

March 24th, 1996

Ref
754116642

To: RJ Reynolds

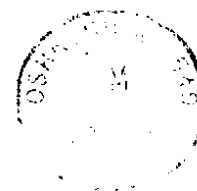
I have been a "Winston" smoker for 22 years and have (obviously), enjoyed them. However, as of the last few months, I have found the taste ~~to be~~ to be bland, dry, and almost tasteless. I have even made purchases at different outlets, but the taste remains consistent. Has the new process in (WINSTON SELECT) cigarettes got something to do with the change? The dry taste I speak of is almost like the way tobacco gets on a hot humid day - that dry tasteless taste. I have never had cause to write a company regarding its products, but the change in taste in yours is that significant to me - especially after 22 years. Please let me know so I may make an informed decision regarding your product.

Sincerely,

Robert Spanbauer

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R. J. Reynolds
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