DAHER AIRCRAFT ACHIEVES A “CLEAN SWEEP” WITH TOP RANKINGS IN THE 2025 PRO PILOT AND AIN PRODUCT SUPPORT SURVEYS

News / Manufacturer

Daher Aircraft has set an industry benchmark with top scores in the 2025 Product Support surveys conducted by both AIN and Pro Pilot magazine – being voted no. 1 in the turboprop-powered sector with its TBM and Kodiak airplanes, while also outperforming other airframe manufacturers in many categories of these highly-respected annual appraisals.

Nicolas Chabbert, the CEO of Daher Aircraft commented: “Being recognized as the best – not only in our sector, but across the various airframe manufacturers – is a testament to the dedication of our Daher Care global support teams and the unwavering focus on operational excellence. I personally want to thank our customers for their continued loyalty, and we are committed to earning this trust every year.”

In the Pro Pilot assessment, Daher Aircraft topped the turboprop-powered airplane sector for the fifth consecutive year. It netted first place ratings in all seven survey categories: company response time, spares availability, cost of parts, speed in AOG (Aircraft on Ground) service,

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technical manuals, technical representatives, and service satisfaction.

The Pro Pilot survey marked its 35th year in 2025, and this latest evaluation was the third time that both the TBM and Kodiak airplane families were judged by operators. Daher acquired the utility/multi-mission Kodiak product line in 2019, joining the fast and efficient TBM.

Operators' feedback quoted in the 2025 Pro Pilot survey included: "Daher staff has been very responsive to AOG issues and provides fantastic overall support for our TBM 850;" and: "Have received outstanding support from Daher and its service center network. The product support team is highly responsive and very competent."

For the AIN survey, 2025 was the first year that Daher Aircraft qualified for inclusion in this publication's product support evaluation. Daher Aircraft's mark of 9.65 in aircraft reliability was the highest in any of AIN's survey categories this year. The company also led the turboprop-powered airplane sector in the rating of parts availability, cost of parts, AOG response, technical manuals, and technical representatives.

In reviewing the 2025 survey's results, AIN's writeup on Daher Aircraft noted that the company continues to innovate and invest in applications for users, including its "Me & My TBM" and "Me & My Kodiak" apps – which collect and process flight data to enhance aircraft monitoring, diagnostics and maintenance. AIN's review also highlighted the introduction of Daher Aircraft's Safe Horizons flight safety program – including e-learning – as part of the emphasis on providing owners/operators with the knowledge and tools to maintain and fly their aircraft at the highest levels of safety.

Raphaël Maitre, the Vice President of Customer Support at Daher Aircraft, stated: "The AIN and Pro Pilot survey results are a direct outcome of Daher Aircraft's long-term strategy to invest in digital tools, training initiatives and global infrastructure to support our aircraft in the field."

He added: "Through the expertise and commitment of our authorized service centers, along with the scope of AOG support and user-centric innovations such as the Aviator Marketplace, our goal is simple: deliver unmatched service quality to each owner and operator, while striving for continual improvement."

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