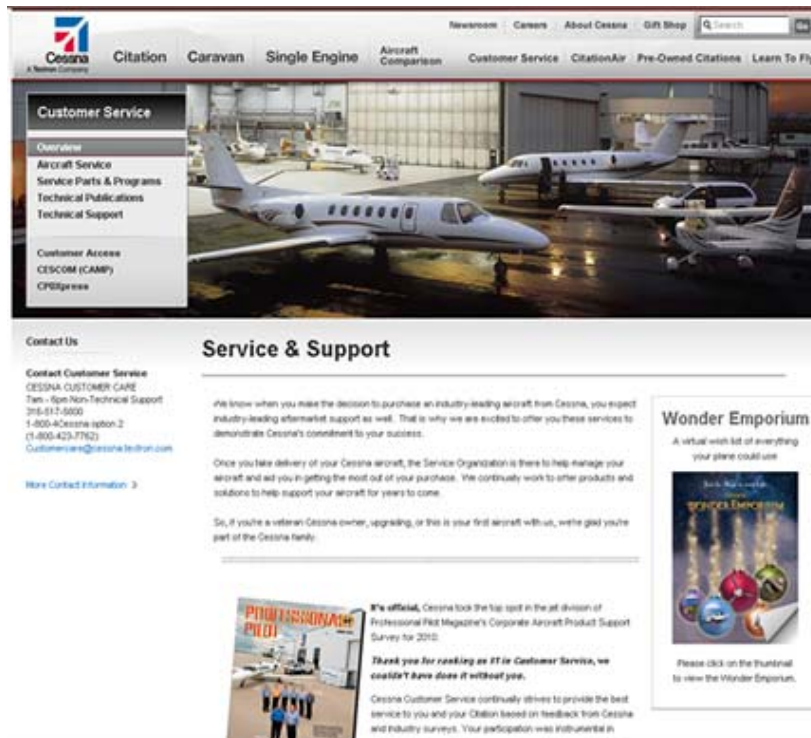


# CessnaSupport.com



In 2010 we launched the new Customer Access portion of CessnaSupport.com. In early 2011 we will be launching a new version of the Customer Service website.

This site is accessible by visiting [cessna.com](http://cessna.com) and clicking Customer Service or utilizing the URLs listed below. This presentation will provide you with an overview of the new site and where to find the information you need.



## Customer Service

## URLs

[www.cessna.com/customer-service.html](http://www.cessna.com/customer-service.html)

## Or

[www.cessnasupport.com](http://www.cessnasupport.com)

# Navigation



The screenshot shows the Cessna website's navigation menu at the top. The 'Customer Service' link is circled in red. Below the menu is a large image of a Cessna aircraft in a hangar. On the left side of the page, there is a 'Customer Service' sidebar menu with a red box around the 'Customer Access' section, which includes 'CESCOM (CAMP)' and 'CPDXpress'. Below the sidebar is a 'Contact Us' section with contact information for CESSNA CUSTOMER CARE. To the right of the sidebar is a 'Service & Support' section with text about Cessna's commitment to customer service. At the bottom right, there is a 'Wonder Emporium' section with a thumbnail image and text encouraging users to click on it to view the virtual wish list.

## Applications -

These applications are accessible from any page under "Customer Service"

**Customer Access = CessnaSupport login**

Clicking **Customer Service** will get you to the homepage from any page on Cessna.com

# Aircraft Service



**Customer Service**

- Overview
- Aircraft Service**
  - Overview
  - Citation Service Centers
  - Authorized Service Facilities
  - ServiceDirect
  - Featured Services
- Service Parts & Programs
- Technical Publications
- Technical Support

**Customer Access**

- CESCOM (CAMP)
- CPDXpress

**Overview Aircraft Service**

**World Class Service**

The same company that pioneered private aviation also perfected the systems to keep those airplanes flying. Cessna provides service and maintenance through the Citation Service Centers and world-wide network of Authorized Service Facilities for propeller and engine. Wherever you choose, you can be assured your aircraft will be carefully handled, precisely serviced and maintained for years.

**Citation Service Centers**

Nine Cessna-owned Citation Service Centers and 39 Authorized Citation Service Facilities form a worldwide network of service that provide maintenance, inspections, parts, repairs, modifications, equipment installations, refurbishment and other specialized services.

Aircraft Service - Provides Citation and Propeller Service information along with Featured Services for optional enhancements available for your aircraft.



# Service Parts & Programs



The screenshot shows the Cessna website's navigation menu and main content area. The navigation menu includes: Citation, Caravan, Single Engine, Aircraft Comparison, Customer Service, CitationAir, Pre-Owned Citations, and Learn To Fly. A search bar is located in the top right. The main content area features a large image of a Cessna aircraft in flight. Below the image, the text reads: "Overview Cessna Service Parts & Programs". A red bracket highlights the "Service Parts & Programs" menu item, which includes: Overview, ProAdvantage Programs, and Featured Products. A red arrow points from this menu item to a text box on the right. The text box contains: "Cessna Service Parts & Programs (CSP&P) For all your aircraft parts and programs along with special highlights on Featured Products". Below the main content area, there is a "Request Information" button and contact information for the Retail Team and Fleet Support Team.

**Customer Service**

- Overview
- Aircraft Service
- Service Parts & Programs**
  - Overview
  - ProAdvantage Programs
  - Featured Products
- Technical Publications
- Technical Support
- Customer Access
  - CESCOM (CAMP)
  - CPDXpress

**Overview**

## Cessna Service Parts & Programs

### Part Support for Your Cessna Aircraft

Inventory available when you need it. Parts available where they're needed. Labor and material with guaranteed caps, capital outlay known upfront, and no surprises.

That's exactly what you'll find when you contact Cessna Service Parts & Programs (CSP&P). With CSP&P, you call the shots to manage the business of maintaining your Cessna aircraft. For our part, we provide you with the perfect business environment. CSP&P backs you not just with the world's largest availability and supply of Cessna propeller and business jet parts, but with money and time saving programs available only to Cessna aircraft owners.

[Request Information](#)

**Contact Us**

**Retail Team**  
866-206-4158  
316-517-7711  
Fax: 316-517-7711  
[cpdretail@cessna.textron.com](mailto:cpdretail@cessna.textron.com)

**Fleet Support Team**  
866-206-5889  
316-517-6073  
Fax: 316-517-7711  
[cpdfleet@cessna.textron.com](mailto:cpdfleet@cessna.textron.com)

# Technical Publications



**Technical Publications –**  
Your overview of everything technical that we offer via our Customer Access website.

## Contact Us

Contact Customer Service  
CESSNA CUSTOMER CARE  
7am - 6pm Non-Technical Support  
316-517-5800  
1-800-4Cessna option 2  
(1-800-423-7762)  
[Customercare@cessna.textron.com](mailto:Customercare@cessna.textron.com)

[More Contact Information >](#)

## Technical Publications

### Flight Manuals, Parts Catalogs and More

Your Cessna aircraft is a finely tuned machine that - with the right care and maintenance - will stay that way for a long time to come. Cessna Technical Publications is here to provide you all the information you need for trouble-free operation.

Flight manuals, parts catalogs and more are available in your choice of CD, DVD, or print-on-demand. The cost is minimal, and the information is essential.

Login to the [Customer Access](#) area for more publication information:

- Aircraft Publications
- Parts Catalog
- Revision Status Checklist
- Recently Mailed Items
- Service Bulletins/Letters
- CESSCOM
- Cessnav
- Cessview II
- AFM Configuration Code Calculator
- Expert Systems
- Maintenance Engineering information
- and More



# Technical Support



**Customer Service**

- Overview
- Aircraft Service
- Service Parts & Programs
- Technical Publications
- Technical Support**

**Customer Access**

- CESCOM (CAMP)
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**Contact Us**

**Contact Customer Service**  
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[More Contact Information >](#)

## Technical Support

### Cessna Customer Service

At Cessna Customer Service, we've matched the depth of our technical information with easy access to data and support.

No matter what the question, no matter the model, Cessna Customer Service Representatives are carefully trained, updated, and experienced on troubleshooting whatever problem you have.

Our mission is to be the #1 Aircraft Customer Solution provider in the world. Together, we will accomplish this mission through our global service and support offerings and our timely and accurate resolution of customer requests.

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### Meet Our Teams

[Citation Contact Directory](#)

[Propeller Contact Directory](#)

Customer Care

Product Teams

Field Service

**Technical Support –**  
Support when you need it. Our Customer Care team, Product Teams or Field Service is ready when you need us.