

25 Jan 2019

Lionel LLC
Attn: Customer Service
6301 Performance Drive
Concord, NC 28027

SUBJECT: Retaining Screw on FlyerChief GP7, 6-44117

1. In Aug 2018, I made an online order to Charles Ro Supply Co. of a new Lionel FlyerChief GP-7, Item number: AF44117. Order atch'd. It was backordered and finally shipped on 20 Dec 2018.
2. Two correctable issues upon receiving:
 - a. Lionel engine package did not include instruction booklet for the engine.
 - b. One of the front engine truck retaining screws is too short. Refer to attached photo of underside of engine. I removed the rear truck retaining screw (same truck location) and found that that longer screw does screw into the front truck threaded hole. So, I need another of the long retaining screws. I went to two local hardware stores believing I could get a replacement longer screw, but turns out this is an odd size screw. It is somewhere between 2.5 mm and 3 mm metric diameter. My local hardware stores do not stock anything between 2.5 and 3 mm diameter. At my hardware stores, a long 2.5mm screw does not screw into anything when screwed in; a 3 mm screw is too large in diameter to thread into the truck mount. So, must be some size inbetween?
3. Please provide me with the correct length (long) screw for the unpowered truck and a hardcopy of the engine instruction booklet. The engine operates and horn/bell/dialogue are all ok. Just need a long screw and a hardcopy of the instruction booklet.
4. Email for further info: t.hartranft@att.net

Regards,

Tom Hartranft

Thomas Hartranft

