



Restricted

BROWN & WILLIAMSON TOBACCO CORPORATION

RESEARCH & DEVELOPMENT

INTERNAL CORRESPONDENCE

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FROM: R. H. Honeycutt

DATE: March 2, 1992

SUBJECT: CONSUMER INQUIRY REPORT/130

Analysis of the following urgent consumer inquiry has been completed.

CUSTOMER #: 228917

CUSTOMER: Denzil Grant
Winfield, WV

PURCHASE
LOCATION: Unknown

DIVISION: 9F

PRODUCT: KOOL Kings

NATURE OF INQUIRY: Foreign Matter

CONSUMER COMMENTS: The consumer noticed a small hole in the side of the cigarette but didn't pay attention to it. When the consumer smoked it up to where the hole was, a little piece of metal fell out. It looked like a piece of a screw.

DATE SAMPLE RECEIVED: 02/24/92
DATE ANALYSIS COMPLETED: 02/28/92
TURN AROUND TIME: 5 Days

PRODUCT RECEIVED: 1 piece of foreign matter taped to a letter.

PRODUCT DATE CODE: Not Available

505301582

MACHINE NUMBER: Not Available

RESULTS OF ANALYSES:

The material returned by the consumer was found to be the tip of a broken screw. There were pieces of tobacco on the metal indicating that it had been in the cigarette. The source of the screw is unknown. Macon continues to install more powerful magnets at several points in the process to improve removal of metal.

If you have any questions, please call me on Extension 8110.



R. H. Honeycutt

RHH/plb1254

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