

**TO: JOHN BARTELT
BARTELT AVIATION**

FROM: KARL KINKEAD

RE: SARATOGA N9285Q

JOHN:

I WANTED TO THANK YOU AGAIN FOR HELPING MAGGIE AND I THROUGH THE PROCESS OF FINDING AND ACQUIRING N9285Q. OUR NEW SARATOGA II TC IS A DREAM AND WE ARE THOROUGHLY ENJOYING OWNING AND FLYING IT. I HAVE HAD MANY COMPLIMENTS AND COMMENTS ABOUT IT AS IT SITS ON THE TARMAC HERE IN GREEN BAY.

MORE IMPORTANTLY I WANT TO THANK YOU AND ALL OF YOUR WONDERFUL EMPLOYEES FOR HELPING TO MAKE THE PROCESS OF ACQUIRING THE SARATOGA VERY ENJOYABLE. THE PROCESS OF BUYING AN AIRPLANE WITHOUT A PROFESSIONAL ORGANIZATION LIKE YOURS CAN BE A BIT COMPLICATED. YOU AND YOUR COMPANY MADE IT EASY. FROM THE PROCESS OF LOOKING FOR JUST THE RIGHT AIRPLANE TO THE PRE-PURCHASE INSPECTION YOU CONDUCTED FOR ME WHEN I COULDN'T TRAVEL TO THE FINAL INSPECTION THE PROCESS COULD NOT HAVE BEEN EASIER. THEN WHEN I WANTED A NEW GARMIN 530 INSTALLED, YOU TOOK CARE OF THAT QUICKLY AND ECONOMICALLY. AND FINALLY, WHEN WE NEEDED TRAINING, YOU PROVIDED PETE MOORIAN WHO CAME OVER AND MADE LEARNING THE ROPES IN THE NEW AIRPLANE A LOT OF FUN. PLEASE PASS ON TO PETE AN EXTRA SPECIAL "MANY THANKS" FROM ME! MAGGIE WILL BE NEEDING HER TRAINING SOMETIME WITHIN THE NEXT COUPLE OF WEEKS AND I'LL CALL YOU TO GET PETE BACK OVER TO FINISH HER UP.

IT TRULY IS A PLEASURE DOING BUSINESS WITH A COMPANY WHO KNOWS AND UNDERSTANDS THE PROCESS OF BUYING AN AIRPLANE AND WHO UNDERSTANDS HOW TO TAKE CARE OF THE CUSTOMER! YOU DID AND I APPRECIATE IT. IF EVER YOU HAVE A PROSPECTIVE CUSTOMER WHO NEEDS TO TALK TO SOMEONE WHO HAS GONE THROUGH THE PROCESS OF PURCHASING A SARATOGA THROUGH YOUR ORGANIZATION, PLEASE GIVE THEM MY NAME AND HAVE THEM CALL ME.

FINALLY, MANY THANKS FOR ALL OF YOUR HELP AND LET'S KEEP IN TOUCH.


**KARL KINKEAD
N9285Q**