



5/20/09

Mr. John Bartelt  
Bartelt Aviation  
Kirsch Municipal Airport  
1301 W. Lafayette St.  
Sturgis, MI 49091

Dear John:

I wanted to write and thank you for making my recent purchase of the Saratoga such a pleasant experience. It is rare to deal with an individual at any level that believes in follow-through, promptness, and detail to the extent that you do. It is not surprising that your shop also did a spectacular job preparing the aircraft for me, from the engine rebuild plan, to the new belts, hoses, brakes and tires.

The individuals that you introduced me to in the other segments of the purchase were equally professional, from the attorney to advise on the proper LLC structure, to the finance options. All of those folks also spoke highly of you.

I would be anxious to recommend you to anyone purchasing an aircraft, and I would never make another purchase without your advice and counsel.

Thank you again,

Gary Crandall  
President/CEO  
GLI Pool Products

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