



WELCOME NEW BOMBARDIER EUROPEAN MOBILE RESPONSE TEAM

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Bombardier today announced the latest addition to its expanding service and support network – a dedicated Mobile Response Team (MRT) aircraft, based in Frankfurt, Germany. The *Challenger 300* aircraft marked its entry-into-service by successfully completing its first mission, providing a European customer with efficient unscheduled maintenance support.

The strategically located *Challenger 300* aircraft will deftly supplement the shipping of parts from Bombardier’s main European parts distribution hub at Frankfurt International Airport. Its 3,065-NM (5,646-km) range and impressive Mach 0.83 top speed capability will enhance the MRT’s reach and response times to a fleet size of more than 700 aircraft in Europe and the Middle East.

“With this investment, we are adding expertise and increasing accessibility to OEM support for our European operators and paving the way for the industry’s largest and longest-range business jet – our flagship *Global 7500* aircraft – which is now in service,” said Jean-Christophe Gallagher, Vice-

President and General Manager, Customer Experience, Bombardier Business Aircraft. “The addition of a dedicated *Challenger 300* aircraft will augment the worldwide efforts of our MRT, already ranked as one of the most comprehensive onsite, mobile and aircraft-on-ground resolution services in the industry.”

Today there are a total of seven Bombardier line maintenance stations in Europe located in Luton, UK, Linz, Austria, Paris, Nice and Cannes in France, and Milan and Olbia in Italy. They complement the tip-to-tail heavy maintenance services provided by Bombardier’s newest wholly-owned service centre at London Biggin Hill Airport in the UK and jointly owned Lufthansa Bombardier Aviation Services in Berlin. Bombardier operators also have access to 12 Authorized Service Facilities in the region.

Bombardier Worldwide Mobile Response Services: In recent months, Bombardier has expanded its customer response capability significantly. Five new Mobile Response Team trucks have been deployed, bringing the current worldwide total to 30. The *Challenger 300* aircraft in Frankfurt joins a dedicated *Learjet 45* aircraft in Chicago, along with two maintenance control centres (MCCs) in Linz, Austria and Wichita, Kansas. The new MCCs work in conjunction with Bombardier’s Customer Response Centre, which operates 24/7 to streamline customer requests and optimize maintenance support.

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