

January 25, 2008



Dear Customer,

As a follow up to the letter we sent in late December, we want to update you on progress we've made in several areas concerning the support of your Cessna 300/350/400. Cessna agreed to accept certain liabilities or commitments in acquiring select assets of the Columbia Aircraft Manufacturing Corporation (Columbia) to protect and preserve value for the customer. We have been working diligently on these commitments and have significant progress to share with you. Specifically, we want to give you an update on the process for utilizing the former "CARMA" service facilities, future support for Garmin G1000 software, the Cessna selected icing equipment option and your Cessna aircraft warranty.

Cessna Authorized Service Network

Today, Cessna customers enjoy the largest global network of authorized, independently-owned service stations in general aviation. Cessna manages this network through careful screening and yearly assessments of facilities, trained maintenance technicians, tooling and spares support. To ensure consistent and reliable service, we only approve facilities that meet Cessna standards and business requirements. We are currently reviewing 56 applications from the CARMA service facilities that wish to join the Cessna Network. Following additional approvals, customers will have access to nearly 400 Service Stations around the world.

In addition to working through the CARMA network applications, we will begin authorizing the remainder of our Cessna Authorized Service Stations beginning immediately. Today, 17 of the Cessna Authorized Service Stations can work on the Cessna 300/350/400 aircraft. These same facilities are the conduit for parts orders and warranty claims for the CARMA network. By February 29th, the remainder of the Cessna Network will be authorized to work on your aircraft and serve in the conduit role.

As we complete our efforts to authorize a larger network of Service Stations to serve you, we will close the window for non-authorized facilities to submit warranty claims for payment. We understand that some CARMA's may not apply to be authorized Cessna Service Stations and some may not wish to meet our standards. So as to ensure warranty coverage and reimbursement, at that time all warranty work will need to be done at a Cessna Authorized Service Station.

Garmin G1000 System Software Update (Formerly Known as E-plates)

Aircraft equipped with Garmin's G1000 avionics will benefit from an available software upgrade, which is currently available to Cessna 400 customers via Service Bulletin 07-016, which transmitted Garmin SB0737. An equivalent Cessna 350 Service Bulletin is expected to release later this year.

The upgrade includes system software updates and introduces several new features for charting, Garmin's SafeTaxi® and obstacles. For charting, you have two options:

1. **Garmin FliteCharts®** This package is the electronic version of the National Aeronautical Charting terminal procedures charts in high resolution and color, when applicable. The subscription includes Arrivals (STAR), Departure Procedures (DP), Approaches and Airport Diagrams. The database is available through Garmin and requires a paid annual subscription.
2. **Garmin Chartview®, powered by Jeppesen** This requires a paid electronic subscription to Jeppesen's extensive library of charts and airport diagrams. This charting package also offers your aircraft's position displayed on the chart. Selection of this package requires an "enabling card" in addition to the upgrade to the standard G1000 software noted in Cessna Service Bulletin 07-016. The enabling card must be purchased. These are available through Cessna Customer Propeller Aircraft Customer Service. ***Please note that this upgrade eliminates the concurrent use of Garmin FliteCharts®. The FliteCharts can subsequently be reloaded at an authorized Cessna or Garmin Service Facility at a customer's expense.***

Available with either charting package is Garmin's SafeTaxi® and obstacle database. These databases are updated every 56 days and require a paid annual subscription.

Columbia agreed to provide upgraded Garmin software to support Garmin Chartview® with no commitment to provide any paid subscriptions. Cessna reviewed the situation and determined that it would be better to offer customers a choice.

If you choose Garmin FliteCharts® with the SafeTaxi® and obstacle database, Cessna will provide for a one-year subscription to the databases (~ \$1,000 value). This will upgrade your Garmin system and provide database support at no expense to you for one year.

If you choose Garmin's ChartView®, Cessna will cover the enabling card upgrade. You will be responsible for a one year subscription to Jeppesen and the SafeTaxi and Obstacle database (costing you ~ \$1,400).

Please fill out the attached form on the back of the Garmin G1000 Brochure and fax it to Cessna Propeller Aircraft Customer Service (CPACS) at (316) 517-7271 to make your selection and begin your database subscriptions. For the Cessna 400, a selection is required by February 29, 2008 to qualify for Cessna to pay for the Garmin software upgrade. Once a Service Bulletin is released for the Cessna 350, we will announce a deadline for those customers to make a choice.

Icing System - *12*

Cessna Engineering in Wichita collaborated with our new Engineering division in Bend and determined that the TKS system meets Cessna standards for performance and reliability (Please note that neither the EVADE or TKS system constitute "Known Icing Approval"). As for the EVADE system, there is not enough data to endorse it at this time. Cessna will move ahead with providing TKS to customers who have purchased or wish to purchase the system.

For Customers who made a deposit for the EVADE icing solution that do not want TKS, Cessna will refund monies paid, less a hot prop if installed. To request a TKS installation or refund, please fax the included Icing Solution form to Cessna Propeller Aircraft Customer Service (CPACS) at (316) 517-7271. All responses must be received by February 29, 2008. Installation scheduling details are still in work and will be communicated in a future letter.

Warranty

As a part of the acquisition, Cessna agreed to provide warranty coverage for the current aircraft fleet that are still within their original warranty period. This commitment began on December 4, 2007 when Cessna assumed ownership of the purchased assets. The attached Cessna Limited Warranty explains the benefits you will receive.

In order to protect customers, Cessna has also agreed to consider claims that were on file with Columbia prior to Cessna ownership. If you have an unpaid claim on file, please sign the attached assignment allowing Cessna to represent your claim in the courts. With this signed release, Cessna will accept your claim for review and pay it if warranted. Please use the warranty checklist provided in this letter to report these claims to Cessna.

Other OEM warranties may also apply to your aircraft such as avionics, engine and propeller. Cessna, through its Authorized Service Stations, will administer those warranties and assist you in the claims process. All warranty claims must be filed within 30 days of work completion in order to be reimbursed.

In pursuit of our goal to provide the best products in the industry, we recognize the partnership we have with our customers. Your opinions matter to us. We are making every attempt to do the right thing for you and our business going forward. We believe the decisions communicated in this letter are a great first step in developing a sustainable support network for you. We are happy to have you as Cessna owners and hope that you find our Customer Service organization supportive of your needs.

Cessna Propeller Aircraft Customer Service

Cessna 300/350/400 Frequently Asked Questions



Cessna Authorized Service Network

- Q. Why can't the CARMA Network be grandfathered into the Cessna Authorized Network?**
- A.** There are many reasons starting with Cessna's requirements for government screenings for ITAR, Export Compliance, FCPA and others. Cessna carefully selects maintenance facilities based on several criteria. Cessna then audits these facilities annually. Our interest is to provide exceptional service to our Customers. Once the full network is authorized for the Cessna 300/350/400 models, you will have nearly 400 Authorized facilities to serve you world-wide. All backed by Cessna Parts Distribution, Field Service and Product Support.
- Q. While Cessna is converting the CARMA Network to the Cessna Authorized Network, can I continue to take my aircraft to my CARMA for Warranty work?**
- A.** Yes, Cessna has interim processes in place for your CARMA to work through the Authorized Network for Warranty submittal.
- Q. If my CARMA does not apply or is not selected to be in the Cessna Authorized Network, can I still take my aircraft there for maintenance?**
- A.** Yes. Cessna understands the importance of your right to select a maintenance provider. However, Cessna will not pay for Warranty work done out of Network. With the largest Service Network in the world, you should be able to find a facility in Network for your Warranty repairs.
- Q. During this interim period, I've had Warranty work done at my CARMA, but Cessna did not pay the full labor rate. Why is this?**
- A.** Some CARMA are operating in regions which have higher labor rates than our Cessna Authorized facilities currently set up to help with submitting Warranty. Our system only pays up to the Cessna Authorized Facilities rate. We've taken two (2) steps to remedy this:
1. We've asked the CARMA to temporarily lower their labor rate for Warranty work.
 2. We're going to add some Cessna Authorized Facilities to the interim Warranty Facilities list who have higher labor rates to match the CARMA's .

Cessna 300/350/400 Frequently Asked Questions

Icing

- Q. Why did Cessna select TKS over EVADE?**
- A.** Data, the TKS system is known to have the required reliability and supportability needed today. This is not known for EVADE.
- Q. I had EVADE installed on my aircraft with a deposit through Columbia. With Cessna's selection to TKS, I want to change to that system. What do I do?**
- A.** Schedule your aircraft for the TKS installation by February 29, 2009. Cessna will pay for the removal of EVADE and the installation of TKS.
- Q. I had EVADE installed on my aircraft and want to keep it. What happens now?**
- A.** Cessna Warranty will not cover EVADE, however, Warranty through the EVADE supplier should be considered just as any other non-OEM installed aftermarket STC.
- Q. I am glad there is finally a recommended icing solution for my aircraft. How do I go about getting it installed?**
- A.** Please fax the included Icing Selection Form to Cessna Propeller Aircraft Customer Support (CPACS) at (316) 517-7271 to be scheduled for installation.
- Q. I don't want TKS, can I still get EVADE?**
- A.** You can purchase EVADE just like any other non-OEM aftermarket STC. Cessna Warranty will not cover the system or any consequential failures to other aircraft systems caused by or to the system.
- Q. I have a deposit for EVADE, and decided I don't want any icing solution at this time. How do I get a refund?**
- A.** Please fax the included Icing Selection Form to Cessna Propeller Aircraft Customer Support (CPACS) at (316) 517-7271 to be scheduled for installation By February 29, 2008.

Cessna 300/350/400 Frequently Asked Questions

Warranty

- Q. I have open Warranty Claims from before Cessna's ownership of the Columbia assets. How do I receive payment for these?**
- A.** Cessna is not obligated to pay the claims submitted to Columbia during their bankruptcy proceeding. This is the responsibility of the court. However, as a customer convenience, Cessna has decided to handle these claims for our Customers. To do this we need a signed copy of a release form, available from Cessna. This form allows Cessna to re-present the claim to the court. With a copy of this form and a copy of the Warranty claim, Cessna will reimburse you for your claim. If Cessna is able to recover funds from the court, that's great, but if Cessna can not, you will not be responsible for the claim.
- Q. What if my claim was post the Bankruptcy filing time line?**
- A.** Please re-submit your claim to Cessna for review.
- Q. Why does Cessna only allow claims from its Authorized Network?**
- A.** The easy answer is to control costs, however, there is much more behind the scenes that goes into it. Cessna closely monitors failures in the field looking for reliability trends that may require root cause corrective action processes with our suppliers or within manufacturing. Close control of our Warranty processes, makes this process highly respected in the industry. Cessna is often able to correct reliability issues before they elevate to a fleet level.
- Q. I have open warranty issues that do not have a claim pending?**
- A.** Please file your claim with Cessna for review.
- Q. Due to concerns for parts and labor reimbursement, there may be open Service Bulletins / Service Letters that my aircraft did not accomplish, how do I go about these now?**
- A.** Place an order for your parts, and file a claim as soon as the work is accomplished.
- Q. Promises were made for certain coverage prior to the bankruptcy, but when I submitted a claim I was denied. At that point I was advised to administer the bankruptcy filing, how do I proceed?**
- A.** If you filed with the courts, we will review accordingly. If you did not, but feel you have appropriate documentation that merits a review please re-submit your request with your applicable documentation.
- Q. Warranty parts are sitting in my stock room and I would like to receive credit, as the parts were not needed. How do I return them?**
- A.** Please provide a Sales Order, Invoice or Purchase Order, and we will review providing you an Authorized Return Goods approval for credit.



CESSNA'S LIMITED WARRANTY

Cessna warrants the aircraft and all parts included therein to be free from defects in material and workmanship under normal use and service for **the remaining period of the Columbia OEM airframe warranty**, except as hereafter noted. Engines, engine part accessories, avionics, batteries, paint, propellers and governors are specifically excluded from this limited warranty. Spare parts sold by Cessna are warranted for six (6) months after installation, except as hereafter noted.

Cessna's obligation under this warranty is limited to repairing or replacing, at its option, with exchange, overhauled, or new parts, items found defective by Cessna's examination which are returned at the owner's expense within the applicable **remaining period of the Columbia OEM airframe warranty** or six (6) month period (for spare parts only) to any authorized Cessna Service Station. A new warranty period is not established for replacement parts. Replacement parts are warranted only for the remainder of the applicable original or spare parts' warranty period.

The repair or replacement of defective parts under this limited warranty will be made without charge to the owner for parts and labor for removal, installation and/or actual repair, except that the owner shall pay all import duties, sales and use taxes on replacements and repairs.

This limited warranty does not apply to parts subjected to misuse, negligence, improper installation, accident, alteration; repairs not authorized by Cessna; normal maintenance services (cleaning, control rigging, brake and other mechanical adjustments, maintenance inspections, etc.); replacement of service items (light bulbs, brake linings, filters, hoses, tires, cowl mounts, etc.); or to normal deterioration of soft trim or appearance items (paint, upholstery, rubber-like items, etc.) due to corrosion, delamination, wear and exposure.

TO THE EXTENT ALLOWED BY APPLICABLE LAW, THIS LIMITED WARRANTY IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED IN FACT OR BY LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE REMEDIES OF REPAIR OR REPLACEMENT, AS ABOVE SET FORTH, ARE THE ONLY REMEDIES UNDER THIS LIMITED WARRANTY. CESSNA DISCLAIMS ANY OBLIGATION OR LIABILITY WHETHER IN CONTRACT OR IN TORT (AND WHETHER FOR NEGLIGENCE, STRICT LIABILITY, PRODUCT LIABILITY OR OTHERWISE), INCLUDING LOSS OF USE OF THE PRODUCT WARRANTED, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS OR ANY OTHER DIRECT, CONSEQUENTIAL, SPECIAL OR INCIDENTAL DAMAGES. THIS WARRANTY IS IN LIEU OF ANY OTHER OBLIGATION OR LIABILITY OF CESSNA OF ANY NATURE WHATSOEVER BY REASON OF THE MANUFACTURE, SALE OR LEASE OF SUCH AIRCRAFT PRODUCTS AND CESSNA NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH AIRCRAFT PRODUCTS. COMPLIANCE AND/OR TIMELY COMPLIANCE WITH THIS LIMITED WARRANTY MAY BE AFFECTED IF EXPORT LICENSES ARE REQUIRED TO BE REQUESTED AND APPROVED BEFORE SPARE PARTS CAN BE SHIPPED TO CERTAIN FOREIGN COUNTRIES.