

*Heppner*  
Draft April 3, 1994

PRIVILEGED & CONFIDENTIAL  
ATTORNEY WORK PRODUCT

Letter to Customers

*April*  
~~March~~ \_\_, 1994

Dear Remington Customer:

This is in response to your recent inquiry regarding "60 Minutes" and the Model 700 bolt action rifle. We at Remington have confidence in our line of rifles and shotguns, and therefore I appreciate the opportunity to respond to your letter.

First, Remington is America's oldest firearms manufacturer and has always been proud of its record of building quality firearms. Any suggestion in the broadcast that the Model 700 is defective is not true. Rather, the Model 700 is a safe and reliable bolt action rifle; like any firearm, the 700 must be used as intended, following manufacturer's instructions and the rules of safe gun handling (including proper care and maintenance). Since its introduction in 1962, the 700 has been considered the standard against which all bolt action rifles from all manufacturers are judged.

Second, the safe use of our products is of paramount concern to Remington. For that reason, we encourage gun owners, dealers and gunsmiths to advise Remington of any potentially safety-related complaint involving any of its products, including the Model 700. In addition, Remington requests that any such product be returned for inspection and testing by trained personnel here at our Ilion facility.

Our experience over three decades with the Model 700 has disclosed no such design defect as claimed by plaintiffs' attorneys. Rather, incidents such as those alleged in the "60 Minutes" broadcast are attributable to other factors, among which are misuse, after-factory modifications and improper maintenance.

Third, it is important to remember that in the rare instance where a gun accidentally discharges, personal injury will not result unless there has been a failure to follow the rules of safe gun-handling, including the primary rules --

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always treat every firearm as loaded and always point the muzzle in a safe direction.

~~[Your letter asked about the [Model 700] you currently own. According to our records, your rifle was manufactured in 19\_\_ and [it has not been returned to the factory for any reason] [it was inspected/repaired in 19\_\_].]~~

Nothing in your letter leads us to believe that your Model 700 is not performing to Remington's standards.] As noted above, if you feel that your Model 700 has performed in a manner that may raise safety concerns, Remington encourages you to call our Product Services department at (315) 895-3556

I hope this letter has been responsive to your inquiry. As I stated at the outset, Remington believes in the integrity of its products. We hope that your experience with the Model 700, and other Remington products, has demonstrated to you that our belief is justified. If there are any further questions that you have on this or any other issue, I will be most happy to try to answer them for you.

Sincerely,

~~[Ken Green]~~

