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american service company  
of atlanta, inc.

21 February 1982

Mr. J. A. Stekl, Supervisor  
Firearms Product Service  
Remington Arms Company, Inc.  
Ilion, New York 13557

Subject: Remington Model 700 BDL  
Serial Number A666-3581  
Purchased 11 August 1981

Dear Mr. Stekl:

I am in receipt of your letter dated 7 December 1981 in response to my 20 November 1981 letter to your dealer Sportco, Inc. in Marietta, Georgia which I copied you with.

After sending you a copy of the letter to Sportco, Inc., and prior to receiving your letter I returned the rifle to Sportco, Inc. and it was my understanding that they were going to forward it to you for repairs. Therefore, I did not immediately respond to your letter.

After approximately three months, and numerous telephone calls, I still do not have the repaired rifle that I purchased for my son. I am sure that you will understand my irritation over this situation.