

CHRISTEN *

PRODUCT LETTER

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By: FLC Date: 04-27-80 Page: 1 of 1

No: 000157

Send To: 915 CANOPY KIT

C-0002

C CHRISTEN INDUSTRIES INC.
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Subject: DELIVERY OF EAGLE II
AIRCRAFT 915 CANOPY KITS
AND FIELD INSTALLATIONS
BY CHRISTEN PERSONNEL

As we may have stated to you in a recent telephone discussion, we are somewhat concerned about the adequacy of the product manual instructions for installation of the subject kit. Although the canopy system is simple and reliable in operation and use, the installation is complex with many critical steps. An incorrect installation step could result in damage to an expensive part or to a previously constructed part of the aircraft. As a result, considerable editing of the product manual procedures has been performed in recent months in response to changes which have been required as a result of trial installations of canopy kit parts on our production test aircraft. Much of the text and many of the illustrations are still undergoing changes, and we do not expect to have the final manuals available for several weeks.

We have finalized the installation procedure for the canopy system, and we expect to have all parts for the final configuration in our inventory by the end of the week of 04-28-80. Delivery of the kits could commence by the end of the first week of May, except for product manual availability.

In response to this situation, and since many Eagle II aircraft are now ready to fly except for canopy installation, we have decided to ship an initial group of kits without the product manuals, and to have several Christen personnel go into the field to perform the canopy installations. This will accomplish two things: it will complete several aircraft so that flight testing can begin, and it will verify the adequacy of the product manual installation procedures under field installation conditions.

We originally expected to be able to begin the canopy installations before the end of April, but the inevitable problems of failed vendor deliveries, rejected parts, and final changes have again taken more time than anticipated, and we have not been able to maintain the original schedule. Also, there have been problems trying to coordinate installation times with the various builders who are scattered around the country. We now expect to begin the field installations by mid-May, and we will be communicating with you in the next two weeks to arrange a mutually convenient time to work on your aircraft. It is our intent to complete canopy installations on the first ten canopy serial number aircraft before the end of May. These field installations may not occur in strict serial number order, since we will try to work on aircraft which are close to one another to minimize travel time and expense.