



Packard **SERVICE TECHNICAL**
Bulletin

50T-47
October 20, 1950

To: ZONES

Subject: PRODUCT REPORTS

Packard Service Product Reports, form number V-482-1 are to be continued. They are to be made out by Dealers in triplicate, No. 1 and 2 copies being sent to the Zone. The Zone checks these for completeness and accuracy, retains the No. 2 copy for record purposes, and sends the No. 1 copy to the factory Service Technical Section.

These reports should be made out only on 24th Series cars. They are a necessity in proving the need for product correction. They are analyzed daily, summarized twice a month, and the information is used to obtain changes in design, correction of methods in production, and additional care on the part of inspection.

Since there is naturally some delay in getting these reports from Dealers to Zones and into the factory, we have added the Zone product Report, form number V-600. This does not take the place of form V-482-1. It is simply a means of permitting the Zone Parts and Service Manager to report promptly on items reported to him by Dealers and through his Service Representatives.

They should not be made out on all items being reported by Dealers but only on those considered most important from the standpoint of safe operation or those apt to cause serious customer complaints. They do not have to be typed, they can be filled out in longhand and sent in by airmail if the item is considered of sufficient importance for such handling. They are to be used by Zones only.

It is important that we are kept posted promptly on all product difficulties encountered in the field. The product is corrected when we obtain promptly a sufficient number of product reports to warrant making needed changes.

Yours very truly,

J. A. Carr
J. A. Carr, Manager
Parts and Service Department

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