We know you will be as concerned about this as we are, and we would ask that you look into your turn-around time and advise us to what you are doing to improve this and to reduce the turn-around time to a maximum three days. We will be interested in your comments and follow-up on this and would ask you to reply as quickly as possible.

Best regards,

N A P A

Robert E. McKenna

REMcK:kk

cc: Ed Jones, Chairman
NAPA Operations Committee