

MEDIA RELEASE

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PILATUS AIRCRAFT LTD EARNS TOP RANKING IN PRODUCT SUPPORT FOR THE 10TH CONSECUTIVE YEAR

In the 2011 Corporate Aircraft Product Support Survey of business aircraft operators, conducted annually by Professional Pilot magazine, Pilatus earned the top ranking in the turboprop division for the 10th year in a row. The annual survey has been conducted for jet aircraft since 1991. Turboprop aircraft began participation in the survey in 1998. Since that time, Pilatus has earned first place in the turboprop category every year except 2000, when no turboprop aircraft were included in the survey. In five of those years, operators of Pilatus aircraft ranked their customer service experience even higher than perennial jet division winners Gulfstream and Cessna Citation.

“It is a great honor for our service team to win this award for the 10th consecutive year,” said Piotr “Pete” Wolak, Vice President of Customer Service for Pilatus Business Aircraft. “There really is no magic formula, though. We have a great group of dedicated people who simply listen to our customers and work extremely hard to solve their problems. It is difficult to beat the combination of Swiss-craftsmanship built into every PC-12 and the pride taken by those who support it.” Wolak also cited the experience and knowledge of Pilatus’ worldwide network of service centers as a tremendous asset for its customers. The majority of Pilatus Centers have been with Pilatus since the PC-12’s introduction in 1994.

Not content to rest on its laurels, Pilatus aims to continuously raise the bar to ensure customers never regret their decision to own and operate a Pilatus aircraft. Wolak stated, “Being on top is great, but it increases the pressure on us to constantly improve what we do so that we can remain there. Our performance after the sale is a key driver in new aircraft sales and retention of asset value for our customers. We can’t afford to let down anybody in that chain.”

Further media information is available from:

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Photos are available to download, free of charge, at <http://images.pilatus-aircraft.com>.

www.pilatus-aircraft.com

Established in 1939, Pilatus Aircraft Ltd is the world's leading manufacturer of single-engine turboprop aircraft. Headquartered in Stans, Switzerland, Pilatus is a privately held company employing over 1300 people worldwide. Pilatus provides aircraft and aviation services worldwide for the general aviation, commercial, training, utility, and special mission markets. Based in Broomfield, Colorado, Pilatus Business Aircraft, Ltd., a wholly owned subsidiary of Pilatus Aircraft Ltd, was founded in 1996 to provide completions, marketing, sales, and service for Pilatus aircraft in North and South America.

Since its introduction in 1994, the PC-12 has steadily grown in sales and success to become one of the top selling turbine-powered business aircraft in the world. Its main advantages are: the possibility to take off from and land on short, grass airstrips, 9-seat cabin, the largest in this class and range of up to 3,000 km. Over the last 17 years, over 1,100 PC-12 have been sold all over the world.