

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: Row Amos

Company:

Street: 12706 Indian Springs Road

City: Big Pool

State: MD

ZIP Code: 21171

REF #:

A.R.S.

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ATTN: FRED SUPRY

REMINGTON ARMS

14 HOEFLER AVE

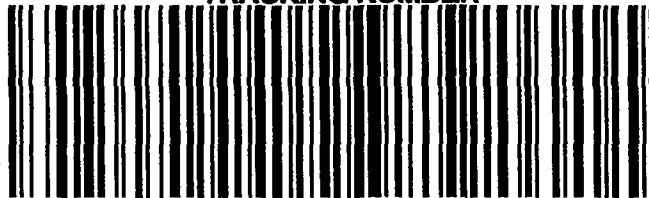
ILION

NY 13357



UPS GroundTrac®

TRACKING NUMBER



1Z E13 390 06 5000 5673

UPS Authorized Return Service™

01118614



GroundTrac A.R.S. Tracking Number

1Z E13 390 06 5000 567 3

REF #/DATE

2/97 W

Remington Arms Company, Inc.
Sporting Arms - Ammunition - Targets - Traps
Ilion, NY 13357

4 February 2002

Ron Amos
12706 Indian Springs Road
Big Pool, MD 21711

RE: Model 700 Concern

Dear Mr. Amos:

Your letter of 23 January 2002 was forwarded to my office for review. We are sorry to learn of the incident that occurred while you were enjoying the shooting sports.

In order to determine the cause of the malfunction, we need to examine your rifle. Once we complete our examination we will contact you with the results. Regardless of our findings, we offer strictly as a gesture of goodwill, to repair the rifle at no charge to you.

I have enclosed an ARS label for you to use to ship the firearm directly to my attention for examination. Please include a copy of this letter inside the shipping package. If you have any questions my direct line is 315-895-3606 and my office hours are 7:00 AM to 3:30 PM Eastern time.

Sincerely,



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

supryfl@remington.com