



**REPUBLIC AVIATION CORPORATION
FARMINGDALE, LONG ISLAND, NEW YORK
SERVICE DEPARTMENT**

May 26, 1947

Distributor's No. 37

UNSATISFACTORY REPORTS

In an effort to improve existing design or factory methods, we have been compiling all reports received from distributors, dealers, and owners whether they are received verbally or by telephone, telegraph or letter. When these methods are employed, we realize it is natural to report only items of considerable importance. Now with your stock rooms becoming fully supplied, there will be even less reason for you to write letters or telephone. However, as we would like to maintain our records as complete as possible, we have prepared an Unsatisfactory Report form which will be issued to all distributors. These cards are to be filled out by your Service Manager or other qualified person and mailed to the Service Department. The cards have been bound in pad form, 50 cards per pad. You may use your own discretion as to whether or not you want your dealers supplied with these pads and, if so, how you want the reports handled. Probably, the best method is to have dealers mail the cards to you for your own records and then you forward them to us.

You will notice that all efforts have been made to keep this card as simple and short as possible for we realize that a lengthy report would discourage use. This card also is self-addressed and requires no postage; it can be filled out, folded, stapled and dropped in the mail in one or two minutes so that we can be kept fully informed.

When an emergency arises needing immediate action, a telephone call or telegram is desirable. However, the items which you normally fix and forget, therefore of which we never hear, should be reported on this form giving sufficient detail in words or sketch to permit thorough analysis. Only one topic should be reported on each card. If several items are to be reported, a separate card should be filled out for each item or a letter covering all the items should be written. If a report is telephoned in, it will, of course, be unnecessary to submit the card. As a last request please don't use this card for ordering spare parts. We also would appreciate any information as to the man-hours it takes to make the change or correction.

We are forwarding two pads to each distributor in order to get started. As more pads are needed, they will be forwarded upon request. A sample card is attached for guidance.

W. H. Ehmann
Service Manager