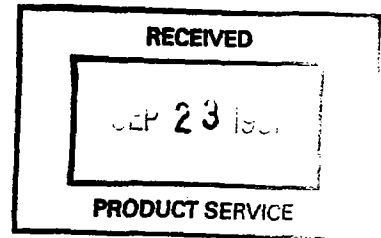


15 September 91

Louis M. Cognerich Jr
568 West Marlin Ct.
Gretna, LA. 70056



Mr. Stekl,

On the 28th of August you called in reference to my rifle that I sent for repair in January 91. You were very apologetic because of the delay, but the rifle had been placed aside in the service center and forgotten. At that time, I told you an apology was not necessary because I thought it would be much longer before it was repaired. We also discussed things that I thought needed to be accomplished "the safety problem", and the complete cleaning of the mechanical "bolt assembly" parts. You, at that time, informed me that the complete trigger assembly needed to be replaced because of a varnish buildup, and it would be done free of charge because of the delay. You also suggested

(1)

the trigger guard also be replaced and it was. I would at this time to thank you very much for both of the above replacements, but would like to inform you of several problems that were not completed while in the service center. One the bolt assembly was not broken down and cleaned as we had agreed upon, nor were the metal shavings removed from the mechanical work done on the trigger assembly (forward of trigger & bullet pocket area). Also noted were several new scratches on the stock.

Again let me thank you very much for the two major parts that were replaced.

Thanks
Louis Cognovich

(2)

Louis M. Cognovich
568 West Marlin Ct.
Gretna, LA 70056



Remington Arms Company, Inc
P.O. Box # 179
Ilion, New York #13357
Service Center
Attn. Mr. STEKL

