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April 17, 2009

Bartelt Aviation, Inc.
Kirsch Municipal Airport
1301 W. Lafayette St.
Sturgis, MI 49091
Att.: John Bartelt

Dear John,

I wanted to write you a letter to express my appreciation of your efforts in brokering the purchase of our '05 Piper Saratoga Turbo and the sale of our "Good as new 172".

With Pete conducting the Saratoga school, I was off to my first solo flight in a high performance aircraft in 3 days, with a great understanding of exactly how to handle this aircraft in all conditions.

As you know neither the types of aircraft nor the timing of the transaction could be considered standard. The Saratoga was a complex all glass panel aircraft and my Cessna had more electronic instrumentation and upgrades than many aircraft flying today

Despite these facts, you stood by your commitment to complete the transaction to my satisfaction.

You helped dig up all additional information I needed to get my head around the Avidyne system and get set up on their extended warranty plan and you found just the right buyer with an appreciation for what a value my former ride represented.

As far as the timing is concerned, we certainly knew how to pick a challenging one. Despite this you never wavered in getting it done and you did so with flying colors.

I truly appreciate your personal attention to detail, your honesty and forthright way of addressing even challenging issues. I never doubted that I was dealing with someone of the outmost integrity and that you were truly concerned about reaching the best possible results.

Having said that, we even had some fun along the way.....

All the best

Your friend,

Gorm Tuxen