

LIEBHERR *AeroNews*

The Customer Support and Services Newsletter of Liebherr-Aerospace

Issue No 24 / July 2017



Dear Reader,

Since the end of April, we have been able to disclose quite a few successes related to long term agreements with our customers, materializing the trust relationship that has been built with them over the years by our Support & Services Team world-wide. The crop

has been quite generous in the past four months: congratulations to the teams of all parties!

A few of these agreements have been inked in Russia and the Asia-Pacific regions by our joint venture company OEMServices, fully supported by its OEM shareholders, demonstrating once again the value of its concept elaborated in 2005. It has recently increased its international footprint with the incorporation of its affiliated company, OEMServices Americas, Inc., based in Atlanta, Georgia (USA).

On the other side of the planet, our Support & Services Team in Shanghai (China) is continuing its development in the three areas of spares distribution, technical support and repair services. They are keen to share with you the extent of their workscope and to give you few examples of their daily activity.

Many people wonder why we have the word "Transportation" put together with our brand name Liebherr-Aerospace. You will learn that our division is also in charge of developing, manufacturing and servicing systems installed on railway vehicles; moreover you will learn about the similarities of air management and hydraulic systems installed on aircraft and railway cars, and that aerospace technologies are progressively transferred to the railway industry.

Finally, we want to say a few words of recognition to our friend Cristian Fodor who passed away in May and let him and his family know that we will never forget.

Enjoy your reading!

Charles Thoyer-Rozat

Executive V.P., Customer Support & Services

Info

Liebherr-Aerospace Saline, Inc., Michigan (USA) added a completely new type of service to its portfolio:

The servicing of heat transfer equipment.

Have a look and find out more at our website:

<https://www.liebherr.com/en/deu/products/aerospace-and-transportation-systems/aerospace-and-transportation-systems.html>



Liebherr-Aerospace manufactures and supplies the nose landing gear, slat actuation, flap active differential gearbox, the load sensing drive strut and the moving damper for the A350 program. Please refer to page 13 regarding a contract about Asiana Airlines' A350-900 fleet.

In Memoriam

Dear Cristian,

On May 11, you wrote a farewell message to the Customer Support & Services Team starting by “Dear Liebherr family ...”.

Your words have touched us deeply and we realized how much you had adopted the core values of the Liebherr Group, of which the one about the employees reads “we greatly appreciate the degree to which our employees identify with their company”.

You have been an example for all of us and in particular for your colleagues of Liebherr-Aerospace Saline in Michigan (USA): skilled, efficient, taking initiatives, hard worker and, moreover, a friend for many of us, with a real sense of humor. We had long hard working time all together and a lot of fun during spare times.

We think about your own family, wife and daughter, who have supported you during these long months, and how proud you were to attend the graduation of your daughter that has been her and your achievement.

Two weeks after this event, you decided to continue your journey under other skies; we keep a live memory of you and stay in contact with you, simply in a different way.

We wished to share these words to you with the community of our employees and customers through this newsletter to show them an example of how we work together towards the success of our mission that materializes every day through, amongst others, the signature of maintenance contracts to which you contributed a lot, the development of our team in the Americas, China and in Brasil and the rewards from customers that you will read in the next pages.

Every day, hundreds of friendly thoughts from your colleagues fly to you as if you were next door.

This issue of LiebherrAeroNews is yours.

We keep in touch, Cristian!

The 600 family members of the Support & Services Team



Cristian Fodor

Personnel Changes



Alexandre Tournier has been appointed as Field Service Representative at the Customer Service Department of Liebherr-Aerospace Toulouse SAS (France) in July 2017. He will manage the South European and African customer portfolio.

Previously a member of the business and military aviation team within Technical Support of Customer Services, he accumulated five years of experience on the Liebherr's systems ECU and A400M. Before that, he worked in the technical assistance team of Airbus' Final Assembly Line to support the systems from Liebherr-Aerospace.

Prior to joining us, Alexandre was team leader of line maintenance for fighter aircraft in the French Air Force, then Aircraft Manager on Airbus military helicopters for C-check maintenance.

Contact:

alexandre.tournier@liebherr.com



On August 1st 2017, Tolga Oener joins Liebherr-Aerospace Dubai (UAE) as Middle East Field Service Representative. Previously part of Liebherr-Aerospace Lindenberg (Germany) as a Technical Service Engineer, Tolga was in charge of supporting the following aircraft programs: Airbus Single Aisle and Long Range, Embraer E-Jet E2, Sukhoi Superjet 100, Bombardier Challenger 300 and CRJ 1000.

Tolga is excited about his new position within Liebherr Dubai-Aerospace division and looks forward to supporting airlines in the Middle East.

Contact:

tolga.oener@liebherr.com



Didier Woestelandt was promoted as Service Contract Manager. He is now in charge of managing the commercial and contractual relationship at Liebherr-Aerospace Toulouse SAS Customer Services with airlines and maintenance repair organizations to ensure contract performance.

Didier was Field Service Representative in charge of the South European and African customer portfolio since 2012. He has gained more than 29 years of customers support experience in different services and departments.

Contact:

didier.woestelandt@liebherr.com



Brittany Baird has joined the Customer Service Team of Liebherr-Aerospace in Saline, Michigan (USA) in May 2017. In her role as a Customer Service Administrator Brittany supports customers in the area of Technical Records. Brittany provides document and traceability verification along with records maintenance for life limited components such as landing gears. Previously, Brittany worked for a cargo airline as an Aviation Operations Coordinator obtaining flight and landing permits for national and international locations.

Contact:

brittany.baird@iebherr.com

Who are you, Daniel Brum?

Liebherr-Aerospace Customer Support and Services has expanded its presence in South America with a representative in Brazil.



Could you please explain your position?

In January 2016, I joined the aftermarket community of Liebherr-Aerospace as a Regional Sales Manager for South America.

I am an employee of Liebherr-Aerospace Brasil Ltda. and my office is located in São José dos Campos, the biggest aerospace cluster of Brazil. I report directly to Joël Cadaux, Director Business & Services Customer Support at Liebherr-Aerospace & Transportation SAS, our division's control company. In transversal coordination with other Liebherr-Aerospace entities, such as Saline, Michigan (USA), Lindenberg (Germany) and Toulouse (France), my mission is to pursue long

term growth of Liebherr-Aerospace's aftermarket business in South America, while assuring customers' utmost satisfaction with our products and services.

Could you tell us more about your experience?

During the 15 years I worked for Customer Services at Embraer, I gained a strong background. Between 2008 and 2015 I was based in Europe in different positions and in charge to support a broad portfolio of operators, as well as coordinating teams of different expertise to address customers' in-service needs.

What are the challenges in your area?

The aerospace industry forecasts that Latin America will need more than 2,500 new aircraft (passenger and freighter) between now and 2034 to match long term growth in the region. Brazil represents around 34% of Latin America's GDP, is among the Top 10 global GDPs and has an air transport market that remains yet with an enormous potential to be explored. Even after growing 118%, from 54 million passengers in 2006 to more than 117 million in 2015, it is expected that Brazil will double again the amount of yearly transported passengers within the next 20 years.

With this perspective I jointly work with different representatives from the aftermarket community to expand Liebherr's footprint in South America and particularly in Brazil, matching growing market needs and local presence demand from Liebherr's customers in the region.

What did you learn, Marc Schmelcher?

In which context did you join Liebherr-Aerospace?

I am a student of Mechanical Engineering focusing on aerospace technologies at RWTH Aachen University (Germany). During my study process some practical experiences by



Marc in the middle of his new Chinese friends

means of an internship are to be gained. I looked for an international aerospace company and had by consequence a strong desire to join Liebherr-Aerospace. Besides that, Sven Dicke, VP MRO Operations and Strategic Investments and my tutor, offered me a very interesting one-year mission in the maintenance domain.

What has your mission consisted in?

The mission was called "Product-Technology-Matrix" and it was driven by the need of a baseline to judge future investment spending. The result is a tool with information of all test-rigs and capabilities connected to all part numbers that can be serviced within the Service Centers of Liebherr-Aerospace. I then visited the different facilities in Toulouse (France), Lindenberg (Germany), Saline, Michigan (USA), Shanghai (China) and Singapore to collect detailed information and worked closely with the local experts. Many of them saw an own interest in this project and will work with the final result.

What did you learn?

During this half year internship I learned much more than I expected. To list only a few points, I improved my English skills, learned to lead a project, experienced the work in a worldwide team and multicultural environment, improved my aircraft knowledge with Liebherr-Aerospace products and how it is to travel independently around the world. I am sure that these and many other lessons learned will help me in my future professional career.

A Team in Shanghai to Meet Customers' Expectations

The Liebherr-Aerospace China Customer Support Team, hosted within Liebherr Machinery Service (Shanghai) Co., Ltd., covers commercial, technical and MRO activities.

The sales administration team provides support to Chinese customers for global spares and repair activities of Liebherr systems and products.

It offers new spare parts, support, and serviceable components with local airworthiness tag (CAAC).

The stock in Shanghai can support AOG cases 365/24 for Chinese operators. To meet contractual requirements, spares can be either drop-shipped to customers from Liebherr's OEM facilities in France and Germany or shipped directly to customers by Liebherr-Aerospace China according to the request of the customers.



Liebherr-Aerospace China sales administration team

The sales administration team follows-up repair orders with the customers to make sure repaired units are delivered on time. A local pool of rotatable units has been established to provide standard or advance exchange services.

As single point of contact for customers for any commercial request, the team also takes care of all repair orders, be they performed locally in-house or in other Liebherr-Aerospace Service Centers (Singapore, Germany, France). To date, this activity represents in average 500 orders per month for both spares and repair with over 60 customers in mainland China.

The technical team supports the Chinese operators by providing on-site support and dedicated training sessions.

To illustrate their daily activity, the operator China Southern Airlines (CSN) was recently experiencing difficulties to perform the newly implemented ATA 36

bleed health check on Airbus A330. Charles Jiang and Zhao Zhiwei rushed to the customer's base in Shenzhen to assist the mechanics with a bleed test set to perform this check. The intervention was completed successfully during a night check.



On-site support on an A330 at night

The bleed test set was designed by Liebherr to optimize system availability and by consequence to reduce maintenance cost.

The customer appreciated the quick and efficient technical support. "Without your help, the job could not have been done successfully" reported the CSN A330 Project Manager.

Back in June, Wayne Dong, Technical Support Expert visited Chengdu Airlines to train the COMAC ARJ21 operator on ATA 21, 32, and 36.



Wayne Dong presenting the Liebherr-Aerospace Systems on board the ARJ21

Liebherr-Aerospace designed and supplies the air conditioning, bleed and landing gear system for this aircraft program. The two day training included best maintenance practices with the engineers who were pleased with the custom-tailored training.

In June, the technical team, supported by representatives of the OEM Liebherr-Aerospace Toulouse visited Chinese operators, including Sichuan Airlines, China Eastern Airlines, Hainan Airlines, Tibet Airlines and China Southern Airlines, to meet with their engineering, reliability and maintenance experts.

During those dedicated sessions, the latest technical updates on air conditioning systems for A320, A330, and A380 were presented. It was also the occasion to share analysis of typical aircraft failure and troubleshooting. The feedbacks from the attendees were very positive.

"Thanks to Liebherr for giving us a good presentation and troubleshooting recommendation - it is very useful", reported Xu Chenyue, Chief Engineer of Tibet Airlines.

"Liebherr provides very good support to its customers, it is prompt and effective and I wish we can continue with the support to Chinese customers" said Zhao Chen, Head of Airbus China Customer Service.

The Liebherr MRO team increased recently the in-house repair capability by adding a new dynamic test for A320 bleed valves to answer increasing in-country demand. This new bench allows to perform locally dynamic testing of engine bleed valves while simulating aircraft conditions regarding pressure (17 bar) and temperature (400°C). The whole ATA 36 bleed test set-up is operational and will soon receive airworthiness authorities' approvals (EASA, FAA, and CAAC part 145).



New dynamic bleed test rig

Regional Technical Workshop on CRJ and C Series



Participants of the Regional Technical Workshop session in Toulouse (left) and in Saline (right)

End of April and beginning of June, Liebherr-Aerospace organized in Toulouse (France) and in Saline, Michigan (USA) Technical Workshops on the CRJ700/900/1000 program, for which Liebherr supplies the complete air system. Those two sessions made an impression through the very high and interesting level of exchange between the participants. The Regional Technical Workshops provide the opportunity for airline fleet engineers to receive up-dates on in-service

topics, technical solutions, and the latest news about the support and services of Liebherr. In line with customers' requests and their feed-back from the previous workshops, this year's sessions were particularly focused on best maintenance practices. The customers' feedback was very positive, the trouble-shooting approach was appreciated and in adequation with their expectations. The participants congratulated Liebherr for the technical value of the presentation, and the wide range of topics covered during the two days. The Toulouse session ended with a tour of the site, the visitors in Saline had the chance to discover the new Heat Exchanger Repair Center.



OEMServices Opens Its Subsidiary in the USA, OEMServices Americas Inc.



As a worldwide leader in integrated OEM component services, inventory solutions and logistics services, OEMServices is expanding its global footprint in the United States and opened its subsidiary, OEMServices Americas Inc., based in Atlanta, Georgia.

OEMServices, founded by four major European OEMs (Thales, Zodiac Aerospace, Diehl Aerospace and Liebherr-Aerospace), is headquartered Paris (France) and supports its clients from New York, Singapore and Dubai. Today, OEMServices serves major airlines around the world through numerous aircraft programs such as A350, A380, A320, A330, SSSJ100, B787 as well as major OEMs for their international logistic requirements.

The new subsidiary in the United States is a key milestone for OEMServices, providing a comprehensive service offering to North and South American customers. As of May 1st, 2017,

OEMServices Americas offers its ORIGINAL service model combining capabilities, access to inventories, OEM technical expertise and key competencies in logistics and spare parts management, as part of its three-pole service portfolio: Components, Logistics & Trading Services.

With more than fifty Atlanta-based employees and a 40,000 square feet warehouse, OEMServices Americas is putting the resources in place to succeed in the Americas.

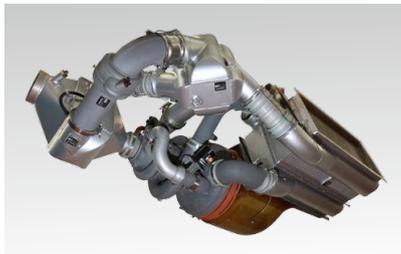
Didier Granger, President-CEO of OEMServices said, "The opening of a subsidiary in the United States is an important milestone in the development of the company. OEMServices Americas is a step further in our commitment to increase OEMServices' international footprint. Atlanta is an excellent location that allows us to offer our customers unprecedented efficiency in North and South America. Our great team is professional, very motivated and ready to start".

Innovative Air Conditioning and Hydraulic Actuation Systems: Liebherr On Board Aircraft and Railway Vehicles

Did you know that Liebherr offers its systems and components not only for aircraft of all kinds but also for railway vehicles worldwide?

Liebherr-Transportation Systems with its headquarters based in Korneuburg, near Vienna (Austria) is one of the leading manufacturers of systems and components for the rail industry. Backed by many years of experience, Liebherr-Transportation Systems stands for competitive technological solutions in air conditioning and actuation. The company specializes in the development, design, test, production, supply and service of heating, ventilation, air conditioning (HVAC), and hydraulic systems for rail vehicles.

Air cycle technology: from the air to the rail



A320 air conditioning pack

Originally, air cycle technology was developed for the aerospace industry, where it has been used for more than four decades for air conditioning an aircraft. There, the air conditioning system mixes hot and highly-

pressured air from the engines and fresh air for the environment. This system allows the ventilation and cooling of the avionics and electronic equipment on board and is essential for the comfort of passengers and crew on board.



HVAC system

As one of the very first companies, Liebherr also began employing this air cycle technology in rail vehicle equipment. As far back as 2002, Liebherr-Transportation Systems fitted a first train with air cycle air conditioning systems,

which have proven extremely successful in daily passenger transport operations. Thanks to its system knowledge acquired in the field of aerospace Liebherr was able to design HVAC systems to meet the highest quality standards and reliability requirements even under extreme operating conditions and to contribute to the safety and comfort of rail transport.

Hydraulic actuation systems: increased riding comfort

Liebherr-Aerospace offers hydraulic systems for flight control and for example the extension and retraction of landing gears which are integrated in fixed wing aircraft and helicopters. During flight and in particular during the landing phase, for example, it is necessary to reduce quickly and strongly the load-bearing capacity of the wing and to stabilize the aircraft by means of the hydraulic spoiler actuators.



A380 spoiler actuator

Based on the experience gained during the last decades in aerospace, Liebherr develops, manufactures and services electrohydraulic actuators which work like compact, highly capable "power houses" on rail vehicles. The current application areas in rail vehicle construction reach from yaw damping, active lateral positioning, car positioning systems and active radius steering to tilting technology. Electrohydraulic actuators by Liebherr-Transportation Systems fulfil demands of the future development of rail infrastructure – especially in reducing environmental burden, minimizing wear and noise while improving the performance of the rail vehicle.



Electrohydraulic actuator

They are designed to position loads of several tons at train speeds up to 350 km/h (217 mph) into the pre-set position predetermined by an intelligent control unit or counter vibrations on the vehicle.

High modularity for aerospace and railway application

With its innovative system solutions and components according to the individual needs of aircraft and rail vehicles manufacturers and operators, Liebherr-Aerospace and Liebherr-Transportation Systems combine innovative practices and high modularity to fully fit the customers' requirements on railway tracks and in the air.

Liebherr-Aerospace Saline, Michigan (USA) has already an efficient customer service which meets the customers' demands from aerospace as well as railway air conditioning and hydraulic systems.

Find out more about Liebherr-Transportation's systems and components for the rail industry at:

<https://www.liebherr.com/en/deu/products/aerospace-and-transportation-systems/transportation-systems/transportation-systems.html>

Liebherr-Aerospace Will Attend the Following Events


October 3 – 5, 2017

 MRO Europe
 ExCel London
 London, UK

October 31 – November 2, 2017

 MRO Asia-Pacific
 Singapore Expo Convention and
 Exhibition Centre
 Singapore

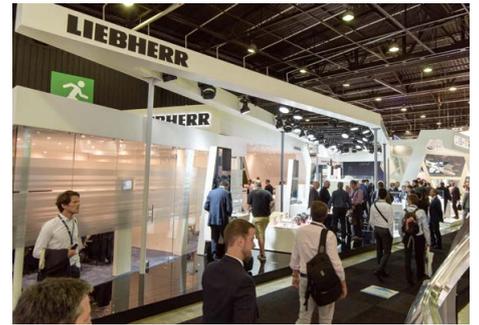
Liebherr-Aerospace Training Calendar 2017: Save the Date

Type	ATA Chapter	Date	Location
Airbus			
Single Aisle (SA)	ATA 21/36 Engine Bleed Air System and Air Conditioning System Level I, II, III	September 5 to 7	Toulouse
	ATA 21 Environmental Control System (old system)	On request	Toulouse
	ATA 27 High Lift System and Rudder Level III	July 17 September 25	Lindenberg
Long Range (LR)	ATA 21/36 Engine Bleed and Environmental Control System Level I, II, III (A330)	September 19 to 21	Toulouse
	ATA 21/36 Engine Bleed and Environment Control System (A340-500/600)	On request	Toulouse
	ATA 27 High Lift System, Rudder and Spoiler Level III	July 18 September 26	Lindenberg
A350	ATA 27/32 High Lift and Nose Landing Gear System Level III	July 20 & 21 September 28 & 29	Lindenberg
A380	ATA 21 Supplemental Cooling System Level I, II, III	December 13 & 14	Toulouse
	ATA 36 Engine Bleed Air and Pneumatic Air Distribution System Level I, II, III	December 12	Toulouse
	ATA 29 Hydraulic Cooling System Level I, II	December 15	Toulouse
	ATA 27 High Lift System and Spoiler Level III	July 19 September 27 December 11	Lindenberg Lindenberg Toulouse
A400M	ATA 27 Flight Control Components Level III	On request	Lindenberg
	ATA 27 Flight Control Components Level V	On request	Lindenberg
	ATA 52 Door Ramp and Actuation System Level III	On request	Lindenberg
	ATA 52 Door Ramp and Actuation System Level V	On request	Lindenberg
SA/LR/A380/747-8	ATA 36 Bleed Test Set GSE Level IV	On request	Customer facility
Bombardier			
CRJ700/900/1000	ATA 21/30/36 Integrated Air Management System Level I, II, III	May October 4 to 6	Saline Toulouse
CSeries	ATA 32 Landing Gear System Level III, IV	November 7 & 8	Lindenberg
	ATA 32 Landing Gear Servicing Level IV on Aircraft	On request	Customer facility
	ATA 21/30/36 Integrated Air Management System Level I, II, III	November 14 to 17	Toulouse
COMAC			
ARJ21	ATA 32 Landing Gear System Level III, IV	August 23 & 24	Lindenberg
	ATA 32 Landing Gear Servicing Level IV on Aircraft	On request	Customer facility
C919	ATA 32 Landing Gear System Level III, IV	On request	Lindenberg
	ATA 32 Landing Gear Servicing Level IV on Aircraft	On request	Customer facility
Embraer			
E170/175	ATA 32 Landing Gear System Level III, IV	July 11 & 12	Lindenberg
	ATA 32 Landing Gear Servicing Level IV on Aircraft	On request	Customer facility
E190/195	ATA 32 Landing Gear System Level III, IV	October 18 & 19	Lindenberg
	ATA 32 Landing Gear Servicing Level IV on Aircraft	On request	Customer facility
Sukhoi Civil Aircraft			
Superjet 100	ATA 27 Flight Control System Level III	October 12 & 13	Lindenberg
	ATA 21/30/36 Integrated Air Management System Level I, II, III	October 17 to 19	Toulouse
	ATA 27 Level IV Rigging on Aircraft	On request	Customer facility
Leonardo			
AW109, AWT129, AW169, AW189	Environmental Control System (please contact Leonardo Helicopters for coordination)	On request	Customer facility

Liebherr-Aerospace at Paris Air Show 2017



Liebherr-Aerospace's stand at Paris Air Show in 2017



Liebherr-Aerospace participated in Paris Air Show 2017, which took place from June 19 to 25 in Le Bourget (France). Visitors to the show were able to see the company at a number of different locations.

Exhibit highlights

Components for the wing tip folding system for the Boeing 777X aircraft program and a nose landing gear for the AW189 helicopter, which was extended and retracted on the stand, were presented to the general public for the first

time. In addition, visitors had the opportunity to discover innovations in research and development, such as the "Skin Heat Exchanger", a heat exchanger that is an integral part of the aircraft structure. Further highlights included various components produced using the 3D printing process, such as the valve block of a spoiler

actuator that has flown for the first time this year on board an A380 test aircraft. Amongst others, an electronic control unit for the high lift system of the Embraer E-Jet E2 was also displayed on the stand. This electronic control unit was developed by Liebherr-Aerospace in collaboration with Liebherr-Elektronik

GmbH, Lindau (Germany), which was also showcasing products of its own at the stand.

L'Avion des Métiers, the Market of Aerospace Professions

Liebherr-Aerospace has participated once again in the "L'Avion des Métiers" campaign sponsored by the French Aerospace Industries Association (GIFAS). This year, the company presented the careers of a mechanic, logistics specialist and test technician.

Forum Emploi Formation, the Education and Employment Forum

Once again this year, the trade fair organizers invited visitors to the "Forum Emploi Formation" career fair. Liebherr-Aerospace took part in the event showing what it offers as an employer. Interested visitors had the chance to find out about career opportunities and to make initial contact with representatives of Liebherr-Aerospace Human Resources Department.



The 3D printed exhibits attracted many visitors.

A leading supplier to the aviation industry, Liebherr-Aerospace welcomed partners, official delegations and visitors at its stand N° A276 in hall 2A. On display were a wide range of air management, flight control and landing gear systems, as well as components, on an area covering around 260 m².

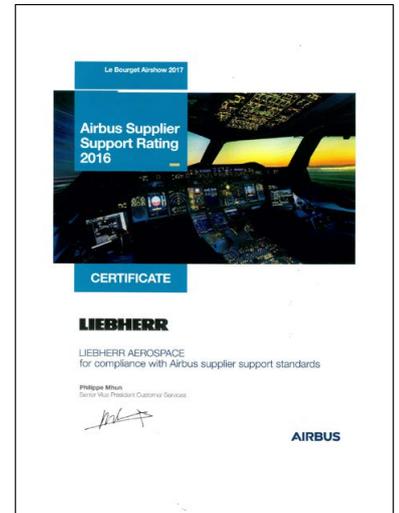
Certificate in Recognition of the Airbus 2016 Rating

The Customer Support & Services organization of Liebherr Aerospace has been awarded a certificate during Paris Air Show 2017 for compliance with the Airbus supplier support standards.

Our performance has been rated “Green” in the three different categories “Airlines”, “Airbus” and “Metrics”.

The certificate is the result of the daily work towards customer satisfaction of all our employees based at our OEM sites in Toulouse (France) and Lindenberg (Germany), and at our locations in Saline, Michigan (USA), Dubai (UAE), Shanghai (China), Singapore, Moscow (Russia), São José dos Campos (Brazil) and Bangalore (India).

We are very proud to have received this certificate and will continue to support our customers even better!



Airbus Helicopters Supplier Awards



Picture on the left: Matthieu Louvot, SVP Support & Services of Airbus Helicopters (left) and Jean-Luc Maigne, Managing Director of Liebherr-Aerospace Toulouse SAS with the Award “Best Performer 2016 - Silver” in Customer Support & Services

Picture on the right: From left to right: Josef Gropper, Managing Director and COO of Liebherr-Aerospace & Transportation SAS, Christian Cornille, Executive Vice President – Industry of Airbus Helicopters, Heiko Lütjens, Managing Director and CTO of Liebherr-Aerospace & Transportation SAS and Robert Brugger, Program Manager Contract of Liebherr-Aerospace Lindenberg GmbH with the Award “Best Improver 2016 – Bronze” in Industrial Performance – Photos: © Airbus Helicopters, Amélie Laurin



Airbus Helicopters has presented Liebherr-Aerospace Toulouse SAS (France) for the third time in a row with the Award “Best Performer 2016 - Silver” in Customer Support & Services and Liebherr-Aerospace Lindenberg GmbH (Germany) with the Award “Best Improver 2016 - Bronze” in Industrial Performance.

The awards were handed over by Airbus Helicopters during a ceremony at their plant in Dugny near Le Bourget, Paris (France) on June 20th, 2017.

In their speeches, Josef Gropper, Managing Director & COO Production, Purchasing and Asset Investments at Liebherr-Aerospace & Transportation Systems SAS, and Jean-Luc Maigne, Managing Director of Liebherr-Aerospace Toulouse SAS, thanked Airbus Helicopters for the recognition of the effort and commitment as well as the level of performance achieved by the teams of Liebherr-Aerospace.

These awards are encouraging Liebherr-Aerospace to keep on further improving the companies’ performance and to continue the partnership approach with Airbus Helicopters for these improvement initiatives.

Liebherr-Aerospace Toulouse SAS, Liebherr’s center of competence for air management systems and Liebherr-Aerospace Lindenberg GmbH, Liebherr’s center of competence for flight control and actuation systems, landing gears, gears, gearboxes and electronics, develop, manufacture, supply and provide customer services for various systems and components to almost all programs of Airbus Helicopters.

OEMServices and SCAC Sign a MOU to Develop SuperJet 100 Component Services

OEMServices and SCAC, manufacturer of the Sukhoi Superjet 100 have signed a Memorandum of Understanding that confirms their mutual interest towards finding solutions for SSJ100 operator support.

This cooperation results from a shared vision between the two companies. For SCAC, the purpose is the continuous

Didier Granger, President-CEO of OEMServices said: “This agreement is a key step forward to become one of the major players in SSJ100 component support. This platform is key for us and we expect the relationship with SCAC to become a long term cooperation that will provide world class services towards airline across the globe.”



improvement of the SSJ100 aftersales program including analysis of the supply chain, stock sizing optimization and stock configuration in order to bring cost effective solutions to SCAC’s customers and to mitigate the risks related to the delivery and repair of spare parts. For OEMServices, it is a new milestone in its strategic development of the SSJ100 program, supported by its OEM partners and thanks to its core competency in aftermarket services.

The President of SCAC Vladislav Masalov noted: “As an aircraft manufacturer, we always want to improve our airline customers’ experience. We entrust OEMServices to develop state of the art aftermarket services towards airlines. This cooperation also represents an opportunity to share good practices between our organizations, for the benefit of our customers as a result.”

OEMServices and GTLK to Support Superjet 100



Front row from left to right: Roman Liadov, Director Europe GTLK, Didier Granger, Predisent-CEO OEMServices.

Second row from left to right: Guillaume Bunoz, Executive Vice-President Product Management, Marketing & Business Development Zodiac Aerospace Services, Oleg Bocharov Deputy Minister of Industry and Trade of the Russian Federation and Charles Thoyer-Rozat, Executive Vice-President Customer Support & Services Liebherr-Aerospace.

OEMServices and GTLK Europe have signed a Memorandum of Understanding to develop aircraft support for the Sukhoi Superjet 100. The two companies will develop aftermarket

solutions related to the aircraft’s platform. OEMServices is based in Charles de Gaulle (CDG) Airport and provides integrated OEM component solutions for airlines. Meanwhile, Ireland-based GTLK performs services such as leasing and trading air and sea vehicles as well as consulting on commercial aircraft and ship transactions.

“This agreement is a strategic step in our development plan,” said OEMServices President-CEO Didier Granger. “The SSJ100 is a key aircraft for us and we expect this relationship to provide a world class service for airlines in all worldwide regions. This partnership shows the important complement between our companies.”

Through this agreement, OEMServices will combine its service knowledge of components and logistics as well as its experience with airline customer relationship management and technical configuration with GTLK’s relationship with leasing customers.

“GLTK, as a major lessor of the SSJ100, devotes great attention to after-sales service issues,” said Roman Lyadov, Director of GTLK Europe. “Stipulating an agreement with OEMServices is yet another step in developing this area of business. We are pleased that our partner is a world-class player with a sterling reputation.”

Liebherr-Aerospace Renews Its Repair and Services Contract with Turkish Technic



Yalçın Sabri Melek, Repair Pursuit Manager at Turkish Technic (left), Salih Ince, Component Services Director at Turkish Technic (right) and Pierre Soulacroup, Regional Sales Manager, Liebherr-Aerospace & Transportation SAS (in the middle) at the contract signature ceremony

Liebherr-Aerospace and Turkish Technic, the maintenance, repair and overhaul center of Turkish Airlines, have recently renewed their repair and services agreement for the Airbus fleet of A320/A330/A340 maintained by Turkish Technic.

The repair and services contract signed at Istanbul Ataturk International Airport, Istanbul (Turkey), covers the complete Airbus fleet of Turkish Airlines and third parties that is maintained by Turkish Technic.

Salih Ince, Component Services Director at Turkish Technic commented: "Turkish Technic has been very satisfied by the high service level of performance and responsiveness of the Liebherr team over the past four years. This was one of the key decision factors to renew the maintenance agreement between our two companies".

The support services will be performed by Liebherr-Aerospace's service stations in Lindenberg (Germany) and Toulouse (France).

Aeromexico Connect Selects Liebherr for E-Jet E1 Landing Gear Support

Aerolitoral, S.A. de C.V., DBA Aeromexico Connect and Liebherr-Aerospace Saline, Inc., have signed a long-term agreement for the performance of landing gear overhaul services encompassing Aeromexico's entire fleet of Embraer E170 and E190 aircraft. Liebherr-Aerospace will receive the landing gears at its Saline, Michigan (USA) service and support center for full overhaul and restoration. Liebherr is facilitating the program through an advanced loan and subsequent closed loop exchange scheme which returns all original equipment to Aeromexico.



Landing gear repair shop at Liebherr-Aerospace Saline, Inc.

"We appreciate the opportunity to apply OEM product quality standards and tailored support solutions to this program, thus maximizing both the sustainment

potential and value of the E-Jet E1 platform according to the desires of Aeromexico", stated Will Dew, VP Customer Support & Commercial, Liebherr-Aerospace Saline, Inc.

The complete landing gear systems for the E-Jet E1 family 170/175/190/195 were developed and manufactured by the OEM Liebherr-Aerospace Lindenberg GmbH, Lindenberg (Germany), the center of excellence for landing gear, actuation and flight control systems within Liebherr-Aerospace's global network.

Liebherr Signs Landing Gear Overhaul Contract with KLM Cityhopper



Hans Werner, VP Technical Services & Fleet Development, KLM Cityhopper (right) and Jan Uhlig, Director Customer Service, Liebherr-Aerospace Lindenberg GmbH (left) sealed the contract with a hand shake at the signature ceremony in Liebherr-Aerospace's landing gear shop.

Liebherr will overhaul the main and nose landing gear system of the 17 Embraer 190 regional jets operated by the Dutch airline KLM Cityhopper.

An option for further 13 E190 aircraft is also part of the contract. The first overhaul will be performed at Liebherr-Aerospace's facility in Lindenberg (Germany), in September 2017. The OEM has developed and is producing the landing gear system for the first generation of the Embraer E-Jet Family. Hans Werner, VP Technical Services & Fleet Development at KLM Cityhopper explained why the airline had chosen Liebherr-Aerospace for the overhaul: "Liebherr was the best choice with regards to overall costs, experience, quality and reliable turn-around time; also the professionalism of Liebherr made a very good impression on us. Moreover, Liebherr is one of the very few parties being able to provide us, in addition to a spare landing gear ship set throughout the landing gear program, with replacement landing gears in case of unforeseen events. We are therefore confident that Liebherr will be able to support our nose-to-tail Embraer E190 landing gear overhaul program in the best manner possible."

OEMServices Signs with Asiana Airlines a 15-year Component Support Contract for its A350-900 Fleet

The South Korean carrier has entrusted OEMServices' integrated component support solution for its A350-900 fleet.

Thanks to its ORIGINAL INTEGRATED SERVICES model combining capabilities, inventory and technical expertise of more than 60 OEMs, as well as its competencies in the management of spares, OEMServices has signed an integrated component support contract covering repair services, pool access and 24/7 component support from its main A350 regional pool, based at Singapore's Changi Airport.

Within the scope of this contract, OEMServices will be supporting Asiana Airlines' Airbus A350-900, currently on-order, backed by its unique long-term source of know-how of the aviation industry's supply chain. The first out of four aircraft to be delivered in 2017 reached Seoul in April. Commercial flights started in May.

"We are extremely pleased to have signed this 15 year agreement with OEMServices. Being a unique integrator of OEM expertise for airlines accompanied by integrated expertise of aviation logistic solutions were key decision factors. It's a competitive advantage when taking delivery of such a large fleet of new aircraft," said Sang-Woo Noh, Senior Vice President Purchasing and General Administration at Asiana Airlines.

"We are proud to accompany Asiana Airlines in their development and further broaden our customer base in Asia," stated Didier Granger, President-CEO of OEMServices. "We are deeply satisfied to have found common grounds for this long-term partnership and further demonstrate that we are the service solution that airlines are looking for when taking on the delivery of new platforms such as the A350-900".

OEMServices Extends its Partnership with Singapore Airlines by Supporting its Fleet of A350-900 Aircraft



Lau Hwa Peng, SVPE Singapore Airlines (front row, 3rd from right) and Didier Granger, President-CEO OEMServices (front row, 3rd from left) at the contract signature witnessed by representatives of Singapore Airlines, OEMServices and Liebherr-Aerospace

"We have been supporting Singapore Airlines' Airbus A380-800 for the past 10 years and we are proud to have been awarded this new contract for 12 further years. This new partnership shows the strong ties between Singapore Airlines and OEMServices," said Didier Granger, President-CEO of OEMServices at the ceremony held at the Singapore Airline House.

OEMServices, combining strengths of over 40 OEMs through its ORIGINAL INTEGRATED SERVICES (OIS) offering, started providing a global integrated component solution to Singapore Air-

lines. This multi-year contract includes repair services, pool access and 24/7 component support from OEMServices' main A350 regional pool based at Singapore's Changi Airport.