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24/7/365!**

Because AOG situations occur when you are least prepared, CRS offers the best AOG service in the aviation community.

Our AOG service provides you with the security in knowing that a representative will always be on the other end of the line to take your call and handle your critical requirement.

You can rest assured that when these urgent situations occur, a trained member of the CRS AOG team will assist with every detail in the professional and timely manner that gets you the results you demand.

Our AOG service is offered at no additional charge. Simply call (954) 972-2807 or email us at [aog@crsjetspares.com](mailto:aog@crsjetspares.com)



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**President's Message**



CRS arrived in Orlando for this year's NBAA with concerns, questions and plenty of optimism. There were pre-show announcements of airframe OEMs, Hawker and Cessna participating in only the static display and foregoing the exhibit hall along with other companies choosing to downsize or not attend at all. These red flags were in full view for the entire business aviation industry heading into this year's event. Yet, the CRS Team headed into the greatest annual business aviation convention reciting the old adage "The show must go on!" and with our eyes wide open we sought to make the most of every opportunity presented.

At the end of the day attendance figures showed a 25% decline from last year's event. Exhibitor participation remained stronger with a decrease of approximately 10% while floor space was considerably reduced by about 20%. That being said, we were pleased with our experience, leaving cautiously optimistic of the industry's short-term stabilization and recovery. The quality of meetings and discussions that we participated in during this year's show were by far superior to any NBAA show in recent memory. Since CRS has exhibited at 23 NBAA conventions dating back to 1986, it is a test of my memory! I'm sure many would agree, this year's event had a different feel to it. The attendees and exhibitors both seemed to be genuinely concerned for one another in a manner that was not as evident to me in the past.

The CRS tradition of a motorcycle giveaway was maintained for this event. We thought long and hard about the realities, perceptions and impact of the motorcycle drawing. At the end of the day, we decided it would be a positive experience. NBAA attendees have gathered around and participated in the CRS booth in anticipation of having their card pulled for a chance to win. This year, we heard more buzz and kind words regarding the drawing than ever.

The business aviation community has gone through a long, painful year, but there are signs, however slight, that a recovery is underway. Despite the more than year long downturn in usage and the scaling back of flight departments, many see signs of optimism and are predicting an uptick in the worldwide demand starting in 2011.

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**You Name It...We've Got It!**  
**Gulfstream GII and GIII**

CRS has a comprehensive inventory of parts  
direct from Gulfstream Aerospace!



*Whenever I walk among two other people, it does not matter their social status and accomplishments; at least one of them will be able to teach me knowledge that I do not possess. - Confucius*



## President's Message Cont.

Flight activity reports show increased levels, used aircraft inventory levels decreased while business jet resale transactions have increased. The end of the downturn and adjustments may not be here yet, but these are all indicators of market stabilization.

The challenges CRS has experienced during the year have been reflective of our community. Many long time customers have closed their hangar doors, others have furloughed employees, cutback

flying or sold aircraft. From the charter industry to the fractional operations, traditional flight departments, airframe OEMs, MROs and parts suppliers all have voiced comments of a year not to remember with more negative than positives throughout. However, with the 2009 year coming to an end and 2010 on the horizon, we at CRS would like to thank you all for your continued support and we wish you all the best for the coming year.

*Armando Leighton Jr.*  
CEO & Founder



## Quality Management

### CRS Goes Green

The primary focus of CRS's initiative to go green has to date been on the processing and receiving department by seeking sources for reuse including crates, wood and packing material. The program has been a huge success, showing a reduction in processing waste of nearly 50%!

With the success seen in our shipping and receiving department, we have decided to take the program a step further by working with our transport container vendors to ensure that recycled materials are being used in the production of our classic "CRS white boxes."

Look out for the new CRS environmentally responsible white box on your next order and make an effort to reuse the box yourself!



## Ignition Exciter P/N 10-381550-SERIES (-1, -2, 22, -4, -5)

## Product Spotlight

Applicable for: PT6, PW100, JT-15D engines



All exciters serviced by TTA - FAA OTBR527K & E.A.S.A.145.5270

- 1 year - 1000hr unconditional warranty
- Advance exchanges available for cost of overhaul
- Guaranteed no billback flat rate exchange
- PMA replacement parts to improve reliability
- Quality workmanship performed to MFG specs
- Repairs available when "serial number sensitive"
- Cost saving options

## Employee Spotlight

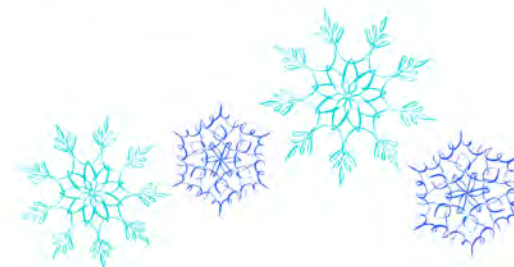
### Mirta Chang-Oviedo

Affectionately known as "Mom", Mirta has been with the company from its beginning 28 years ago. In addition to being the company mom, Mirta works as the office manager.

When she isn't working at CRS, Mirta likes to be with her family as much as she can. She also enjoys creating collage pictures, collecting and writing poetry, and best of all, Mirta enjoys watching movies.

Arriving at CRS before anyone, she enjoys an early start to her work day. As the CRS "mom" she greets everyone each day with a smile and hug to start their day in a positive way.

**"After all these years, it still gives me great pleasure to pick up the phone and speak with our customers whenever possible."**



From the cockpit to the hangar...



sales	repairs	outright	exchanges
Beechjet	Falcon	Hawker	
Lear	Challenger	Gulfstream	

CRS helps to synchronize your flight department. Nose to tail parts support, we provide solutions that keep your team unified to maximize flight time and minimize down time.



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