

November 15, 2007

Clyde Woodby  
7820 Ebenezer Church Rd.  
Raleigh, NC 27612

Subject: Model 710 Serial #71123621  
RE: Case #1763

Dear Mr. Woodby,

We were sorry to learn about the accidental discharge that you experienced with your Model 710. I understand this was very frightening for you and we are certainly glad that no one was injured.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

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