aircraft. The UNS-1B+ provides GPS and increased memory capability by incorporating the upgrade to SCN-602 software provided by Universal. The Falcon was also equipped with an L3 Communications/Fairchild F1000 Solid State Flight Data Recorder (SSDFDR) and a Universal UNS-1K Flight Management System, both of which also received Supplemental Type Certification.

Duncan Aviation-BTL recently installed and certified an Enhanced Ground Proximity Warning System (EGPWS) with Windshear and Terrain

through all facets of our business. As always, we highlight a few of them in this newsletter.

Our Lincoln facility was named an authorized Hawker Service Center by Raytheon Aircraft. The Duncan Design team received a first place recognition from the American Society of Interior Designers. We have added avionics installations capabilities to several of our satellite avionics locations. Other additional capabilities include expanded structural repair services, Challenger landing gear overhaul and a new flat-rate program for JT15D engines.

These projects represent only a fraction of the creative and innovative activities that go on throughout the Duncan enterprise on a regular basis. The challenge as we continue to grow will be to keep our entrepreneurial spirit alive by continuing to take measured risks and discovering new ways to help our customers. That's a challenge we are ready to meet.

Display and 204 software in a Falcon 2000 aircraft. This system provides the aircraft operator with state-of-the-art navigation, including a terrain database to provide "look-ahead" warning based on terrain threat, windshear protection and alerting, altitude call-out, terrain clearance floor alerts for aircraft landing/approach configurations as well as bank angle alerts.

LNK STC's

To comply with Europe's JAA requirements, Duncan Aviation-LNK certified the AlliedSignal Digital Flight Data Recorder (DFDR). The certification was FAA/JAA approved by a Duncan Aviation STC. In this DFDR installation, analog and digital data is fed into a Teledyne Avionics Flight Data Acquisition Unit (FDAU). The FDAU outputs digital data for recording by the DFDR unit. The DFDR and FDAU were installed in a newly designed aft storage box that is fitted below the extended range fuel tanks. Duncan can make the storage box available for other purposes on request.

By a complementary FAA/JAA certification, Duncan-LNK installed a new Universal CVR-120 two-hour Cockpit Voice Recorder. This installation required relocation of the existing microphone to ensure good voice quality recordings.

Duncan Aviation-LNK has received both United States and Canadian STC approvals for installation of the AlliedSignal MK-V Enhanced Ground Proximity Warning System. The EGPWS displays terrain and obstacles on the existing Collins MFD.

WHIP Program

Duncan-BTL is now offering a special JT15D WHIP program. This Weekend Hot section Inspection Program was created to help operators work around downtime obstacles and alleviate missing scheduled trips by completing an HSI through the course of a weekend. The services are completed with no premium for weekend work. In order to be eligible for WHIP, an operator must schedule 25 days in advance to allow for vendor support setup and logbook research.

Structural Repair Capabilities Put Customers' Minds at Ease

You've encountered a bird strike. Your aircraft has skidded off an icy runway. A wing tip has been damaged on an FBO's ramp. Although these events are uncommon, they do occasionally happen.

Repairing aircraft damage is not something that everyone foresees. But when the unforeseen happens, you need help and you need it fast. Duncan Aviation's Battle Creek and Lincoln facilities are able to provide not only quick structural repair service, but have vast experience in the process.

Duncan has extensive in-house structural repair capabilities at both facilities that offer significant benefits to operators. These include multiple work shifts for quicker repairs, custom fixture fabrication, and composite repair specialists. Duncan also has in-house engineering support (structures DERs) in Battle Creek and Lincoln to design and approve any needed repairs, helping further reduce downtimes. And of course the award-winning paint facilities at both locations ensure the aircraft looks as good as new after the repair is complete.

Another important group for operators to be aware of is Duncan's Rapid Response Team. In the event an aircraft becomes disabled on a runway or in some other area that requires immediate attention, Duncan's specialized technicians are available on very short notice to travel to the site and take care of the situation without causing further unnecessary damage to the aircraft.



Structural repair mechanic Dave Cox repairs structural damage to a Citation 501 incurred in a ground incident.

Our ability to accurately estimate repair prices and downtimes allows the insurance companies and operators to settle claims quickly.

Both Duncan facilities also offer repairs to send-in components such as flight controls, doors and engine inlets (metal and composite). Repairing a component is often significantly quicker and less expensive than trying to buy a new replacement part.

Experience is an important aspect of a quality structural repair facility, and Duncan has it. With a dedicated staff of 22 sheet metal specialists, the Battle Creek facility has more than 30 years experience in the structural repair business. The Lincoln facility boasts over 50 years of structural repair experience. Of course, both facilities offer perfect safety records.

While Duncan's Battle Creek facility is the primary structural repair facility, both sites have performed hundreds of structural repairs over the years. Highlights include the following: complete rebuilding (fuselage, empennage, wings, etc.) of three different Citations, a Lear 25, 35 and 55, and a Hawker 600, 700 and 800; complete tip-to-tip spar cap replacement on a Beech 1900; heavy repairs to Westwind fuselages and wings; several wing leading edge and skin replacements and gear-up landing repairs; assorted repairs made necessary because of corrosion and cracking on Gulfstreams, Hawkers, Learjets, Challengers and other corporate aircraft.

For those operators who encounter an unexpected structural repair need, they can put their mind to rest. Duncan is equipped, experienced and committed to getting an operator up and flying again. For more information on structural repairs at Duncan Aviation, contact **Pete Kilmartin** in Battle Creek at **800.525.2376** or **616.969.8463** or **Monte Reeves** in Lincoln at **800.228.4277** or **402.475.2611**.

Specially Designed Overhaul Program Offers Operators The Intelligent Choice

Duncan Aviation introduces a Duncan-designed flat-rate overhaul program in conjunction with Pratt & Whitney Engine Services. The program, entitled "The Intelligent Choice Overhaul Program," allows us to offer operators more overhaul choices on the Pratt & Whitney JT15D engine than any other program available.

Flat Rate, Flat Rate Plus and the Performance Choices together to provide a competitive flat rate, guaranteed performance, and an extended warranty.

"We are pleased to offer a flat-rate program that allows us to work together with our customers to determine which program will best suit their individual overhaul needs," Dan says. "Choices become important as operators have special needs and look for the freedom to choose from more than only a few overhaul options."



"Duncan's well-known technical expertise and exceptional customer service have always stood out in the aviation industry," says Dan Arrick, Engine Service Sales Specialist at Duncan-Battle Creek. "This program is no exception, and will differentiate it from others being offered to JT15D operators."

The Intelligent Choice Overhaul Program presents Duncan customers with five overhaul choices, ranging from a time-and-materials overhaul to four different levels of flat-rated overhaul services. These overhaul choices range from a basic overhaul to a plan that includes a competitive flat rate, guaranteed performance and an extended warranty. The program is coupled with complete Duncan service and education on each overhaul choice.

The first of the five program overhaul choices is the "Time & Materials Choice," which offers a time and materials overhaul with Duncan service. The "Flat Rate Choice" provides predictable value through a flat-rated factory overhaul at a competitive price. The "Flat Rate Plus Choice" joins the Flat Rate Choice with additional service bulletins and an extended, more comprehensive warranty. The "Performance Choice" couples the Flat Rate Choice with guaranteed performance, which includes vibration and temperature margin guarantees on delivery of the engine. Finally, the "All-in-One Choice" offers customers a combination of the

"None of us really understands what's going on with all these numbers."

—David Stockman
On the United States Budget (1981)

Figures never lie, but they can be manipulated.

Duncan Aviation's JetResources has developed a proven analysis method ideal for those looking to evaluate and compare pre-owned aircraft much deeper than on price alone. With more than 3,000 completed transactions and 1,400 aviation experts in its employ, Duncan Aviation is an invaluable partner in helping you understand the price-value relationship and make an informed decision.

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Duncan Aviation Provides Comprehensive Calibration/Repair Services

Micrometers. Calipers. Crimpers. Inclinometers. Tensiometers. Scales. Torque wrenches. Oscilloscopes. Signal generators. Communication monitors. Pitot/static.

Duncan Aviation has used these tools to inspect and repair business aircraft and aircraft electronics for more than 43 years. After calibrating them in-house for years, Duncan Aviation is now supporting business aircraft operators with their own in-house maintenance by providing them with comprehensive calibration and repair services.

"Delicate instruments and tools require the type of care and attention to detail that have become trademarks of the people who make up Duncan Aviation's Calibrations Lab. With more than 66 years of total experience dealing with some of the most sophisticated testing equipment in the industry and a commitment to stay on the cutting edge of technology, Duncan Aviation's entry into this highly detailed field has been long expected.

"For years, operators have asked whether we provide calibration services



A Duncan technician checks a digital outside micrometer to gauge block standard.

on a widespread basis," says Rich Teel, Manager of Duncan's Calibration Services. "We have performed some limited calibration services, but wanted to wait with widespread marketing until everything worked in the customers' best interest. We have now reached the point where we can provide precise calibration services with short turn-times and excellent customer service."

With more experienced people than ever before and with construction of a new state-of-the-art, environmentally

Duncan Revolutionizes Installations Through Its Avionics Satellite Shops

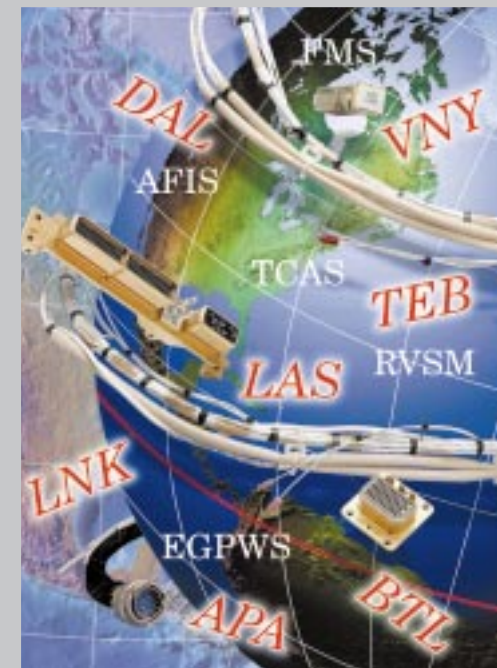
In 1985, Duncan Aviation revolutionized the avionics/instrument repair and overhaul industry by opening its first satellite avionics shop in Houston. The goal of Duncan's satellite network was to bring avionic/instrument services closer to its customers. Fifteen years later, Duncan provides its award-winning avionic overhaul, repair and troubleshooting services at 19 locations nationwide with 65 technicians.

Now, we're revolutionizing avionics installations.

"Several years ago, operators who wanted Duncan Aviation's high-quality avionics installation work and support had to bring their aircraft to Lincoln, Nebraska," says Todd Duncan, Vice President of Duncan Aviation's Components Services. "Through the last several years, however, Duncan's installations capabilities have branched to several Duncan satellite locations."

In addition to its major aircraft service centers in Lincoln, Neb. (LNK), and Battle Creek, Mich. (BTL), Duncan provides full-time avionics installation and repair services at the following satellite locations: Teterboro (TEB), Van Nuys (VNY), Dallas (DAL), Denver (APA), and Las Vegas (LAS). These shops have dedicated installation technicians with the equipment, training and expertise to install any avionics system for business aircraft. Backed by the technical expertise and engineering support in Lincoln and Battle Creek, the seven Duncan installations facilities own more than 400 Supplemental Type Certificates and have a wide range of experience in avionics system installations and design.

For more information about avionics installation services at one of Duncan's seven install locations, please call **Dave Pleskac** at **800.228.4277** or **402.475.2611**.



Duncan Intelligence Newsletter Now Available to AVPAC Customers

Perhaps the #1 question any aviation parts customer has is: "Can you handle my problem?" That's because when it comes to aircraft parts, a "problem" can in a short period of time translate to thousands of dollars lost for an operator.



At AVPAC, we eliminate hundreds of these "problems" every week. AVPAC's success can be attributed to several factors, including the following: the combined experience of the AVPAC staff exceeds 300 years; their commitment to complete customer satisfaction is unparalleled; and they have a willingness to reach out to customers with innovative ideas and programs. Recently, AVPAC embarked on a complimentary program that embodies all of these factors—the AVPAC Duncan Intelligence newsletter.

Faxed periodically to an exclusive list of aircraft operators, this newsletter informs customers about relevant parts issues. It gives them technical information and tips that they might not otherwise know about. Most importantly, it provides thousands of customers with a forum for asking their parts questions.

"Each AVPAC representative is a specialized expert," explains Bob Randall, editor of the *AVPAC Duncan Intelligence*, "so we can provide detailed, accurate answers for a huge range of customer inquiries. AVPAC even has its own on-staff DAR (Designated Airworthiness Representative) to better assist customers. . . . That's the whole reason we started the *AVPAC Duncan Intelligence*, to give customers another tool and an arena to sound-off about problems they're experiencing."

If you haven't yet received a copy of the new newsletter, but would like to, please contact **Connie Janak** and ask her to add you to the *AVPAC Duncan Intelligence* list. You can reach Connie at **800.228.4277**, ext. 1652 or e-mail her at **connie.janak@duncanaviation.com**.

If you would like more information about AVPAC, Duncan's Aviation Parts and Components network, please call one of our 13 AVPAC representatives at **800.228.1836** or **402.475.4125**.