

# BEST-SELLING PILATUS PC-12 NG ALSO TOPS CUSTOMER SERVICE RANKING FOR 17TH CONSECUTIVE YEAR

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Market demand remains strong for the Swiss single-engine turboprop, as the 1,600th PC-12 enters service and readers of *Professional Pilot* magazine rated its customer service tops in turboprops. Pilatus Aircraft Ltd expects to deliver 80 new PC-12 NGs in 2018, extending the distinction earned by this multifunctional aircraft of scoring the highest annual sales volumes of all turbine-powered business aircraft.

Continued enhancements to the company's service network and policies, such as additional Authorised Pilatus Service Centres around the world, 24/7/365 global support, and expanded maintenance intervals, have helped drive greater customer satisfaction and lower direct operating costs. Demand for the big single remains strong around the world, and is diversified across a number of market segments including corporate, fractional, charter, air ambulance, owner-flown, and special mission applications.



## Highest resale-value

Because of the versatility of the platform, independent data services such as JetNet, VRef and Bluebook indicate that demand for pre-owned PC-12s remains very high, with the total percentage of fleet for sale hovering around just four percent. This high level of demand has had a direct impact on long-term residual values of PC-12s, which maintain approximately 80 percent of their original retail price.

Rolland Vincent, President of the aviation market strategy and research firm Rolland Vincent Associates LLC, observed: “Business aviation stakeholders – including aircraft owners, operators, lenders, lessors, dealers, brokers, and appraisers – should take note of the unique market performance, competitive positioning, and residual value retention of the Pilatus PC-12. Reflecting Swiss design expertise, high-quality engineering, operations savvy and production and pricing discipline, the PC-12 is unrivalled in retaining value in its market segment.”

“Many of our customers come into the PC-12 for the simple reason that it represents the best combination of comfort, performance, value, safety, and efficiency available at any price”, said Pilatus Vice President of Marketing Tom Aniello. “Whether the economy is going up or down, whether it is someone’s first turbine aircraft or an addition to a fleet of jets, we’ve yet to hear anyone regret owning and operating a PC-12. We repeatedly hear that if they could only have one airplane forever, it would be a PC-12.”

Ignaz Gretener, Vice President of General Aviation for Pilatus Aircraft Ltd, has managed the PC-12 programme since its certification. Gretener commented as follows: “We’ve come a long way with the PC-12, and have learned a lot from our customers in over seven million flight hours and 1,600 delivered aircraft. Together with our trusted and reliable partners Pratt & Whitney Canada and Honeywell, we will continue to innovate and enhance this platform to maintain Pilatus’ leadership in both in sales and in service.”



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