



February 2, 2004

Mr Rusty Lucas
P O Box 422
Sandusky, OH 44871

Dear Mr Lucas:

Thank you for taking the time to contact us regarding your Mattel Rock em Sock em Robots. We appreciate the opportunity to assist you.

We believe that this situation can best be resolved by telephone because additional information is required. Please call us at 800-524-8697, Monday through Friday, 8:00 a.m. to 6:00 p.m. ET. It is important that you have the product near the telephone when you call, as well as the reference number from the bottom of this letter.

We look forward to hearing from you soon.

Sincerely,

Mattel, Inc.
Consumer Relations

Ref. # 10997492