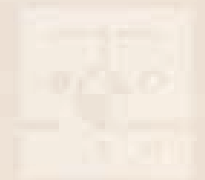
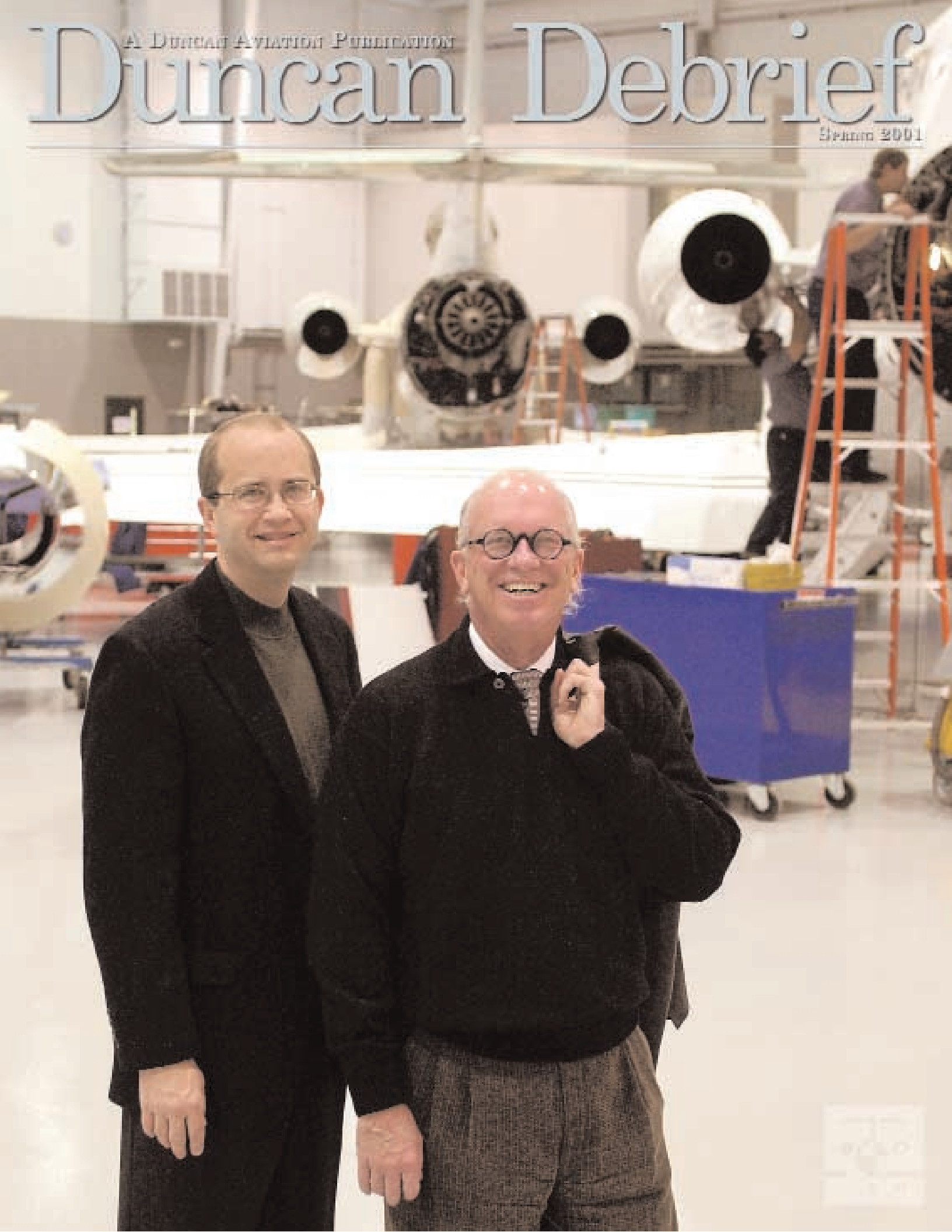


A DUNCAN AVIATION PUBLICATION

Duncan Debrief

Season 2001





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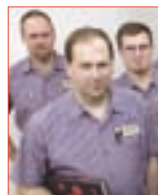


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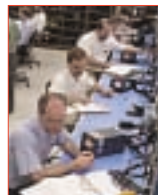
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Excellence, individuality and growth are not incompatible with Duncan Aviation's foundation of

Doing the Right Thing

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 maga-

zine 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 believe this environment is created by empowering employees and following two rules: treat everyone with respect, and always do the right thing. This is something 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

FORTUNE
100 BEST COMPANIES TO WORK FOR
2001

Duncan Aviation–Battle Creek Named Citation 650 Authorized Service Center

Duncan Aviation and Cessna Aircraft Company recently signed an agreement designating Duncan Aviation–Battle Creek as a Cessna Citation 650-Series Authorized Service Center.

The Battle Creek, Michigan, facility joins Duncan Aviation’s Lincoln, Nebraska, facility in earning this authorization. Duncan Aviation is the only independent authorized service center in the United States to receive the designation, which allows Duncan Aviation to work with Cessna 650 operators as the only authorized U.S. service center beyond the network of Cessna-owned facilities.

“Designation of Duncan Aviation–Battle Creek as a Cessna Citation 650-Series Authorized Service Center creates another convenient location for Citation 650 operators to receive our nose-to-tail support services,” says Aaron Hilkemann, president of Duncan Aviation. “We are excited about the announcement, and look forward to continuing our partnership with Cessna as we provide our mutual customers with the best possible service.”

Citation maintenance is not new to Duncan Aviation. Both Duncan Aviation’s Battle Creek and Lincoln facilities have been Cessna 500-Series Authorized for many years. Each facility has the in-house capabilities and trained personnel to perform major or minor Citation aircraft maintenance. Duncan Aviation is also experienced in extensive airframe and structural repairs.

“Cessna could not be more pleased to build upon our long-time relationship with Duncan Aviation,” says Ron Chapman, Cessna Senior Vice President of Customer Service. “Over the past 27 years, Duncan Aviation has consistently provided world-class service to 500-Series operators. The added 650-Series capabilities will clearly provide numerous benefits to the customers operating the 350 Citation 650-Series aircraft worldwide.”

Galaxy Aerospace Renews Service Relationship with Duncan Aviation

In January, Galaxy Aerospace renewed an agreement 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 Aerospace-supported models.

The new agreement extends Duncan Aviation’s service center status through September 2003 and adds the Galaxy intercontinental business jet to its service center authorizations. Duncan Aviation has a long history of supporting Westwind and Astra series jets and supplies all major interior components for the Astra SPX.



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 maintenance 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 commitment/leadership in business aviation and \$2,500 is donated in the recipient’s name to a favorite charity. Ginocchio selected the National Air & Space Museum. Past award recipients include William “Bill” Wagner (Chief Pilot of Townsend Engineering and former Chairman of the NBAA Board of Directors) in 1998 and Albert Lee Ueltschi (Chairman and CEO of FlightSafety International) in 1999.

Duncan Aviation Completes First Step Toward Certification of Jetstar 731 RVSM

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/air data units. In addition to the dual altimeter install, 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 the 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.”



Mark Goertzen Named Falcon Tech Rep for Duncan Aviation

Mark Goertzen was recently named Falcon Technical Representative for Duncan Aviation. A Duncan Aviation employee since 1978, Mark joins Ron Grose and Kevin Bornhorst 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.

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 G-IVs.

Duncan Aviation–Lincoln Opens New, Dedicated Turboprop Maintenance Facility

Duncan Aviation’s Lincoln facility has maintained turboprop aircraft for years. Now, Lincoln joins our Kalamazoo, Michigan, facility with a dedicated hangar for work on Beech, Cessna and other turboprop aircraft. With two shifts of FlightSafety and factory-trained turboprop technicians, both full-service Duncan Aviation locations can reduce downtime while inspecting or repairing your Cessna 425 & 441, Beech 90, 100, 200, 300 & 350 aircraft and Pratt & Whitney PT6A or Honeywell TPE 331 engines. Both shops are full line Cessna Service Centers, can perform completions/modifications and repair/overhaul major brands of propellers as well as a large number of King Air accessories.



For more info about Duncan Aviation’s turboprop facility in Lincoln, contact Tim Klenke or Andy Bajc at 800.228.4277 or 402.475.2611. In Kalamazoo, contact Rich Jones, Bill Gehman or Rob Tate at 800.525.2376 or 877.403.5932.



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 aviation experience. He joined Duncan Aviation in 1990.

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 applications. They also produce parts for some of the Beech aircraft product lines and items scattered over several airframes like Cessnas and Mooneys.

AVPAC is taking second steps, too, by talking with two other PMA’d manufacturers. So look for future distribution announcements.

Duncan Aviation puts final touches on hangar/shop complex

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.

The Donald Duncan Modifications, Service and Completions Complex is the newest of six hangar facilities at Duncan Aviation's Lincoln location. Construction of the facility began in September 1999 and airplanes rolled through the doors in November 2000. The last workshop moved into the facility in January 2001. All of the shops relocated to the new facility realized an increase in space. The Upholstery Shop shown here, for example, is more than double its previous size.



The 60,000 square feet of hangar space is divided into two bays of 35,000 square feet and 25,000 square feet. The bi-parting, bottom-rolling, sliding hangar doors allow the entire bank of doors to be placed anywhere along the hangar opening. And they open to 28 feet high and 280 feet wide—large enough to allow easy entry for the largest business class aircraft. Inside, the work environment is made comfortable with a radiant-heated hangar floor, overhead cranes and "power pits."

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.



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.

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.



SHEETMETAL/FABRICATION SHOP

The Sheetmetal 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 PMA team). This group makes PMA'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.

FINISH SHOP

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.



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.

Duncan Aviation President Aaron Hilke (left), Chairman Robert Duncan (middle) and Team Leader Marvin Kadavy discuss current projects in the new hangar.

COMPLETIONS SHOP

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.

AVIONICS WIRING AND INSTALLATION SHOP

The Avionics Wiring and Installation Shop features a 100-foot wiring bench (shown here) that you simply have to see to appreciate, as well as a custom-designed pegboard system that allows our wiring teams to custom-weave harnesses to each individual aircraft application. This ensures the cleanest looking (and easiest to maintain) wiring bundles in the industry. Also housed in this shop is the panel engraving machines and workstations for fabrication and testing of customized circuit breaker panels, junction and relay boxes and electronic modules.



FABRICATION TEAM WORK

Constructing APU kits is one of the detailed manufacturing tasks of Duncan Aviation's Fabrication Team.



UPHOLSTERY SHOP

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.



CABINET SHOP

The new 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.



CABINET SHOP CRAFTSMANSHIP

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



Duncan Aviation plans spring symposium

INTELLI-CONFERENCE

Duncan Aviation is sponsoring an INTELLI-CONFERENCE symposium May 15-16 at the Battle Creek, Michigan, facility.

A natural extension of our popular DUNCAN INTELLIGENCE newsletters (airframe-specific fax or e-mail newsletters that provide tips on everything from daily maintenance to planning major projects), our INTELLI-CONFERENCE symposiums provide operators with a chance to discuss aviation issues with knowledgeable industry professionals in a forum that facilitates the sharing of knowledge between Duncan Aviation technical experts, our business partners and customers.

Guests mingle during the dinner Open House event at the last Duncan Aviation INTELLI-CONFERENCE in November 2000.



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 123,000-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, ext. 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

The titles and descriptions of sessions to be presented at this spring's INTELLI-CONFERENCE in Battle Creek follow.

Aging Aircraft Issues **

This class discusses issues that can affect the maintenance of older aircraft: Corrosion, corrosion prevention, fatigue, cracking, brittle wiring, sealant problems and declining parts & engineering support.

Aircraft Acquisition/Market Overview

Aircraft acquisition specialists explain the 10 steps of aircraft acquisition and why using an acquisition service may be the best option when locating your next aircraft. An overview of the current market will be included.

APU Troubleshooting **

Duncan Aviation APU experts provide tips on troubleshooting your APU unit.

Avionics

Part 1: Phone systems/SatCom & RVSM

New avionics technology focusing on SatCom/phone systems & RVSM will be discussed by experts in an open forum.

Part 2: Flat panels & TAWS/EGPWS

New avionics technology focusing on flat panel displays, TAWS and EGPWS will be discussed by experts in an open forum.

Planning Large Completions & Maintenance Projects

Experts discuss pre-planning and managing large projects and how to request and compare RFQs, quoted materials, finish and quality.

FAA / Certification Update **

A panel of Duncan Aviation experts discusses 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 maintenance resource management. It addresses situational awareness, error chain recognition and the important role maintenance personnel play in the day-to-day operation of any aviation department.

Human Factors — Crew * 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.

TFE731 Troubleshooting *

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



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.

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 down-
town 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*

When and where you need it... Duncan Aviation provides

Rapid Response Service



David Cordova and Ryan Staggs, Duncan Aviation Rapid Response Team technicians, download information after a five-point run.

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 Stokey, 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. Statistics are impressive. In 2000, 29 technicians completed nearly 100 road trips in locations from Denver to Egypt and many points in-between. This team averaged eight trips per month in 2000.

Contact Information

Emergency calls to Joe Stokey: 402.479.4283; 800.228.4277; cell 402.525.0622
Scheduled Maintenance calls to Jon Dodson: 402.479.4250 or 800.228.4277

Airframe/Engine - Battle Creek, Michigan

The Airframe Department administers Rapid Response requests at our Battle Creek location. Technicians in Battle Creek are available for Hawkets, Falcons, Citations, Gulfstreams, Astras, and Westwinds. Engine technicians are also available for JT15D engines. Technicians travel two to three times per week for such items 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 sales department: 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. Their specialty is 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 Debrieves 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 = 121

Trips Outside the United States = 7

Trips Overseas = 4

Average Trips per Month = 8

Most Trips in One Month = 11



Equipped for the 21st Century with the Collins FDS-2000

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. *



Today, this GII is one of the most advanced avionics suites in service.

New STCs

- Collins FDS-2000.
- Collins TCAS-4000.
- Universal TAWS w/MFD-640.
- Dual Collins AHS-3000A solid state AHRs.

Other Installs in this GII

- Dual RTU-4210 Radio Tuning Units.
- Triple VHF-22D Communication Radios.
- Dual Collins VIR-32 Navigation Radios.
- Dual Collins DME-42s.
- Universal TT-5000 Aero I Satcom.
- Honeywell Primus 880 Weather Radar.
- BFGoodrich GH-3000 Electronic Standby Indicator.
- Securaplane XL-500 emergency power supply.
- Airshow 400.

What it Took

- Removal of three generations of avionics wiring which filled three large drums — a total weight savings of over 100 pounds!
- Installation of Aero I Satcom.
- Design and fabrication of a new radio rack to house the smaller equipment.
- Development of four new STCs.
- Complete interior refurbishment.
- Strategic engineering teamwork between Duncan Aviation and Rockwell Collins.
- Twenty-four hour technician and engineer support.

Other GII/III Options Available at Duncan Aviation

- Winglets
- Insulation Packages
- Fiber Optic Lighting
- Cabinetry Upgrades
- Collins MFD-2000
- APU Upgrade
- Interior Upgrades
- Hush Kits
- Cabin Reconfiguration
- Entertainment Systems

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

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 interior refurbishment. The Collins/Universal avionics package 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 Duncan Aviation's friendly, motivated, professional and competent workforce. 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

A Personal Perspective by **Gerry Riffle**

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 ½ 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 Jordon-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 Airmotive, 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 Airmotive again, Riteway Airmotive 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.

Having 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.

Gerry Riffle

Gerry's Impressive Career

2001 begins Gerry's 41st year in aviation.

His career Accomplishments include:

- 20 years as a technician
- 2 years as an aviation instructor
- 18.5 years as a manager

Only experienced, well-trained technicians should perform 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, misdrilled 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. *

 Another critical time for a leak check is prior to aircraft painting. Leaks can cause fresh paint to separate from the surface, giving the leaking areas a "fish eye" appearance.

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



Interior Conversion Kit



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 suprisingly 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 drinkrail
- Executive seats and divan
- Vanity cabinet
- Split aft lavatory bulkhead
- ALC lighting
- AirShow 400
- Custom entertainment packages with flatscreen monitors
- Custom high-gloss veneer

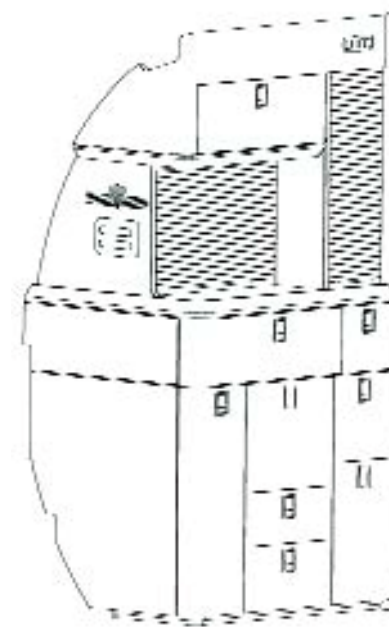
Bridging the Gap with I-DEAS

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 implement them in their existing aircraft interiors. Duncan Design meets this need using CAD/CAM software such as I-DEAS to design, pattern and test assemblies virtually — ensuring fit, function and integration long before the assembly exists in the "real world!" This bypasses the previous process 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. *



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.



Teterboro satellite shop updates a Falcon 50EX

Duncan Avionics Can Handle It



Many Duncan Aviation customers are aware of the accurate troubleshooting and avionic repairs available at our satellite shops. An increasing number of our customers are now utilizing the installation capabilities of Duncan Avionics. These are the details of a notable Falcon 50EX project recently completed by Terry Markovich and his talented team at Duncan Avionics in Teterboro, NJ. *

Operator Request	Duncan Avionics Solution
Radio package for European operations	Removed, upgraded, tested and reinstalled affected COMM transceivers and RTUs and installed new Collins VHF-422 COMM transceiver as backup. Affected COMMs (number one and number two) and RTUs (number one and two) were serviced by Duncan Aviation's avionics line in LNK.
Telephone service for domestic and international travel (cockpit and cabin)	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 (see article on page 19)	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 Attitude Reference System for safety during total power failure	Installed a new Collins AHS-3000 solid state AHRS (attitude/heading reference system). In addition, the BFGoodrich 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.
Cabin Entertainment System	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.

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



Our TAWS STC covers the Lear 30 series (except the 31A).

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 airframe.

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 Satellite Shops FAQs

I know Duncan Avionics can handle troubleshooting, but I am ready for a major installation. Can they handle it?

Yes, Duncan Avionics is very able to diagnose and repair failing systems, order replacement components and repair units. In addition, many Duncan Avionics shops regularly perform equipment installations such as flight management systems, telephones, SatComs, TCAS, EGPWS and multi-function displays.

What about service and support? Will I get the same quality at my local Duncan Avionics shop as in BTL or LNK?

Absolutely! Most of the staff at Duncan Avionics shops began their career with Duncan Aviation in LNK or BTL. Proven performance and a desire to relocate made a move to a satellite shop a natural career progression. In addition, each Duncan Avionics shop accesses the same information available to the teams in LNK and BTL. The general work history and detailed wiring diagrams are accessible on the shared network. This exchange makes your install more efficient, no matter which shop you choose. In addition, each satellite is backed with the engineering support available at the BTL and LNK facilities — including an ever-growing list of STCs.

What about scheduling? Every place I call has a long wait. Can Duncan Avionics get me in sooner than later?

Yes! Duncan Avionics specializes in avionics installs. This means they turn aircraft quickly by not limiting their projects to large, multi-shop jobs. Plain and simple, if you are ready for an avionics only installation, Duncan Avionics is ready for you. *

Duncan Aviation's Accessory Shop knows how to handle Busy Flight Schedules



"We pride ourselves on fast, accurate repairs, and we have a lot of experience at taking care of our customers."

— Gus Blohn

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.

"Although we do AOG turns throughout the week, often a stab actuator will come in on Friday for an AOG turn. With our weekend team, the unit can be on its way back to the customer by Monday. We can even send it

counter-to-counter if the customer needs it on Monday," Gus explains. Customers greatly benefit from the commitment Duncan Aviation makes towards equipment. In 2000, this team of eight repaired and overhauled nearly 1,400 units. "My team is very conscientious about customer turntimes. We pride ourselves on fast, accurate repairs, and we have a lot of experience at taking care of our customers," Gus adds.

Having a company with the experience level of Duncan Aviation working for you is great, but many operators wonder how else that vast experience can benefit them. Duncan Aviation employs several methods to assist operators even more. Our component technical advice is always free! Call us anytime,



Team Leader Gus Blohn leads a very responsive and busy electro-mechanical team in Duncan Aviation's Accessory Shop.

with any component question. Duncan Aviation also publishes an airframe-specific *DUNCAN INTELLIGENCE* newsletter. This informative technical newsletter is loaded with tips to help keep operators informed about different systems on their aircraft. *

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 Lincoln and John Noxon prove their system of adding capabilities works well for Duncan Aviation customers.

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 picking 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. *

One of the ways Duncan Aviation's Accessory & Propeller Shop has been successful is by picking an airframe, then working diligently to add capabilities for it.

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 a long tradition of teamwork. Teams work together perfecting skills and understanding the strengths of each member to ensure total 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.

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



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

"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. *



Duncan Aviation's Avionics/Instrument Shop continues

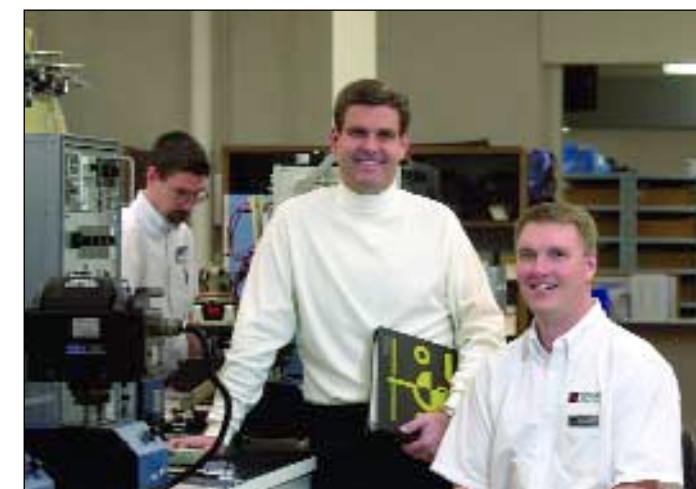
A Proud Tradition

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 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.

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 turntimes and exceeding customer expectations. Another thing being focused on is streamlining the work order system and developing a more accurate scheduling system.



Riding a wave of success, Steve Klassen (left) and Kevin Miesbach enjoy Duncan Aviation's strong industry reputation.

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. *

The Avionics 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.

Customers benefit greatly by using AVPAC as a one-call

Personal Parts 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.

All aircraft operators have special needs while maintaining their aircraft. One of the most critical is parts procurement. From large FBOs to single aircraft flight departments, parts procurement is a daily fact of life. Just one word separates time-efficient flight departments from those who spend hours a day on the phone or Internet—**experience!** You've heard of them...the flight departments that always meet their schedules and go home to their families at night. How do they do it? Many plan ahead and use the experience of AVPAC to their personal advantage. They make one quick call to AVPAC, give them their list of needed parts and thereby use AVPAC as their personal parts department. They then have time to devote to other jobs instead of burning up hours on the phone or Internet looking for parts. What they are in effect doing is turning the 355 years of aviation parts experience at AVPAC into time...time to work on the other needs of their flight department. They wisely use AVPAC as an extension of their own business.

While experience is important, there is another part of this equation that makes flight departments that use AVPAC as their parts purchasing depart-


ment so successful—**trust!** There is a reason that operators can trust AVPAC when they place orders for parts. It is because of the special relationships that AVPAC sales and technical personnel create with their customers. At AVPAC, flight departments don't get a new voice on the phone every other day; they get the same rock-steady people who know the ins and outs of aviation and who have the highest commitment to customer service in the industry. In fact, some customers who come to AVPAC for a visit actually stay in the homes of AVPAC employees. Because of the experience of AVPAC personnel and the trust established, flight departments are free to concentrate on other areas of concern.

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 a golden opportunity to save large amounts of time. And as we all know, time is money. *




The AVPAC Team, always ready to help customers.



"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. Getting a customer out of a tight situation is our specialty."


Steve Green

"I joined Duncan Aviation in 1974 as a mechanic. Since coming to AVPAC in 1984, my responsibilities have included being a qualified inspector, an organizational DER (maintenance) and an accredited personal property appraiser. Give me a call if you have questions about any AVPAC program."



Bob Tooker


"I've been a parts sales administrator for KC-Aviation and a purchasing & inventory control analyst with ARCO Aviation. I joined AVPAC in 1994,



which brought me back to my family roots in Nebraska. I enjoy working with a team that always gives its all."


Shirley Crouch

"I began my Duncan Aviation career in 1978 after my wife brought me to the Lincoln Airport to go flying. The company was recently named one of the top 100 companies in the U.S. to work for. I think I made a great choice."




Phil Porter

"I have been actively involved in avionics since 1977 and employed with Duncan Aviation since 1986. My responsibilities have included the positions of technician, analyst, manager and since 1993, AVPAC avionics sales representative."



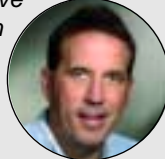
Ted Miller

"My 31 years in aviation include five children, nine grandchildren, 20 years on the NBAA Hawker Technical Committee and eight great years at AVPAC. My greatest satisfaction is when a customer says 'thank you.' It means I've done my job well."




Bob Randall

"I've been at Duncan Aviation for 19 years. I enjoy the personal relationships I have with customers. Where else can you talk with someone searching for a part worth \$50k, and the next call is for a 10-cent o-ring."




Scott Fletcher

"I started at Duncan Aviation in the line department in 1987. By 1992, I'd joined the AVPAC sales team. The best thing about AVPAC is the vast amount of knowledge everyone brings to the group."



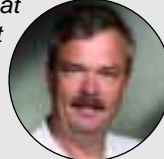
Thad Aude

"I started learning about aviation parts in 1972 as a Duncan parts runner. By 1984, I was with AVPAC and have been involved with consignments, pricing, sales and I presently work with Lear, Citation, Beech and Piper rotables. My top goal is always customer service."



Larry Stewart

"My aviation experience covers 24 years, with 16 of those at AVPAC. I've always been involved with customer service. At AVPAC, I've had the opportunity to meet some of the finest people in the industry, whom I now call friends."



Don Heinlein


"I have been with Duncan Aviation for six years, four of those with AVPAC. I work with avionics and administer AVPAC's consignment program. AVPAC &



Duncan Aviation have the greatest names in the industry due to the integrity, honesty and experience of their employees."


Jewell Chambers

"After considerable aviation parts experience with several companies in Texas, I came to Duncan Aviation/AVPAC in 1994. I'm constantly impressed with how AVPAC people always go that 'extra mile' for the customer. It's what sets us apart from the competition."




Stephen Narciso

"My aviation experience spans 37 years, starting as an aircraft electrician for the U.S. Navy in 1957. I came to Duncan Aviation/AVPAC in 1986 and soon moved into a parts sales position. I'm kind of drawn to the smaller aircraft operator since I've been down that road myself."



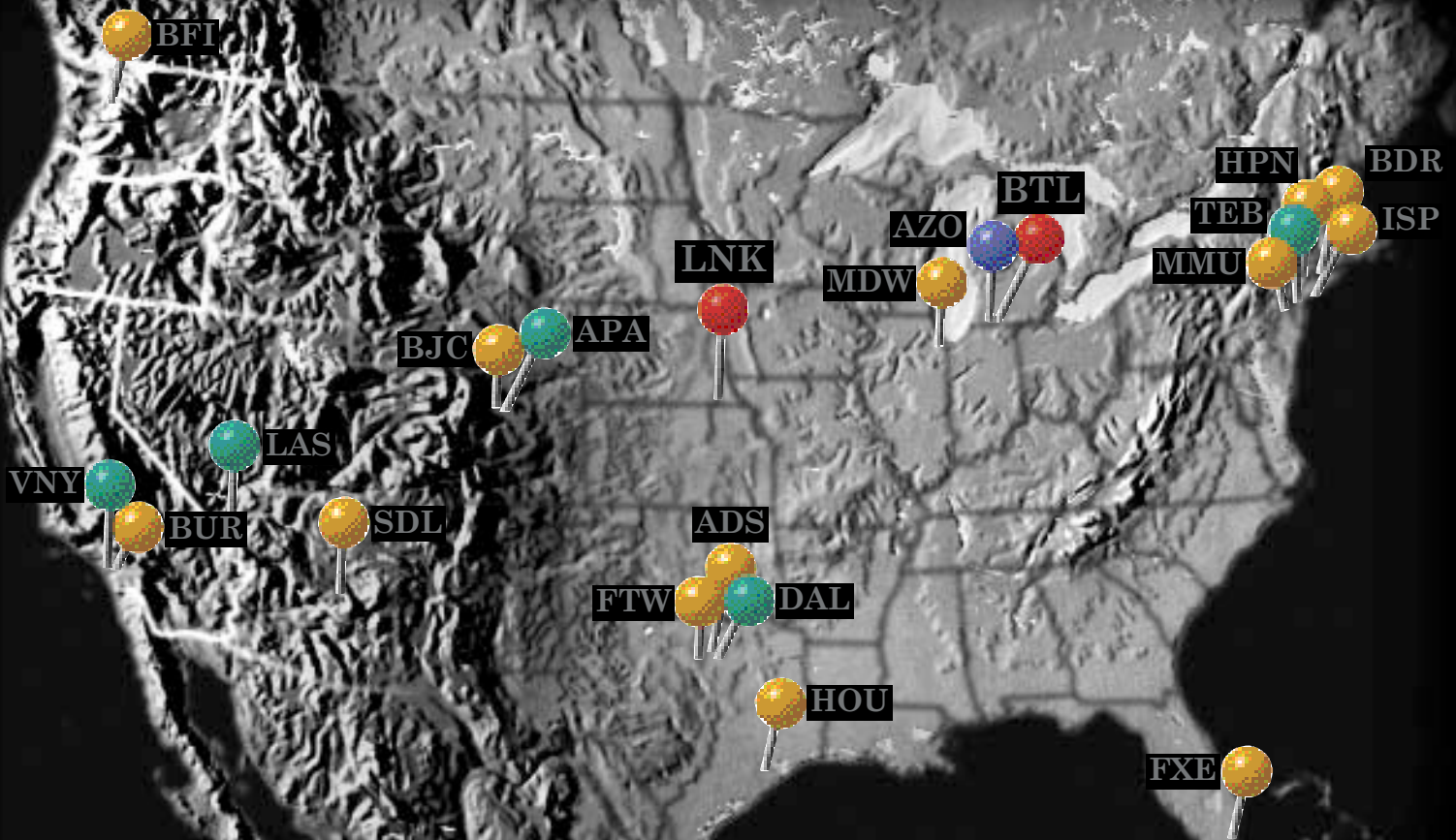
Marv Lnenicka

"I joined the Air Force in 1960. I have been with AVPAC since 1985. I enjoy talking with different customers and helping them solve their problems. Everyone at AVPAC has a lot of experience solving problems."



Jim Gifford

DUNCAN AVIATION FACILITIES



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.

FULL SERVICE & SUPPORT FACILITIES

COMPLETE SERVICE FACILITIES

Lincoln, Nebraska	LNK	800.228.4277	Battle Creek, Michigan	BTL	800.525.2376
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TURBOPROP SUPPORT FACILITIES

Kalamazoo, Michigan	AZO	877.403.5932	Lincoln, Nebraska	LNK	800.228.4277
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SATELLITE FACILITIES

AVIONICS INSTALL/LINE FACILITIES

Denver, Colorado	APA	303.649.1790	Van Nuys, California	VNY	818.902.9961
Dallas, Texas	DAL	214.352.3468	Teterboro, New Jersey	TEB	201.288.1550
Las Vegas, Nevada	LAS	702.262.6142			

AVIONICS LINE FACILITIES

Burbank, California	BUR	818.955.8413	Broomfield, Colorado	BJC	303.410.7053
Chicago, Illinois	MDW	773.284.4600	Ft. Lauderdale, Florida	FXE	954.771.6007
Houston, Texas	HOU	713.644.0352	Long Island, New York	ISP	631.981.1080
Ft. Worth, Texas	FTW	817.740.9266	Morristown, New Jersey	MMU	973.326.1110
Scottsdale, Arizona	SDL	480.922.3575	White Plains, New York	HPN	914.686.8294
Seattle, Washington	BFI	206.764.3962	Bridgeport, Connecticut	BDR	914.686.8294
Addison, Texas	ADS	214.352.3468			