

Remington.



REMINGTON ARMS COMPANY, INC.

SPORTING ARMS-AMMUNITION-TARGETS-TRAPS

ILION, NEW YORK 13357

TELEPHONE (315) 894-9961

October 19, 1989

Mr. Kenneth Abate
Box 51
Little Sew. Crk. Rd.
Sewickley, PA 15143

Dear Mr. Abate:

Your letter of October 16, 1989, concerning the disappointments you experienced in owning your new Remington Model 700 ADL 30-06 rifle, has been received at my office today.

First of all, Mr. Abate, I extend my congratulations to you for being the owner of a new Remington rifle. I do however, want you to be a proud, satisfied Remington owner.

I, too, am disappointed to learn that your new Model 700 had cosmetic problems and that you received the wrong instructions booklet, as this type of service is not representative of Remington. I have enclosed a correct instructions manual for your use.

I will speak to the department heads about the importance of preserving the Remington name, and you hit that on the head, it's through taking constant pride in the workmanship and quality of each and every gun that is built.

Since you do not choose to send your rifle to the plant for our examination, you can, if you wish, take it or mail it to one of the Remington New Gun Repair Stations that are authorized to make decisions concerning our customers in a timely, efficient manner. Attached for your convenience is a list of the shops in the State of Pennsylvania that can be of service to you.