

Remington Arms Company, Inc.

Sporting Arms – Ammunition – Targets – Traps

Ilion, NY 13357

18 October 2002

Lisa Shank Poole
Attorney at Law
117 South Potomac Street
Hagerstown, MD 21740

RE: Ronal C. Amos, Model 700, Serial #: S6220069

Dear Ms. Poole,

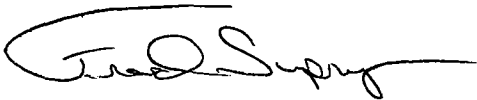
Thank you for your letter of 4 October 2002. We examined the rifle sent in by Mr. Amos and determined that the trigger settings had been altered and that the rifle had not been properly maintained. We offered to install a new trigger assembly, a new firing pin assembly, and to test the rifle at no charge as a gesture of goodwill. This firearm is 10 years old and well past our two year warranty. Also, our warranty does not cover hunting trips, etc.

I am enclosing a set of photograph prints to show you the condition of the rifle and what we based our decision on.

1. Serial number and date code showing rifle was manufactured 10/24/1992.
2. Close-up of date code – 10 – 1992.
3. Rusted condition of firing pin tip.
4. Rusted condition of firing pin tip.
5. Rusted condition of firing pin tip.
6. Rusted condition of firing pin stop surface.
7. Sear and trigger engagement.
8. Adjustment screw changed from factory setting.
9. Adjustment screw changed from factory setting. Factory seal broken.
10. Bolt assembly with firing pin assembly installed.
11. Removal of firing pin assembly.
12. Bolt lug area of bolt assembly.

We are still willing to complete the needed repairs to the rifle at no charge to Mr. Amos.

Sincerely,



Fred Supry
Consumer Affairs Specialist
Remington Arms Company
14 Hoeft Avenue
Ilion, NY 13357

315-895-3606
fred.supry@remington.com

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