

**To: Mary Forte, CEO of Sony Corporation**  
**From: Taylor Smith, Customer Service**  
**Subject: Fixing errors in DVD Player 2000 User Guide**  
**Date: January 1, 2010**

### **Introduction to User Guide Problems**

Please allow me to alert you to the number of consumers who have called me with concerns about our DVD Player 2000 user guide. At least 20 people per week since its release have called with questions or complaints. Below, I will outline the specific problems.

### **Problem**

Our customers would like us to fix the following:

- The font size of the graphics—some labels are printed in 8 point font
- The confusing terminology— . . . . (and so on)

### **Solution**

To increase the satisfaction of our customers, we should send the user guide to the technical communication staff for the following revisions:

- All font reset to 12 points minimum
- All terminology regularized, specifically . . . (and so on)

### **Conclusion**

Making the above changes to our user manual will help improve our reputation and reduce the chances of our involvement in a lawsuit. Please consider relaying these concerns to the technical writing department.

