

Remington.
REMINGTON ARMS COMPANY, INC.

SPORTING ARMS - AMMUNITION - TARGETS - TRAPS

ILION, NEW YORK 13357

TELEPHONE (315) 895-3200

January 17, 1995

Mr. Edmund J. Ruettgers
P.O. Box 224
Hermann, MO 65041-0224

Dear Mr. Ruettgers:

Your recent letter that was addressed to our Arms Service Division, regarding the difficulty you experienced while using your Model 700 rifle, serial number 6839619, 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, from inadvertent contact with the trigger when the safety was in the fire position or from inadvertent contact with the trigger when pushing the safety lever from safe 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: Dennis 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,



D.J. Sanita
Product Service

DJS:tpp

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