Service Newsletter

March 13, 1987

TITLE
CESSNA PROPELLER AIRCRAFT TECHNICAL SUPPORT

TO
CESSNA DISTRIBUTORS, DEALERS, SERVICE STATIONS AND CPC'S

MODELS AFFECTED
ALL CESSNA PROPELLER AIRPLANES, PISTON ENGINE AND PROPJET MODELS

DISCUSSION

The Cessna Propeller Aircraft Technical Support System is an extensive network of people, facilities, and resources aimed at maintaining the goodwill and satisfaction of Cessna customers.

Technical support begins with Cessna Dealers and Service Stations who have the primary responsibility for customer satisfaction.

Cessna Dealers and Service Stations are supported by Distributors Internationally and Field Service Engineers in North America who are, in turn, assisted by Technical Information Specialists located in Wichita, Kansas.

While most technical support requirements can be promptly satisfied at the Dealer and Service Station level, some activities may require the involvement of the total system to satisfactorily resolve.

The system works best when the capabilities of each organizational level are fully utilized in a sequential manner (reference page 2), and the value and necessity of cooperation and teamwork is obvious.
The Cessna Technical Support System can be graphically described as follows:

Level One...

Customer

Dealer or Service Station

(International) (Domestic)

Level Two...

International Distributor

Field Service Engineer (North America)

Level Three...

Field Service Engineer (International)

Technical Information Services Department (Wichita, Kansas)
To assist the Cessna organization in fully utilizing available resources, information regarding International Distributors, Field Service Engineers (North America and International), and the Technical Information Services Department is described on page:

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Additional information, including specific geographic areas of coverage, is contained in the latest edition of the Cessna Sales and Service Directory; Part Number D5556-13, dated January, 1987, reference SNL87-8.

Questions, comments, and suggestions regarding Cessna propeller aircraft technical support should be directed to the appropriate Distributor or Field Service Engineer (reference pages 6 and 7).
**CESSNA INTERNATIONAL DISTRIBUTORS**

**MEXICO, CENTRAL AMERICA AND CARIBBEAN**

**REPRESENTACIONES AEREAS**
DE CHIHUAHUA, S.A.
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Chihuahua, Chihuahua, Mexico
Tel. 5-4453
Telex 383-349845

**DISTRIBUIDORA AERO AGRICOLA**
DE COSTA RICA, S.A.
Aeropuerto Pavas
Apartado 7-2380
San Jose, Costa Rica
Tel. 506-32-1344

**CIA MEXICANA DE AEROPLANOS, S.A.**
Apartado 2266
Mexico City, Mexico
Tel. 784-3338
Telex 3831762400

**TROPICAL AVIATION DISTRIBUTORS**
1760 Northwest 94th Avenue
Miami, Florida 33172
Tel. 305-592-4523
Telex 519709

**AGENCIAS AEREAS**
Apartado Postal 116
Guatemala City, Guatemala
Tel. 31-9353
Cable AERONAVES

**SOUTH AMERICA**

**AVIONES DE COLOMBIA, S.A.**
Apartado Aereo 6876
Bogota, Colombia
Tel. 282-9708
Telex 396-45220

**AVIACES, S.R.L.**
Juncales 1414, Esc. 24
Montevideo, Uruguay
Telex 6426, Tel. 59-82-910367

**AEREO TUY C.A.**
Apartado 2923
Carmelitas
Caracas 1010, Venezuela
Tel. 572-3797
Telex 29003 Tuyca

**AVIASER S.A.**
Florida 537/41, Piso 25
Buenos Aires, Argentina 1005
Tel. 392-4867
Telex 390-23955

**TAXI AEREO MARILIA S.A.**
Rua Monsenhor Antonio Pepe, 94
Sao Paulo, Brazil
Tel. 577-7711
Telex 391-1132563

**AEROSERVICIO LTDA.**
Huerto 979, Office 519
Santiago 1, Chile
Tel. 72-4273
Telex 392-40049

**UNION AVIATION & ELECTRONICS SRL**
P. O. Box 747
Asuncion, Paraguay
Tel. 29-1389
Telex 399-246

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Brussels National Airport
Post Bus Nr. 2
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Tel. 751-8110
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ISRAEL

LEVINSOON BROTHERS ENGINEERS LTD.
P. O. Box 390
33 Haeshmal Street
Herzlia Airport
Tel Aviv, Israel 61003
Tel. (972) 362-2671
Telex 32399

AFRICA

MIDDLE AFRICA

AFRICAIR, INC.
13691 SW 145th Court
P. O. Box 165139
Miami, Florida 33116-5139
Tel. 305-255-6973
Telex 803519
Facsimile (305) 255-4064

SOUTH AFRICA

AIRCRAFT DISTRIBUTORS OF
SOUTHERN AFRICA (PTY.) LTD.
P. O. Box 18006
Rand Airport, Germiston
Republic of South Africa
Tel. 827-9311
Telex 426485

ASIA AND FAR EAST

PAKISTAN GENERAL AVIATION LTD.
14 Empress Road
Walton International Airport
Lahore, Pakistan
Tel. 30-3870
Telex 44653

NOZAKI & COMPANY LTD.
P. O. Box Kyobashi 19
No. 16-19 Ginza, 7 Chome Chu-o-Ku
Tokyo, Japan
Tel. 3-542-9211
Telex 22375 Nozaki J
Facsimile (65) 5423936

HELI ORIENT (PTE) LTD.
P. O. Box 17
Jalan Kayu Post Office
Seletar, Singapore 9180
Tel. 65-481-5311
Telex RE 25285
Facsimile (65) 5423936

PACIFIC

MURRAYAIR, INC.
P. O. Box 29848
Honolulu, Hawaii 96820
Tel. 808-836-0116
Telex 634162

REX AVIATION LIMITED
P. O. Box 186
Revesby, N.S.W., Australia 2212
Tel. 270-0661
Telex 790-20738
Facsimile (612) 707-1386

MOTOR HOLDINGS AVIATION, LTD.
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NOTE... If unavailable at telephone numbers listed above (including after-hours messages), telephone (316) 946-7688

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