

New York

October 9, 1947

Mr. Walter Sternberg:

Miss Irma Harrison is a buyer for one of the department stores in Fort Worth and has been a good customer of American.

She departed Dallas, for New York, on the DC6 scheduled to leave Dallas at 3:15 AM, September 7. At Washington she got off temporarily, and went to the ladies washroom. When she returned to the plane she was informed that the doors had been closed and that it was not possible to put her back on the plane. Her hat and coat had been taken from the plane and were delivered to her. Transportation to New York was provided on a DC4 leaving about the same time. I understand from her statement that the DC6 did not leave for some 10 or 15 minutes after that time, perhaps leaving after the DC4; I am not clear on that last point.

Would you telephone Washington and see what you can learn about the matter. Miss Harrison is staying in New York, for a short time, at Wisconsin 7-8100. Would you telephone her after you have talked with Washington and give her explanation of the matter, and our apology.

Will you also arrange that Miss Harrison will be refunded the extra fare, difference between DC6 and DC4 fare, for that portion of the journey from Washington to New York.


C. R. Smith