

John Bartelt
Bartelt Aviation
Kirsch Municipal Airport
1301 W. Lafayette Street
Sturgis, Michigan 49091

24 May 2012

Dear John,

I'm very pleased to be a repeat customer of Bartelt Aviation, first on the purchase of my 2003 Saratoga II TC and thereafter on the sale of my 1969 Cherokee 180.

The 2003 Saratoga is a terrific airplane and you made my buying experience very satisfying. When I decided to upgrade and was ready to buy, I called quite a few brokers and was surprised to find that almost no one seemed to want to work very hard to sell me an airplane! You did your homework and provided truly exceptional customer service, handling the negotiation, coordinating inspection, and resolving all the squawks. What really sealed the deal was your ability to coordinate with your local paint and avionics shops to deliver a turn-key makeover that was less expensive than if I had gotten the work done out on the east coast.

My thank you would not be complete without also mentioning the thoroughly enjoyable delivery and check-out experience I had with Darwin Dickerson, your delivery pilot. Darwin flew the airplane from Sturgis to New Hampshire, then spent three (or was it four?) full days with me and my daughter, giving us both a spinner to tail briefing on systems and 10-12 hours each in the left seat. It was a great way to become familiar with the airplane and Darwin made it very rewarding.

When it finally came time to sell my Cherokee, I again made calls to a number of brokers. Several offered to list my airplane and charge me a modest commission if it sold, but none gave me any confidence that they would actually do any real work other than putting up an ad and hoping the phone might ring. Bartelt quoted me a higher commission, but in the end I concluded two important things: 1) John Bartelt would work hard to sell my airplane, and 2) Because of his effort, I would likely sell my airplane in less time and for more money. Right on both counts: the airplane sold in about 30 days at the high end of my expected range.

It's been a real pleasure dealing with Bartelt Aviation and if there is ever another aircraft purchase in my future, I won't hesitate to call again.

Best Regards,



Townsend Thomas
Wilmot, New Hampshire