

November 24, 1969

WE'VE HAD TO KEEP YOU WAITING.....

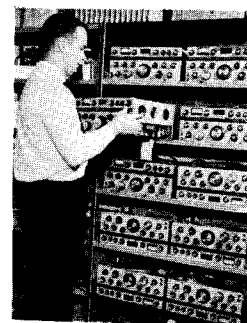
longer than expected -- and much longer than we like -- for delivery of your CX7. I'm no happier than you are over the delay, because it doesn't represent my idea of outstanding service, either.

But we really haven't been "goofing off." New production operations always seem to develop unexpected headaches, and we've had our share ... little mistakes in drawings, late delivery of essential equipment, critical parts arriving late or defective ... all have to be hammered out one by one. And a facility enlargement -- scheduled to quadruple SIGNAL/ONE's production area by November 1 -- was held up several weeks by unheard-of-for-Florida torrents of October rain!

As a result of long hours and extra effort by everyone here, things are looking up now. What does it mean to you? Well, I can't promise that you'll have your CX7 next week; shipments are still much slower than we'd like. The factory expansion should be complete next month, though, and with most start-up problems behind us a lot more CX7's will be coming off the line by year-end.

We are shipping radios now; if you ordered fairly early you won't have too many more weeks to wait. Harold Johnson is doing his darndest to nail down a realistic delivery schedule; if you have a special problem and simply must know the very latest status, give him a buzz. It won't speed up your radio any -- because we're already doing everything we know how to accomplish that - but he'll be happy to help you out in any way he can.

A few random SIGNAL/ONE tidbits that may be of interest: *Rising costs of almost everything have forced a price increase to \$1750 for future CX7 orders, so you saved a good piece of change by ordering early ... *Our SIGNAL/ONE Production Manager transferred from our parent company, ECI, where he was responsible for assembly of the flight control computers which guided recent Saturn/Apollo launches... *Test Supervisor K8HAU/4 (shown at right looking over CX7's awaiting final test) joined us just in time to avoid another frigid Michigan winter. His boss is Quality & Standards Manager W0MFL/4: Gene was with ECI long enough to have gotten rid of that portable designator, but says his job as Supervisor of Quality Engineering kept him too busy to get on the air anyway. Maybe next year! In any case, Jerry, Gene, Harold, and the entire SIGNAL/ONE team join me in wishing you A VERY MERRY CHRISTMAS and a HAPPY AND PROSPEROUS NEW YEAR!



73,

R. W. Ehrhorn

R. W. Ehrhorn,
General Manager
W4ETO



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