

Remington.



REMINGTON ARMS COMPANY, INC.

SPORTING ARMS-AMMUNITION-TARGETS-TRAPS

ILION, NEW YORK 13357

TELEPHONE (315) 894-9961

September 26, 1994

Mr. Carl Arnold
133 East 80 Dr.
Columbia, KY 42128

Dear Mr. Arnold:

Your recent letter that was addressed to our Wilmington, DE facility, regarding the difficulty you experienced while using your Model 788 rifle, has been forwarded to this office for handling.

We were indeed sorry to hear that you were having a problem of any kind with one of our products.

Generally, the type of problem that you describe results from either improper adjustment of the trigger assembly outside of our factory, from improper maintenance of the rifle or from inadvertent contact with the trigger when the safety was in the fire position or by inadvertently contacting the trigger while pushing the safety lever to the fire position.

We would be most interested in examining the rifle to try to determine the cause of the problem. We would appreciate your cooperation in sending the firearm via UPS to:

Remington Arms Co., Inc.
Attn: D.J. Sanita, Product Service
14 Hoefler Ave.
Ilion, NY 13357

Please boldly mark the two (2) butt ends of the box "SANITA" to expedite handling. Also, include a brief letter that includes your return address, your concern and your telephone number.

Upon receipt, we will examine your rifle and report our findings to you.

Thank you for bringing this matter to our attention.

For your reference, my direct phone number is 315-895-3352.

Sincerely,

A handwritten signature in black ink, appearing to read "D.J. Sanita", written over a horizontal line.

D.J. Sanita
Product Service

DJS:tp

PS00768