

REV. 6-78

REMINGTON ARMS COMPANY, INC.

INTER-DEPARTMENTAL CORRESPONDENCE

Remington

c: E. B. Beattie
R. B. Sperling ✓Bridgeport, Connecticut
November 6, 1978TO: E. F. BARRETT
FROM: A. W. BELL *Sub.*RECEIVED
NOV 6 1978→ MODEL 600 RECALL - COMPUTER PROCESSINGSUMMARY

Within week ending November 12, 1978, data processing can:

1. Provide an initial wholesaler list of serial numbers for 25% of the firearms involved in recall;
2. Provide an owner name and address file for 'Mail-O-Gram' purposes. This is derived from telephone inquiries received at Atlanta and depends upon receipt of tapes now in transit;
3. Provide a base for tracking individual serial numbers over the long term.

COMPUTER FILE

Less than one third of the serial numbers involved in recall are available from the existing file. These 60,000 serial numbers represent shipment activity November 1969 through 1975.

From the computer information available and retained at time of shipment, it is possible to contact the initial Sold To name-- usually a wholesaler, the first link in the distribution chain. Assuming distributor cooperation, we can obtain names and addresses of dealers; adding these to the file we can then, with dealer cooperation, obtain names and addresses of original purchasers. A cumbersome and time consuming procedure even with the assistance of computer equipped domestic accounts; tracking export shipments will be something else, again.

It is intended to add to this file the owner names and addresses being generated by the advertised recall toll free message center and by gunsmith response via 'Trigger Assembly Replacement' forms (#RA1660). Retention of this data accomplishes 3 things:

1. Short cuts the above outlined procedure for obtaining owner names and addresses;

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2. Reduces the number of records not on the existing computer file that will eventually have to be picked up and researched;
3. Provides a starting name and address file for any subsequent owner follow-up mailing that may be required.

Computer programs will be in hand shortly that can provide mailing labels to CRU in the format required by the Cheshire labeling machine. This is in addition to the requested 'Mail-O-Gram' programming.

STATUS - WHOLESALE SERIAL NUMBER LISTINGS

It is expected that lists involving 47,000 serial numbers and approximately 1,500 names will be in hand not later than Friday, November 10 if, for no other purpose than internal Remington review. The number of names reflect a computer definition resulting from a variety of spellings for the same account name.

Experience to date indicates that mailing addresses for approximately 85% of the names can be obtained, the other 15% require further research effort. Shipments to accounts, or individuals, no longer in business, to military PX's, to naval stations and ships, to Remington Arms, Limited, to GmbH--must all be reconciled.

Computer tapes for the year 1974, with another 12,000 Mohawk 600 serial numbers, have yet to be located; failure to do so will incur an estimated 120 man hours of keypunching to recreate the Model 600 records--any editing and supervisory time required will be additional.

To create computer serial number records for Model 600 shipments 1963 through 1969 will require an estimated 1,500 man hours of keypunching. Unless the source documents (hard copy punched card listings) are reproduced, an additional operation, the job will have to be performed on site to meet Federal requirements and to permit search reference to which these records are continuously subject. Computer listings starting with November 1969 are the only ones that have been placed on microfiche and, hence, are duplicated.

COMMENTS

- o Consideration should be given the suggestion to advertise at the dealer counter, with provision for returning owner name, address, model and serial number to Remington. Primary objective is to obtain the gun for part replacement. Second best is to obtain owner name and address so that he may be urged to do so perhaps scheduled along with part and gunsmith availability. There are a potential 30,000 man hours involved in parts replacements.
- o Any computerized dealer should be encouraged to send Remington a duplicate tape set of his serial number records, if such exists.

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- o At least two serial number research requests, many weeks apart, will have to be lodged with our wholesalers (and dealers) if we release the initial listing involving 25% of the guns being recalled. Will this be acceptable to our customers?

AWBell/W