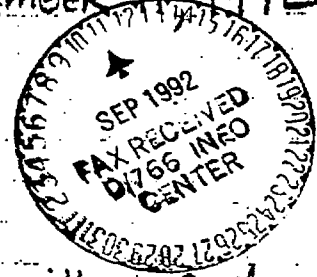


SEARS
NATIONAL HEADQUARTERS
SEARS TOWER
DEPT 766
Chicago, Ill. 60684

September 11, 1992



ATTN: Ms. Judy A. Cwik

About two weeks ago I asked for a written reply concerning the situation brought to your attention several months ago. I asked for a reply within a week and all you did was to send my note to Remington. I have told you that Remington has not been responding and they still refuse to do so.

Ms. Cwik, what does SEARS propose to do about this situation? PLEASE do not try to refer me back to Remington again. The product was bought from SEARS.

I am getting frustrated by a lack of concern on the part of SEARS but I assure you that I do not plan to just forget the damage to my hearing.

Sincerely,

Thomas Chatter

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