



NATIONAL AUTOMOTIVE PARTS ASSOCIATION

EXECUTIVE OFFICES 10490 WEST HIGGINS ROAD ROSEMONT ILLINOIS 60018 312/298-5151

Handwritten:
Horton Hotel

July 12, 1977

Mr. P. H. Grim, Jr.
Manager, Customer Relations
Abex Corporation
P. O. Box 607
Winchester, Virginia 22601

Dear Mr. Grim:

We appreciate your reply to our letter concerning Turnaround Time. Your answer was somewhat general in nature, but I think I get the gist of what you are saying. My only suggestion would be that in cases where we have eight to twelve days delivery time and sometimes where, as you explain it, an order may wait two weeks for shipment, you get together with the Distribution Centers involved and work those problems out individually.

We do appreciate your efforts on our behalf. Hopefully, where you have a long delay such as two weeks, you can work out a solution that will be beneficial to all concerned.

If there is anything we can do from this office, certainly feel free to get in touch with us. We hope you will keep us apprised of any improvements you can make in this area.

Best regards,

N A P A

Handwritten signature of Bob McKenna

Bob McKenna

BMCK;jb

CC: Ron Cutler
Ed Jones

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