

Remington.

# REMINGTON ARMS COMPANY, INC.

MANUFACTURERS OF  
SPORTING FIREARMS, AMMUNITION

SPORTING FIREARMS, TRAPS, RIFLES, NEW YORK  
AMMUNITION, BRIDGEPORT, CONNECTICUT  
IONOKE, ARKANSAS

TRAPS

TARGETS

BRIDGEPORT, CONNECTICUT 06602

CABLE—HARTLEY, BRIDGEPORT

TELEX: 944-201 STRATFORD, CONN.

PETERS CARTRIDGE DIVISION  
BRIDGEPORT, CONNECTICUT  
TARGETS, FINDLAY, OHIO  
ADA, OKLAHOMA  
ATHENS, GEORGIA

RECEIVED

DEC 15 1978

R. A. PARTNOY

December 14, 1978

Mr. Charles Murray  
312 S. Colorado  
Gunnison, CO 81230

Dear Mr. Murray:

We are in receipt of your letter dated 11/13/78. I would like to offer our sincere apologies for not replying sooner, but we have been completely inundated due to the recall response. Just now we are approaching a catch-up stage.

You indicated that you were rather upset with our watts-line operator in Atlanta when she requested the serial number for the gun in question. I should inform you that this was done at our request in order that, if in the future, we had a question concerning your particular gun that we could pinpoint the owner for verification that we had offered to make the necessary trigger replacement. This, of course, would absolve us from the legal responsibility in case the owner decided not to have the authorized work in repair performed.

On the question of making the installation yourself, there is a legal reason for not being able to ship you the trigger assembly for self installation. Only our new gun repair stations are authorized to make this repair, and we cannot deviate from that policy.

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PLAINTIFF'S  
EXHIBIT

3064

RECEIVED

DEC 15 1978

PHILIP H BURDETT

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AL 0022760

1 of 4

In view of your apprehension concerning the possibility of your gun's serial number falling into the wrong hands, we would like you to return your gun to the attention of Mr. Ed Sienkiewicz, transportation collect, to the following address.

Remington Arms Company, Inc.  
Arms Service Division  
Ilion, NY 13357

I am enclosing information that will allow you to determine by the serial number whether your Remington 660 falls into the recall category.

If we can be of any further service to you, please call us on our toll-free Bridgeport number, 1-800-243-9275.

Best regards.

R. G. Sherman  
Product Service Coordinator

RGS/lb  
Enclosure  
cc: P.H. Burdett

AL 0022761

2 of 4.



Orig. - J. Chisnall -- To handle J.G. Williams 13 November 13<sup>th</sup> 1978  
cc P.H. Burdett R.A. Partnoy  
J.P. McAndrews

Remington Arms Company Inc.

Office of the President  
Bridgeport, Conn 06602

Mr. President.

RECEIVED

NOV 16 1978

PHILIP H BURDETT

RECEIVED

NOV 17 1978

PRODUCT SERVICE  
BRIDGEPORT

I own one of the 660 Remington Rifles which are being recalled. I called the water line number that you have and to my dismay and dislike, the operator asked me for my serial number so that she might enter it in a computer. I fail to see why she must have my number in a computer just to refer me to a gunsmith to have it installed. All that must be done for the gunsmith to look at the rifle, see if it falls within the recall range and install the trigger. For that matter I can install the trigger myself or good as any gunsmith around - probably better than most.

AL 0022762

3 of 4

I am opposed to having any of my wife  
 name mentioned entered into a computer  
 for any reason on this magnetic tape  
 can force into the wrong hands. What  
 reference to Romington has against  
 the interest of the computer tapes? for  
 all we know the terminal may be hooked  
 up to the BATH.  
 I know the terminal like a personal  
 gun "lock", but if one took look of our  
 freedom even in the last 20 years, if  
 in reality possible.  
 I am a computer  
 Rife and Peter  
 Rife and I own two Romington Model  
 Rife of which I have had no trouble with  
 in fact I have nothing but high praise for  
 them. I would appreciate your giving me  
 the address of where I might get my tapes  
 replaced or send me one to replace myself.  
 I will send you a return, without return  
 self my wife is in the same range of  
 you require proof. Thank you for your time,  
 I remain

Very truly yours  
 Frank H. Rife

312 S. Colo

P.S. Maybe this could be  
 handled through the A.I.R.A.  
 GUNNISON, Colo 81230

AL 0022763

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