

No: 000132

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Applies: PRODUCTS 901 THRU 926

C-0002

C CHRISTEN INDUSTRIES INC.
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Subject: NEW PROCEDURE FOR
CHECKING CONTENTS OF
EAGLE AIRCRAFT KITS.

We occasionally receive requests from Eagle aircraft builders for parts which were apparently omitted from their Eagle kits. In checking these requests, we often find that our packaging records indicate that the apparently omitted parts were in fact included in the kits. We must conclude from this that customers sometimes misplace parts or that they do not check the contents of their kits carefully. Certainly there have also been cases where parts were omitted from kits due to packaging errors.

In order to ensure that packaging errors will not occur in the future and to encourage customers to carefully check the contents of their kits, we have instituted a new procedure in kit packaging. We now prepare a complete packaging checklist for each kit on which the person who packages each kit item must make an entry when that item is placed in the kit. Upon completion of the kit packaging, our product assurance manager reviews the packaging checklist and applies his approval signature. The original packaging checklist is enclosed in the completed kit in a conspicuous location and a copy is filed with the customer record for shipment of that kit.

We encourage all eagle builders to refer to the packaging checklist as well as the inventory list in the General Information section of each product manual when determining whether or not the contents of any kit is complete. We are confident that a thorough check of the contents of each kit in accordance with these lists will verify that each is complete. In the unlikely event of part omission or a packaging error, the Christen factory should be notified so that replacement parts can be supplied immediately.

Enclosures:

None