

R. J. Reynolds Tobacco International, Inc. - Japan

DATE: March 18, 1996
TO: Tony Petree
FROM: Ken Fukuoka
SUBJECT: Salem Planissimo Filter Falling Off

Referring to your memo of March 15, 1996 with regard to the above subject, I am responding as follows:

1) 3 complaints - comp No. and man code are:

| | | | |
|----|-----------|-------|----|
| A. | March 5th | 68957 | KV |
| B. | May 6th | 68957 | KV |
| C. | May 12th | 68988 | LK |

As you can see, complaints A and B were included in Ms. Kawamura's memo of March 7, 1996. Complaints A and B were settled amicably with talks that were carried out several times and by compensating several cartons of normal products together with SP goods.

Presently, we are talking and negotiating with the consumer who made complaint for settlement. In the meantime, our sales force visited him and confirmed that the burning occurred in his new Mercedes Benz car where the filter falled off of our products. [REDACTED]

PRIVILEGED MATERIAL REDACTED

[REDACTED] We have received samples of six packages fro-m him which we are sending to you as soon as possible.

2) I understand that your inquiry has been cleared from the above.

Best regards,

Ken Fukuoka

KF/ei

Via Electronic Mail

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