The transitional year between the 20th Century and the 21st Century was appropriately one of forward-thinking change for Duncan Aviation. I will always remember the year 2000 fondly because as a company, Duncan Aviation made huge strides in recognition and capacity, and reached a point that would have made my father, Duncan Aviation founder Donald Duncan, unbelievably proud.

The opening of the new Donald Duncan Maintenance, Modifications and Completions Complex last November in Lincoln was a highlight. Not only because it provides an additional 123,000 square feet of hangar, shop and office space, but because naming the state-of-the-art facility gave me a chance to pay tribute to my father, whose character, charisma and legacy are still major components of Duncan Aviation’s fabric.

Donald would be most proud, however, of our recent recognition from FORTUNE magazine listing us as #62 in their list of “the Top 100 Companies to Work For in America.” This would excite him because it shows we haven’t strayed from the solid, people-first foundation he built when he started Duncan Aviation in 1956.

We have always believed that our employees are our top competitive advantage. We know that if we continue to provide them with ongoing education, the best tools and facilities, and an energetic, innovative and caring work environment, they will continue to perform excellent, high-quality work that they are proud of—and, most importantly, have fun doing it.

This kind of work environment is special in today’s world. Many customers comment on the friendliness and positive energy they notice while on-site at one of our facilities. We remember when working with everyone, whether they are employees, customers or vendors.

If you haven’t had a chance to experience the Duncan Aviation environment, please stop by. We would love to show you around.

J. Robert Duncan, Chairman

Excellence, individuality and growth are not incompatible with Duncan Aviation’s foundation of Doing the Right Thing

“We have always believed that our employees are our top competitive advantage.”

– J. Robert Duncan

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Duncan Aviation recently completed the first step in the RVSM certification process for the Jetstar 731, which involved the installation and STC certification of highly sensitive IS&S altimeter/data units. In addition to the dual altitude Installing Duncan Aviation gained another approval by installing and certifying TCAS-4000 with MOPS 7 on the aircraft.

Duncan Aviation’s experience with Jetstar RVSM certification began in November of 2000 with a Jetstar II. With this program, Duncan Aviation offers the solution for all Jetstar operators to meet the current North Atlantic RVSM requirements as well as pending RVSM requirements in the Western Waters (Bahamas and Caribbean—November 2001), Europe (January 2002) and Canada (April 2002). Duncan Aviation offers RVSM solutions for several other airframes including the Falcon 20, Challenger 600, Astra and Astra SP.

“We are very excited about the potential of this program,” says Steve Elofson, an Avionics Marketing Representative with Duncan Aviation. “This RVSM solution will allow Jetstar operators to navigate at premium altitudes over the Atlantic Ocean and other regions of the globe which are or will soon be affected by RVSM mandates.”

STC for CAS-67A TCAS II in Gulfstream IV

Duncan Aviation recently earned an STC and installed the Honeywell CAS-67A ACAS II/TCAS II in a Gulfstream IV previously equipped with the Honeywell SPZ-8000 EFIS. This certification provides another TCAS II installation option for operators of SPZ-8000 EFIS-equipped I-Vs.

Duncan Aviation–Battle Creek Named Cessna Citation 650 Series Authorized Service Center

Clark Gordon On PAMA Exec Board

Clark Gordon, Duncan Aviation’s Northeast Regional Service Marketing Manager, was recently elected to the Executive Board of Directors for PAMA.

Clark became an active PAMA member in 1992 and has 20 years of avia-
tion experience. He joined Duncan Aviation in 1990.

Mark Goertzen was recently named Falcon Technical Representative for Duncan Aviation. A Duncan Aviation employee since 1975, Mark joins Ron Grose and Kevin Bonhorst in providing technical information about Falcon aircraft over the phone and in person to customers and Duncan Aviation technicians. He also works with Dassault engineers and technical specialists. To reach Mark, call him at 402.479.1511.

AVPAC Announces Distributorship

AVPAC has taken the first step toward becoming a distribution organization. The company is now a stocking distributor for PMA Products, Inc., in North Carolina. PMA is a manufacturer of replacement parts for a number of Piper applica-
tions. They are now offering parts for some of the Beech aircraft product lines and items scattered over several airframes like Cessnas and Mooneys.

APVAC is taking second steps, too, by talking with other PMA's manufacturers. So look for future distribution announcements.

Peter Ginocchio Receives Third Annual Duncan Aviation Excellence Award

Well-known industry executive Peter Ginocchio was recognized for his 40 years of dedication to aviation when he received Duncan Aviation’s Third Annual Duncan Excellence Award in November 2000. Peter has been responsible for numerous leaps forward in technical support, marketing and after-sales service for aircraft industry-wide. His contributions have helped raise the level of service that operators and owners expect, which has improved the business community’s perception of the reliability and efficiency of private aircraft as a sound business tool.

For example, Peter organized the first M&O session for a business jet in 1965. In the 1970s, he helped introduce the first manufacturer-developed computerized mainte-
nance program for a business aircraft. And he worked diligently to refine the service and support systems for many of the industry’s aircraft, including the original Falcon, Citation and Challenger.

Peter began his aviation career in 1956, serving as a Student Engineer with Pan American World Airways. He joined business aviation in 1970 as the Director of Customer Service at Cessna and has since held positions with Dassault and Canadair. Currently, Ginocchio sits on the Board of Directors for Duncan Aviation.

The award recognizes an individual for significant commit-
ment/leadership in business aviation and $2,500 is donat-
ed in the recipient’s name to a favorite charity. Ginocchio selected the National Air & Space Museum. Past award recipients include William “Bil” Wagner (Chief Pilot of Townsend Engineering and former Chairman of the NASA Board of Directors) in 1998 and Albert Lee Ueltschi (Chairman and CEO of FlightSafety International) in 1999.

Galaxy Aerospace Renews Service Relationship with Duncan Aviation

In January, Galaxy Aerospace renewed an agreement with Duncan Aviation under both Galaxy Aerospace–Lincoln and Duncan Aviation-Battle Creek service as Authorized Service Centers for the full range of Galaxy Aerospace-supported models.

The new agreement extends Duncan Aviation’s service center status through September 2003 and adds the Galaxy Aerospace’s Lincoln, Nebraska, facility to the service center authorizations. Duncan Aviation has a long history of sup-
porting Westwind and Astra series jets and supplies all major interior components for the Astra SPX.

Mark Goertzen Named Falcon Tech Rep for Duncan Aviation

Galaxy Citation 650-Series Authorized Service Center creates another convenient location for Citation 650 operators to receive frequent maintenance, repair and overhaul major interior components for the Astra SPX.

The new agreement extends Duncan Aviation’s service with Duncan Aviation under which both Duncan Aviation-Lincoln and Duncan Aviation-Battle Creek serve as Authorized Service Centers for the full range of Galaxy-supported models.

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Following the Open House

Months of planning, evaluation, hard work and anticipation came to a close as aircraft and employees moved into Duncan Aviation’s newest facility. If you haven’t yet had a chance to visit the Donald Duncan Modifications, Service and Completions Complex in Lincoln, Nebraska, spend some time with this article. We share photographs of some of the high points here.

Last November, the first aircraft rolled through the doors of Duncan Aviation’s new 123,000-square-foot service complex in Lincoln, Nebraska. Consisting of two Challengers, two Falcons, two Hawkers, an Astra SPX, a Learjet and a Gulfstream, this initial group was the first to experience the $14 million facility.

The Donald Duncan Modifications, Service and Completions Complex was dedicated at an Open House and Intelli-Conference Symposium in early November last year. Although the hangar portion of the facility had received an occupancy permit at that time, the last shop didn’t move into their new space until January.

The facility provides 60,000 square feet of additional hangar space and 63,000 square feet of expanded workshop space for the Finish, Cabinet, Sheetmetal, Completions, Upholstery and Systems/Engineering departments.

“Much planning and needs evaluation went into the construction of this facility,” says Aaron Hilkemann, President of Duncan Aviation. “Technicians and team leaders took active roles in determining space allocation, efficiencies and shop locations in an effort to ensure improved project throughput while decreasing downtimes and providing the best work environments for all involved.”

We are proud of our new facility and want to share a photograph tour of the highlights here. If you’re really interested in checking out the innovative environment, however, we encourage you to drop by our Lincoln facility sometime. We’d be happy to show you around.

Facts About the New Complex

The facility has 60,000 square feet of hangar space and 63,000 square feet of office and workshop space in a three-level structure. Shops located in the new complex include Finish, Cabinet, Sheetmetal, Completions, Upholstery, Avionics Wiring, Installations and Systems/Engineering Design. Highlights of the remaining space include an industrial freight elevator servicing all floors as well as the hangar, a shipping/receiving dock, an exercise center and customer offices with desks, phones and data links to make customer time at Duncan Aviation more productive. The facility was designed with extensive use of glass in office and shop areas to provide as much natural light as possible.

Buried tunnels bring compressed air, electrical power and computer/telephone wiring to the aircraft and workstations via the “power pits.” Each aircraft utilizes a junction cart (seen here in yellow) that provides electrical and air manifolds for multiple technician use.
Arguably the most exciting area within the Cabinet Shop is the large, state-of-the-art machine and tool room that houses all manner of cutting, shaping, sanding and planing tools. Among the machines and tools located here is our brand new CNC—Computer Numeric Controlled—cutting machine that provides EXACT measurements and cuts CNC-programmed pieces, giving us the capability to make high-quality, repeatable cuts.

The Finish Shop was designed for a constant-flow work process. It includes a large prep and sanding room, two custom-designed down-draft spray booths with environmental systems that control temperature, pressure and humidity. The shop also includes a dust-free curing room, a polish room for the high-build, high-gloss finish Duncan Aviation is known to provide and a segregated final assembly area featuring a dedicated silkscreen room for labeling.

The Cabinet Shop is divided into three areas. The largest area houses teams that design and construct our traditional custom cabinets and aircraft furniture. Another area is dedicated to construction of cabinets and furniture for our OEM customers. The third area is for machinery and tooling, including the computerized cutting machine pictured on the opposite page.

The Completions Shop boasts a layout perfect for our processes with dedicated benches for activities like carpet cutting, panel modifications and covering, mold making and fabric glue application. It has three separate glue and paint booths and lots of premium storage space.

The Upholstery Shop features several large layout tables with new sewing machines capable of performing at the precision our craft requires, such as French stitching, hidden seams and perfect pleats. Skylights contribute to the perfect environment for true-color matching of leathers, fabrics and matching painted materials.

The new Systems/Engineering area is adjacent to shops and the hangars to facilitate the system designers and engineers in their support of technicians and help achieve fast and efficient communication across departments. Their new location is more than twice the size of their previous area.

As you enter this office environment, you will be greeted by Becky Showalter and one of the most unique pieces of office furniture you’ve ever seen. A product of the ingenuity, skill and expertise at Duncan Aviation, Becky’s desk was designed in-house by Duncan Design and constructed by our Cabinet, Fabrication and Finish shops.

Duncan Aviation’s team of skilled cabinet makers create beautiful, functional and unique pieces for a myriad of uses in business class aircraft.

The new Fabrication Shop provides plenty of workspace for sheetmetal experts to work with aluminum and stainless steel. This shop integrates all structural work for modifications as well as airframe and is home to our Fabrication Team (formerly known as the PMI team). This group makes PMI’d kits for aircraft installation including APU kits, baggage compartments and specialty interior parts like cup holders, water tanks and mounting brackets. Sheetmetal and structural repairs are performed here as well. These include skin sections, airframe structural members, floorboards, cowlings, flaps and gear doors.

The Completions Shop is one of the largest facilities within the Duncan complex. The new shop is divided into three areas. The largest area houses teams that design and construct our traditional custom cabinets and aircraft furniture. Another area is dedicated to construction of cabinets and furniture for our OEM customers. The third area is for machinery and tooling, including the computerized cutting machine located on the opposite page.

One of the highlights of the facility is the Fitness Room located in the northeast corner of the lower level. Open to customers, employees and spouses, the large room includes the following commercial-grade fitness equipment: three treadmills, two elliptical trainers, two recumbent cycles, eleven stations featuring selectorized circuit training pieces of equipment, a complete leg press that is plate loading, a plate-loading Smith machine, a cable crossover, dumbbells from five to 75 pounds, two flat/incline benches and a stretching area. Televisions are swivel-mounted from the ceiling and locker rooms with showers are located nearby.

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Duncan Aviation plans spring symposium

The event is modeled after several successful symposiums held at Duncan Aviation locations over the past few years. It will be very similar to an INTELLI-CONFERENCE and Open House event held at Duncan Aviation’s Lincoln, Nebraska, facility in November. Coinciding with the grand opening of our newest structure, the 125,000-square-foot Donald Duncan Hangar, the INTELLI-CONFERENCE in Lincoln drew more than 120 attendees. Their feedback regarding session topics and material was very positive. So in response to customer requests, we are providing updated information on many of the same topics in Battle Creek.

Class and workshop sessions will start on the afternoon of Tuesday, May 15, and continue all day Wednesday, May 16. Tuesday sessions will be held at the McCamly Plaza Hotel in downtown Battle Creek. Wednesday sessions will take place at the Duncan Aviation facility.

To reserve your space at this INTELLI-CONFERENCE, log on to the Duncan Aviation Internet registration site at www.DuncanAviation.com /Conference and select the sessions you wish to attend. Or call 800.525.2376, extension 8777 to register by phone.

In addition to registering with Duncan, you may wish to take advantage of a block of discounted rooms we have reserved at the McCamly Plaza Hotel by calling 888.622.2659 and mentioning the Duncan Aviation INTELLI-CONFERENCE symposium.

We hope to see you there! *

Session Descriptions

A panel of Duncan Aviation experts discuss current regulations and certification issues that directly impact corporate operators.

Human Factors — Maintenance * Presented by FlightSafety International This class discusses how you can reduce exposure to human error through effective use of crew management skills. It addresses situational awareness and error chain recognition.

FAA / Certification Update ** A practical guide to troubleshooting TFE731 problems including computer trips to manual mode, engine oscillations, throttle splits, oil system problems, starting problems and low performance. Register for the conference by calling 800.525.2376, extension 8777, or logging on to our INTELLI-CONFERENCE Internet registration page at www.DuncanAviation.com /Conference. * = Class approved for IA certification credit ** IA certification approval is pending

Spring INTELLI-CONFERENCE Schedule

Location: McCamly Plaza Hotel and Duncan Aviation in Battle Creek, Michigan

Tuesday
May 15 (McCamly Plaza)
11 a.m.-12:30 p.m. Registration 12:30-1:30 p.m. Kick-Off Lunch 1:45-3:10 p.m. Session One 3:10-3:30 p.m. Break 3:30-5 p.m. Session Two 6 p.m. Dinner event at Kellogg’s Cereal City, USA in downtown Battle Creek

Wednesday
May 16th (Duncan Aviation)
7:30-8:15 a.m. Breakfast 8:25 a.m. Buses Leave for Duncan Aviation 8:45-10:10 a.m. Session One 10:10-10:30 a.m. Break 10:30 a.m.-Noon Session Two Noon-1:30 p.m. Lunch & Facility Tour 1:30-5 p.m. Afternoon Workshops

At our last INTELLI-CONFERENCE event in November, Duncan Aviation-Lincoln COO Mark Matthes shows off some of our cabinetry and finish products. The November INTELLI-CONFERENCE symposium had 120 attendees from across North America.
When and where you need it... Duncan Aviation provides

Rapid Response Service

Over the years Duncan Aviation has been recognized many times as the best maintenance facility in the industry. This reputation is due in part to our great team of experienced technicians and our ability to successfully plan and accomplish scheduled airframe and engine work for our customers.

Unfortunately, even with high-quality maintenance, operators experience unscheduled problems from time to time. These unpredictable problems sometimes occur away from a capable maintenance facility. When this happens, our customers call and ask us to send help. We responded as quickly as possible but with heavy demand for maintenance services, quick response was difficult at times.

"Road Trips" require mature technicians with proper training and experience on the disabled aircraft plus the resourcefulness to know who in the industry to call for parts and solutions regardless of the time of day or the day of the week. Of course, these are the same technicians who are already very valuable (and busy) performing quality, scheduled maintenance in our shops. Since both "rescue missions" and scheduled work are important to us (and our customers), we have bolstered our rapid response capability so that we can respond quickly to unscheduled needs and stay on schedule with planned events.

In response to this growing demand, we created several Rapid Response teams consisting of talented technicians who are ready to travel on short notice to any location for maintenance or repair. We have engine and airframe teams that operate out of both our Lincoln and Battle Creek locations. To provide even quicker response time, we recently added an engine team in the Dallas area.

Together, these teams make four to six trips each week. The teams are made up of trained, experienced technicians who are ready to travel on short notice to any location for maintenance or repair. Special tooling is packed and ready to go as needed. Our teams have airframe expertise on the Falcon, Hawker, Lear, Citation, Astra, Westwind, Challenger, Gulfstream, and King Air models. We also have expertise on JT15D, TFE731 and CF34 engines. If an AOG arises, we are ready to respond 24 hours a day and will travel anywhere, including international locations.

Duncan Aviation’s Rapid Response teams are another commitment we make to keep our customers flying. Please contact any of the individuals listed here for additional information.

When You Need Rapid Response, Who Are You Going to Call?

Airframe - Lincoln, Nebraska
Tim Garity, Technical Representative, heads up the Lincoln Airframe Rapid Response team. The Lincoln airframe team consists of five members and performs everything from routine inspections to damage estimates and repairs. Specialties include the airframe models of Lear, Citation, Hawker, Astra, Westwind, Gulfstream and Falcon. Team members completed more than 50 jobs in 2000.
Contact Information
Emergency calls to Tim Garity: 402.479.1546; 800.228.4277; cell 402.429.0368
Scheduled Maintenance calls to sales department: 800.228.4277 or 402.475.2611

Engine - Lincoln, Nebraska
Joe Stolkey, Engine Shop Supervisor, manages the busy schedule for the TFE731 and CF34 engine Rapid Response team. Requests for this team have increased over 50% in the last two years. We responded as quickly as possible but with heavy demand for maintenance services, quick response was difficult at times. This team averaged eight trips per month in 2000.
Contact Information
Emergency calls to Joe Stolkey: 402.479.4283; 800.228.4277; cell 402.525.0622
Scheduled Maintenance calls to Jon Dodson: 402.479.4250 or 802.478.4277

Airframe/Engine - Battle Creek, Michigan
The Airframe Department administers Rapid Response requests at our Battle Creek location. Technicians in Battle Creek are available for Hawkers, Falcons, Citations, Gulfstreams, Astras, and Westwinds. Engine technicians are also available for JT15D engines. Technicians travel two to three times per week for such accidents as accident recoveries, scheduled maintenance assistance, or for more critical situations. Many night, weekend and holidays hours are involved for these technicians in situations when timing has been critical. This program enjoys the full support of these technicians who see rapid response capabilities as a key to the overall success of the entire program.
Contact Information
Emergency calls to Airframe Service On-Call: 800.525.2376
Scheduled Maintenance calls to Jon Dodson: 616.969.8400 or 800.525.2376

Engine - Dallas, Texas
Our newest Rapid Response team is located in the Dallas/Fort Worth area. Duncan Aviation is pleased to welcome Jan Miller and his team. They specialize in the troubleshooting and repair of TFE731 engines. Their office near the Dallas/Fort Worth airport means a technician can be on a flight and in your hangar within hours (or even minutes) of your call. Jan Miller’s 42 years of aviation experience make him a valuable asset to Duncan Aviation and our TFE731 customers.
Contact Information
Emergency calls to Jan Miller: 214.902.1968 or cell 214.926.8808
Scheduled Maintenance calls to Jon Dodson: 402.479.4250 or 800.228.4277

Engine - Denver, Colorado
Another Rapid Response team for TFE731 engines is currently being formed in Denver. Although in the beginning stages, interest has already been high. Stayed tuned to future Duncan Debriefs for more details.

The Engine Rapid Response Team from Lincoln has seen a significant increase in activity over the last few years. Here are some interesting statistics from 2000:

- Total Trips = 97
- Total Number of People Sent = 123
- Trips to Outside the U.S. = 7
- Trips Overseas = 4
- Average Trips per Month = 8
- Most Trips in One Month = 13

The Engine Rapid Response Team from Lincoln has seen a significant increase in activity over the last few years. Here are some interesting statistics from 2000: Total Trips = 97, Total Number of People Sent = 123, Trips to Outside the U.S. = 7, Trips Overseas = 4, Average Trips per Month = 8, Most Trips in One Month = 13.
What does it take to bring a 30-year old Gulfstream II/III flightdeck into the 21st Century? The Collins FDS-2000 was the answer for this GII recently completed at our Battle Creek facility. Safety and simplicity were two major goals attained with this unprecedented GII transformation which combined the cutting-edge avionics suite with large, easy-to-read LCD displays to minimize cockpit clutter, maximize crew efficiency and equip this Gulfstream II for the 21st century.

The centerpiece of this installation was the Collins Proline 21 Continuum FDS-2000. It was selected for its ability to bring the latest technology such as TAWS and CNS/ATM to the GII cockpit and incorporate attitude, heading, flight director guidance and other features not available on electromechanical instruments. This information is displayed on four sharp and bright five-inch LCDs which are lighter, use less power and are easier to read under direct sunlight than the CRTs they replaced. For more photos and details, visit: www.DuncanAviation.com/more/GIIFDS2000.

I would like to thank the entire BTL crew for the outstanding job in completing this very challenging project. After several months of operation I am happy to report nothing but glowing passenger comments on the latest or retrofit system. The Collins avionics system is performing as advertised and my flight crews and I continue to be amazed and impressed with the enhanced precision, safety and awareness this installation offers. I also thoroughly enjoyed working with the Duncan Aviation staff. Friendly, knowledgeable, professional and competent. Our experience at your facility was truly pleasant and we look forward to returning this summer for the Collins enhancements to the FDS-2000.

— Robert P. Larson, Chief Pilot of this GII

For more photos and details about this project, visit: www.DuncanAviation.com/more/GIIFDS2000.html
A Personal Perspective

I was third in a family of five boys and three girls reared on a small farm in the mountains of West Virginia. My father was a farmer and carpenter; my mother managed our home. They worked hard and we children had to work hard also. Growing up in the 1940’s was not easy but we were loved, coached, supported and urged to develop goals—my parents constantly encouraged us to reach for those goals. Believe me, with eight siblings competition was second nature!

I knew from a young age that I wanted to do something that would have me around aircraft. I would watch them fly overhead and was fascinated, so as soon as I turned 17, I left school and joined the U.S. Air Force. I did my basic training in San Antonio, Texas, and was sent to Chanute Air Force Base in Illinois for more training. Shortly after I was sent to Lakenheath Air Force Base in England for 3 ¹/₂ years. I traveled throughout Europe and Africa working on jet engines. The Air Force gave me valuable jet engine training that started my career in aviation. I still enjoy aviation even after 40 years.

I married my wife, Judy, on September 10, 1966. She and I have been friends since the first grade. We have three daughters: Leah, Pam and Lisa, and four grandchildren: Jennie-12, Haley-9, Zach-8 and Jordan-5.

In the early days of my career, aviation careers were not stable. If a job ended, you sometimes had to move to another state to find another one; that occurred to us several times. After I left the Air Force in 1964, I traveled to Dallas and worked for Dallas Armotive, an overhauler of aircraft engines for a short time. I then went to Washington, D.C., where I worked on the Presidential Fleet at Andrews Air Force Base. Challenges did not come with the government job, so I returned to Dallas where I worked for Dallas Armotive again, Ribway Armotive and K-C Aviation. I worked for a short time for Texas Aero Tech, an aviation school in Dallas instructing jet engine maintenance, welding, sheetmetal, wood, dope, fabric and paint. I then worked for K-C Aviation for 15 years. In 1999 I accepted a position with Duncan Aviation.

I have the opportunity to work for Duncan Aviation is the highlight of my career. Besides being in aviation, the things most important to me are empowerment and working with ethical, hard-working, visionary people who have a mission. I want to be recognized for my efforts. I want to know what the company objectives are—and reminded of them often. The highlights at Duncan Aviation are the culture, the vision, the way it is structured and the organization; all of these things are possible because of its people.

In December 2001, I will graduate from Concordia University with a bachelor’s degree in Business Management. This has long been my goal, and I consider it to be a high point of my life. I have strived to set an example for our daughters and the employees I have coached over the years. I have stressed to many how important an education is and that it cannot be taken away, regardless of the circumstances.

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Jason Walker, Fuel System Specialist, performs a “tank & plank” on a JetStar.

**Fuel Tank Repairs**

Fuel leaks are inevitable for operators of business aircraft. Sooner or later, every aircraft develops leaks. Most start small; they’re a nuisance that can be managed by keeping low fuel loads when the aircraft is not flying. Small leaks develop into larger leaks, though, and eventually require repairs and resealing.

When it is time to repair leaks, you need to be picky about who performs the work. Repairs attempted by inexperienced technicians often produce more leaks than they fix, creating bigger problems, more expense and longer downtimes. Errors range from incomplete preparation to misapplied sealant, mis-drilled holes to improper mounting bolt installs. Poor workmanship can also cause structural damage to the aircraft.

For more than five years, Duncan Aviation has dedicated an entire team of technicians to focus only on fuel tank repairs. The 13-member team performs fuel tank repairs for all the major business aircraft flying today. Since this team is dedicated to fuel tank repair, they have seen and fixed a wide variety of leaks and tank problems. Led by Team Leader Marvin Kadavy, the technicians work strictly “by the book” to do the work right the first time.

All repairs at Duncan Aviation are performed according to manufacturers’ standards, and are clearly documented. In fact, we are often complimented on our precision and detail when mapping leak locations.

Fuel tank work sometimes uncovers corrosion or other structural problems not addressed in repair manuals. In these cases, Duncan Aviation’s airframe-specific technical specialists help the fuel tank team by working with the OEM engineering staff to develop a repair scheme. The engineers lay out how the repair will be accomplished and our fuel team carries it out exactly as directed. If structural repairs are required, our comprehensive, in-house structural repair team assists Marvin’s group.

An ideal time to address fuel leaks is during a major inspection when the aircraft is out of service and opened for maintenance. That’s the best time to top off the tanks and perform a leak check because fixing leaks at this time reduces downtime and expense.

Fuel leaks are a fact of life. When considering a service center for your fuel tank work, select a facility that has the experience and expertise to do the job correctly the first time. For additional information regarding the capabilities of Duncan Aviation’s fuel tank team, please call our airframe sales department at 800.228.4277 and request a fuel tank leak check during your aircraft’s next major inspection.

Only experienced, well-trained technicians should perform fuel tank repairs.
Design and production, like opposite ends of a magnet, are completely different, yet require the other to function. Constantly changing, design is a circular path always striving for better form and function. Conversely, production is a consistent and straight line of processes which are often inefficient in the face of change. Yet without the other, neither succeeds.

The design/production relationship is evident in our industry and especially to Duncan Design. Today’s business jet traveler is acutely aware of the latest design trends and is eager to ... which required design and production to begin at ground zero and required expensive testing, material waste and downtime.

One key to successfully pre-planning any aircraft interior retrofit is reducing variables. CAD/CAM software is an almost magical aid in this process, enabling Duncan Design to visualize, develop and present details that are difficult or impossible to analyze without investing valuable labor hours and materials constructing the piece.

In addition to its advantages for design, CAD/CAM software translates the virtual models into instructions for precise computer driven routers. These routers minimize wasted material and ensure the finished piece will exactly match the computer modeled and tested piece. This process enables Duncan Design to use repeatable, standard assemblies to create custom interiors in addition to the entirely custom assemblies for which they are known.

The year was 1976. Close Encounters was a box-office smash. Apple Computer sold its first Apple I. Barry Manilow crooned “I Write The Songs” to the top spot on the charts. And the Citation III was introduced at NBAA as Cessna’s answer to the North American Sabreliner, Hawker’s Siddeley and Dassault’s Falcon 20. Though the Citation III was one of the most ambitiously designed mid-sized jets of its time, industry trends at the turn of the millennium inspired Cessna to update the interior cabin design of the Citation III and rename it the Citation VII. Since the introduction of the Citation VII, Citation III operators have sought to revamp their interior to the modern look of the Citation VII. Duncan Design has met this need with the design of a beautiful, high quality Citation III to Citation VII interior conversion kit. More than an aesthetic addition to the Citation III, the kit is surprisingly maintenance friendly; a trait which will help keep the interior immaculate for years to come.

The Duncan Design Citation III to Citation VII interior conversion package accommodates any of these Citation VII style options:

- Left-hand galley
- Right-hand closet
- One-piece window panels
- PSU panels
- Accordion window shades
- Custom drink rail
- Executive seats and divan
- Vanity cabinet
- Split all lavatory bulkhead
- ALC lighting
- AirShow 400
- Custom entertainment packages with flatscreen monitors
- Custom high-gloss veneer

**Design and Production**

**Bridging the Gap with I-DEAS**

Duncan Design created many components of the Citation III to Citation VII interior conversion kit using I-DEAS. In addition to custom assemblies, this software allows the team to design and fit every assembly before it exists in the “real world,” keeping labor, material and downtime to a minimum.
System Entertainment Cabin
cabin failure safety during total Reference System for a new Airshow Network was installed and interfaced with the new telephone systems for complete coverage. Headphone panels deliver audio from the selected source (DVD, CD and Airshow). An Audio International DVD was added to complete the new system.

Backup Attitude Installed a complete Audio International Cabin Entertainment system. In addition to the new entertainment, a new Airshow Network was installed and interfaced with the new telephone systems for complete coverage. Headphone panels deliver audio from the selected source (DVD, CD and Airshow). An Audio International DVD was added to complete the new system.

Telephone service for For domestic calls, a Magnastar C-2000 Airborne telephone with two cabin handsets and a cockpit handset was installed. For international calls, a Universal Avionics TT-5000 Aero-I SatCom was installed and interfaced with the Magnastar system. This allows callers to use the same Magnastar handsets to access both systems.

TAWs for safety and mandate satisfaction Installed a new Honeywell Mk V EGPWS which displays on the EFIS MFD. This system exceeds all FAA TAWs specifications and was installed and certified using an existing Duncan Aviation Supplemental Type Certificate. A second Collins ALT-55B Radar Altimeter was also installed for even more safety.

Backup Altitude Reference System for Installed a new Collins AHS-3000 solid state AHRS (attitude/heading reference system). In addition, the BF Goodrich GH-3000 standby Electronic Attitude/Altitude/Airspeed instrument was installed to provide safety in the event of total power failure. This system was installed and certified by Duncan Aviation’s in-house engineering/certification team in LNK.

Safety in a box Learjet 35 TAWS

As the deadline for TAWS (Terrain Awareness and Warning System) approaches, an increasing number of operators are realizing the incredible safety benefits of TAWS. More than an upcoming mandate, TAWS is an advanced computer unit that adds another level of safety to the low altitude flight regime reducing the potential for CFIT (Controlled Flight Into Terrain) accidents. A recent project we are exceptionally excited about is the TAWS installation and certification in a Learjet 35A.

Universal TAWS was chosen for this project because of its wide range of interface capabilities in the Learjet 35. Though the Universal TAWS had never been installed in a Learjet 35, Duncan Aviation’s DER and engineering teams added to their growing list of TAWS and EGPWS STCs by earning one for the Learjet 35/Universal TAWS installation.

In addition to installing TAWS, this operator wanted all the crucial display information available to the flight crew in one central location. Meeting the challenge, Duncan Aviation’s engineering teams once again worked their magic with a wiring scheme design which allows Turbulence Detection Radar, Honeywell TCAS II, UNS TAWS and UNS-1C FMS moving map to interface and display on a newly installed Universal MFD-640 Multi-Function Display.

In addition to the Learjet 35 TAWS STC, Duncan Aviation’s UNS TAWS STC list (Challenger 600 series, Gulfstream II, Gulfstream III, Falcon 50 and Citation 560 aircraft) combines with our STC list for the Honeywell EGPWS to offer a solution for nearly every airplane.

Do you have TAWS questions? If so, you’re not alone! Everyday Duncan Aviation’s TAWS experts field TAWS questions, and now we have compiled all the answers in one convenient place. Straight Talk About TAWS is a brand new booklet that delivers straight answers to questions about the TAWS mandate, how it will impact you and details about the amazing capabilities of these magical boxes. Call today to request your free copy of Straight Talk About TAWS.
Duncan Aviation’s Accessory Shop knows how to handle Busy Flight Schedules

Duncan Aviation never claimed to have invented the team concept; but we have refined it. Our accessory shop is no stranger to team growth and refinement. We have a clear understanding of things that keep operators and their aircraft ready for demanding flight schedules. Fast turntimes; repairs, overhauls and inspections performed right the first time; weekend support; our Accessory Time & Material Exchange program; and free technical support are things you've come to expect from Duncan Aviation. Team concepts employed by Duncan Aviation benefit customers in ways that are often subtle and seldom thought about, though. Because our teams are built together, experience becomes the core of each team. Gaps in knowledge are filled in through the collective efforts of every team member.

Duncan Aviation’s accessory Electro-mechanical team, led by Gus Blohn, has perfected these concepts throughout the hundreds of starters, starter/generators, stab actuators and multitude of other units they work on each year. The team uses eight electro-mechanical workbenches and employs three Horizontal Stabilizer Actuator test machines to help maintain their busy schedules.

“We pride ourselves on fast, accurate repairs, and we have a lot of experience at taking care of our customers.” — Gus Blohn

Innovative leadership and teamwork keep Duncan Aviation’s Accessory & Propeller Shop Forging Forward

John Noxon and Marty Lincoln are the consummate professionals of Duncan Aviation’s Accessory & Propeller Shop. John has been involved in the aviation industry for 25 years and is a fixture in Duncan Aviation’s components area. His experience encompasses a wide range of components, but his leadership skills are even more impressive. John has been the Director of Technical Services, the founding manager of our Denver satellite facility and, most recently, the Manager of Duncan Aviation's fast-growing Accessory Shop. John has a passion for customer service, and it shows in everything he does.

Marty is a 16-year Duncan Aviation veteran. He has held many hats of responsibility during his tenure in the Accessory Shop including Prop Shop Leadman, Shop Coordinator, Team Leader II and currently Shop Supervisor. On his own time, he loves to work on specialty projects like P-51 Mustangs, B-29 Bombers, even the occasional Piaggio P-180 Avanti. Marty believes that the primary reason for Duncan Aviation’s success is the high level of customer commitment exhibited by every employee. “Not necessarily a 'the customer is always right' attitude, but rather a culture that makes the customer a partner in our mission to provide the highest quality of service at a fair price,” Marty says.

The men view the future similarly. One of the ways Duncan Aviation's Accessory & Propeller shop has been successful is by pick- ing an airframe, then working diligently to add capabilities for it. This process has helped raise the level of capabilities for Learjets, Hawkers, Citations and several other airframes. The newest airframe on the accessory list is Falcon. And while Falcons are the focus, capabilities for Challengers will also be increased in 2001.

Equipment plays an important role in the shop’s future plans as well. Recently, a new high-flow airstand for pneumatics was added as well as new high-pressure capabilities. John believes that “fewer but larger multi-capability service providers” will emerge industrywide in the future. “Training will be even more critical then, so we plan to take advantage of all the OEM-training available to us,” he says. “Teaching our technicians more about entire aircraft systems will help round out their understanding of how systems interrelate,” Marty adds.

More people and capabilities are what the future holds for our busy Accessory & Propeller shop. There is one thing customers can be assured of—John and Marty will stay on the leading edge of the component side of the aviation industry.
Duncan Aviation Has a Long Tradition of Teamwork.
Teams work together perfecting skills and understanding the strengths of each member to ensure customer satisfaction. That's one of the secrets that keeps Duncan Aviation #1 in the industry. At Duncan Aviation, teams are never simply put together; they're carefully built together one individual at a time.

As a customer, your expectations are for perfection. Because of Duncan Aviation’s reputation for excellence, it should come as no surprise that our expectations are the same. That’s why when it comes to radar repair and overhaul, customers the world over consistently turn to Duncan Aviation to meet their expectations of perfection. Duncan Aviation’s radar team, led by Rick Conner, has more than 90 years of collective experience at troubleshooting, inspecting and servicing avionics units. Operating from 10 workstations, the radar team turned 1,852 units in 2000.

Steve Klassen is a recent addition to Duncan Aviation’s talent pool, brought on board to manage the avionics, instrument and satellite areas of the company. His duties include developing a strategic position that will enable new capabilities to come on line and assist the satellite network with their ability to increase line maintenance and perform avionics installation work. He began his aviation career in 1980 with Sperry Flight Systems. Throughout a myriad of buyouts and acquisitions, Steve stayed with the company as it slowly evolved into a division of Honeywell. He had an assortment of job responsibilities with Honeywell holding positions in financial planning, material planning and managing Honeywell’s repair and overhaul operations in Wichita, Kan.

By contrast, Kevin Miesbach only went through one buyout. Kevin began his aviation career in 1982 with a small company located next door to Duncan Aviation to meet their expectations of perfection. Duncan Aviation’s radar team, led by Rick Conner, has more than 90 years of collective experience at troubleshooting, inspecting and servicing avionics units. Operating from 10 workstations, the radar team turned 1,852 units in 2000.

The last 15 years have seen huge changes in the avionics industry; two large players have emerged, Honeywell and Rockwell Collins. Most smaller companies have now become niche players. As the industry grows, with respect to new aircraft deliveries and new technologies, it will become increasingly important for Duncan Aviation to develop strategies to support this growth. We will continually look for new capabilities and services to add to our current family of products and services that will enable us to provide the level of support and satisfaction that our customers have grown to expect.

One thing is certain. With guys like this at the controls, Duncan Aviation’s avionics shops should be assured of continued top spots in the Professional Pilot magazine survey for many years to come.

Duncan Aviation’s Avionics/Instrument Shop continues A Proud Tradition

Duncan Aviation customers have demanding flight schedules that keep our radar bench extremely busy throughout the year. "Each technician takes personal pride in providing the best possible service to our customers," says Rick. With advanced scheduling through customer account representatives, quick turns can be performed in as little as three days.

In addition to the radar team, Duncan’s technical representative, Dan Magnus, has more than 23 years of experience troubleshooting avionics difficulties over the phone with customers all over the world. Technical advice from experts like Dan is always free (available at 800-LOANERS). Duncan Aviation can also supply loaner units to keep you flying. And to save you money, we’ll give you our discounted FedEx account number to reduce your shipping bill.

Steve and Kevin have the same vision for Duncan Aviation’s prestigious Avionics and Instrument Shop. The shop has a long history of excellence, being named the best avionics shop in the annual survey conducted by Professional Pilot magazine every year since the award’s inception in 1985. This is a great honor the two men intend to continue by improving some of the processes that have already contributed to this unparalleled success. One thing that’s constantly being looked at by the shop is improving turn times and exceeding customer expectations. Another thing being focused on is streamlining the work order system and developing a more accurate scheduling system.

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By contrast, Kevin Miesbach only went through one buyout. Kevin began his avionics career in 1982 with a small company located next door to Duncan Aviation’s Lincoln location named Lincoln Avionics. In 1985, Duncan Aviation purchased Lincoln Avionics and hired all of its employees. Kevin began in Duncan Aviation’s Avionics Installation Shop. After six months, he transferred to the Avionics Shop. In December 2000, Kevin became the new Avionics/Instrument Shop Supervisor in Lincoln, Nebraska, where he oversees the day-to-day operations and performance of the Lincoln facility’s shop.

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If you’re looking for the experience and dedication it takes to get your radar units repaired and overhauled right, Duncan Aviation Has Them

"Each technician takes personal pride in providing the best possible service to our customers."
—Rick Conner

Duncan Aviation has the team you need when you’re looking for experienced, dedicated radar work.

Duncan Aviation customers have demanding flight schedules that keep our radar bench extremely busy throughout the year.

Riding a wave of success, Steve Klassen (left) and Kevin Miesbach enjoy Duncan Aviation’s strong industry reputation.
Operators who use AVPAC as their parts purchasing department enjoy a distinct advantage by saving hundreds of hours a year not looking for parts.

Aviation/AVPAC in 1986 and soon moved into a parts sales position. I'm kind of drawn to the smaller aircraft operator since I have 34 years of aviation experience, 17 of those with AVPAC. Whether it's tech support, locating hard to find parts or just handling everyday part orders, I enjoy my time helping customers.

The AVPAC experience curve is sharp. With 15 individuals totaling 355 combined years of experience at locating parts for customers, establishing a worldwide network of aviation contacts, brokering special deals for customers and putting package deals together at discount prices, it is little wonder that AVPAC's commitment to customer satisfaction is unparalleled in the aviation industry. According to NBAA statistics, 85% of flight departments have only one aircraft and most have no purchasing department. Operators who use AVPAC as their parts purchasing department enjoy a distinct advantage by saving hundreds of hours a year not looking for parts.

If you're not employing AVPAC as your personal parts department, you're missing an opportunity to save large amounts of time. And as we all know, time is money. *
Duncan Aviation has 21 locations across North America, including complete service centers for business jet and turboprop aircraft, avionics installation/line satellites and avionics line facilities.