

CC Chicago - Mr. R. H. Chandler #114-A Ft. Dodge - Mr. C. E. Schulte
Dallas Mr. S. N. Diltz

TO: Chicago - Mr. T. J. McCausland #159
FROM: Kansas City Mr. C. J. Atwood #108
SUBJECT: Audicote Quality

August 15, 1961

It would be most appreciated if you would review the files on Albuquerque District complaints #16, 13, 25, 26, 22 and 42. All of these complaints are on Audicote and have occurred during the first six months of 1961.

A review of these complaint files would indicate that we have a rather serious quality problem with this product. No doubt some substantial effort is already being made to correct this quality deficiency, but I would appreciate knowing the status of such efforts and what kind of a deadline for an improved product has been established.

These poor results with this product have acted to seriously retard our sales and the enthusiasm of our salesmen in regard to the promotion of Audicote.

Your comments and advice in regard to this matter would be most helpful.

CJA/hm

CC Albuquerque - Mr. B. J. Nabors

cja

C. R. J. Day

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