

Remington Arms Company, Inc.

Sporting Arms - Ammunition - Targets - Traps

Ilion, NY 13357

30 October 2001

Raymon & Karla Dreiss
2 Florence Lane
Chico, CA 95926

RE: Model 700 Rifle Serial #: 6659265

Dear Mr. & Mrs. Dreiss:

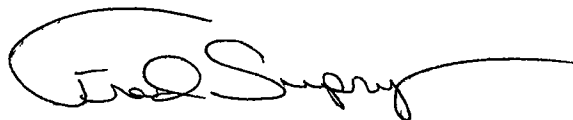
It was a pleasure talking to each of you. I sent your rifle to our Arms Service department with instructions to clean the action, clean the firing pin assembly, install a new trigger assembly without the bolt lock feature, completely check out the rifle, and to test the rifle after all work is completed. This work will be done at no charge to you and the rifle will be returned to you once it passes our final inspection.

As Ray and I discussed this morning, we would recommend using Teflon based oil for your rifle rather than WD-40. WD-40 has a shellac base and once evaporation occurs it leaves a sticky, gummy residue on the components. Use a product such as Rem Oil.

Further, I have issued the paper work needed to get you reimbursed \$250.00. One hundred dollars for the insurance deductible and an additional one hundred fifty dollars to take care of incidentals involved with this incident.

I wish your family many years of enjoying the shooting sports.

Sincerely,



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

315-895-3606

Consumer Affairs/Rifles-Centerfire/2001/Dreiss301001.doc

FLS1030011

PS02006