

**MEDIA RELEASE**

Broomfield, CO, USA, September 6<sup>th</sup>, 2016

**PILATUS CUSTOMER SERVICE RATED #1 FOR 15TH  
CONSECUTIVE YEAR**

**The readers of Professional Pilot and Aviation International News magazines ranked Pilatus as the best customer service provider for business turboprop aircraft.**

For the 15th year in a row, readers of Professional Pilot magazine voted Pilatus Customer Service as the best in the industry. The annual survey goes out to nearly 9,000 operators of turbine aircraft around the world, and is a benchmark for how well Original Equipment Manufacturers (OEMs) support their customers. Owners and operators of both jet and turboprop aircraft are asked to score their OEM service on a scale of 0 to 10 in the categories of response time, spares availability, cost of parts, speed in AOG service, technical manuals, technical representatives, and overall service satisfaction. Pilatus' overall score in 2016 was 8.42.

In addition, Aviation International News magazine reported that Pilatus retained its top ranking in the annual Product Support Survey, Newer Turboprops category.

“We are very pleased to see that our continuous efforts to improve the level of service and support for operators of Pilatus aircraft is being recognized and valued”, said Piotr “Pete” Wolak, Vice President of Customer Support for Pilatus Business Aircraft Ltd. “With the PC-24 entering service next year, we have an even higher goal to aspire to, and together with our global network of Authorized Pilatus Service Center partners we will take our customer support to the next level.”

The global fleet of Pilatus PC-12s is comprised of 1,420 aircraft which have accumulated more than 5,700,000 flight hours. It is supported worldwide by a network of factory Authorized Pilatus Service Centers and factory-employed Pilatus customer service experts.

**Further media information is available from:**

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High-resolution photos can be downloaded from <http://images.pilatus-aircraft.com>

[www.pilatus-aircraft.com](http://www.pilatus-aircraft.com)

Founded in 1939, Pilatus Aircraft Ltd is the only Swiss company to develop, produce and sell aircraft to customers around the world: from the legendary Pilatus Porter PC-6 to the best-selling PC-12, a single-engine turboprop, and the PC-21, the training system of the future. Pilatus' newest aircraft is the PC-24 – the world's first ever business jet that can be operated from short unprepared runways. Domiciled in Stans, the company is certified to ISO 14001 in recognition of its efforts for the environment. The Pilatus Group includes two independent subsidiaries in Broomfield (Colorado, USA) and Adelaide (Australia) as well as a joint venture company in Chongqing (China). With over 1800 employees at its headquarters, Pilatus is one of the largest employers in Central Switzerland. Pilatus provides training for over 110 apprentices in eleven different professions – job training for young people has always been a very high priority at Pilatus.