

## JOHN LOSCHIN

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**From:** Watson, Laura M.  
**Sent:** 07/16/2004 10:51:34 AM  
**To:** Loschin, John  
**CC:**  
**BCC:**  
**Subject:** RE: Should I respond or mark it solved?

Yes but nothing that really fits his situation. It sounds as if he's more upset with the way we're handling the SMP.

Laura Watson

Consumer Services Team Leader

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**From:** Loschin, John  
**Sent:** Friday, July 16, 2004 10:41 AM  
**To:** Watson, Laura M.  
**Subject:** FW: Should I respond or mark it solved?

didn't you have a response for these?

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**From:** Mitchell, Christy  
**Sent:** Friday, July 16, 2004 10:26 AM  
**To:** Loschin, John  
**Subject:** RE: Should I respond or mark it solved?

I haven't received anything from Danny yet. In the past a specific model or serial number is given and the situation described. I would have usually check the serial number and let them know if it had been called back or not and also if it had a bolt-lock what the procedures were to send it in. If it fired on safe or without pulling the trigger I directed them to send it to the factory. For the bolt-lock I gave them RARC info.

I don't ever state that there has not been a recall on the 700 because there has and I don't imply that this hasn't happened before either. I avoid making a statement on this area. This guy is pushing that and I didn't want to say anything that could come back to haunt us.