

Christy Mitchell

From: Mitchell, Christy
Sent: 07/16/2004 10:26:27 AM
To: Loschin, John
CC:
BCC:
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.

I didn't find any repairs in his/her name.

From: Loschin, John
Sent: Friday, July 16, 2004 10:02 AM
To: Mitchell, Christy
Subject: RE: Should I respond or mark it solved?

did Danny give you a response? what responses have you sent in the past regarding this issue?

From: Mitchell, Christy
Sent: Thursday, July 15, 2004 11:02 AM
To: Evans, Danny; Loschin, John
Subject: FW: Should I respond or mark it solved?

Can you read the consumer response below and let me know how to proceed?