

No Summary

Discussion Thread

Response (Laura)

Dear Mr. Keder,

At this time we are unable to provide further information regarding 2003 new products or future development due to competitive reasons. Normally this type of proprietary information is kept secret until the product line is approved for the upcoming year. We usually announce new product information in middle to late December after our annual sales meeting.

Customer (John Lang)

Laura,

Thanks for the response. However, I already understand the rules for repair as you restated. What I don't understand is: If you believe/have a concern for an action that has the 'bolt-lock' feature and you INSTALLED that same bolt-lock feature as a result of a different recall issue - why I should have to pay to have it removed. Conversely, if you originally supplied the action with the same 'bolt-lock' feature, you will repair it at no cost. Why the difference?

The operative word in my original question was "rational."

Thanks,  
John