

From: Kirk Vashaw [<mailto:Kirk.Vashaw@spanglercandy.com>]
Sent: Wednesday, September 28, 2011 2:26 PM
To: Larry Russell
Subject: Letter

September 28, 2011

Bartelt Aviation, Inc.
Larry Russell – VP Aircraft Sales / Director of Maintenance
Kirsch Municipal Airport
1301 W. Lafayette St.
Sturgis, Michigan 49091

Dear Larry:

Thank you for your help in locating our Saratoga. Your expertise, patience, and honest advice, even about airplanes you weren't selling, demonstrate your commitment to building long term customer relationships. Over a several month period, you were able to guide us to the plane which best met our needs. You are clearly one of the most knowledgeable people in the county on Saratogas. This gave us great confidence that we were getting a reliable airplane.

The plane has already hauled my family over 5,000 miles in just a few months.

Our entire experience with the Bartelt team, from John Bartelt to Darwin Dickerson, our flight instructor, has been extremely positive.

I have no hesitation recommending Bartelt Aviation's services to others.

Sincerely,

Kirkland B. Vashaw
126 Dorothy Drive
Bryan, OH 43506