

Laura Watson

From: Evans, Danny
Sent: 01/22/2003 07:57:12 AM
To: Watson, Laura M.
CC: McHugh, George
BCC:
Subject: RE: R.D. McCULLOUGH, Northern Ireland, Mod 700 Bolt Repair

Yes, they should be aware of the SMP being extended.
rebate offer is only in effect for US.

In the case below he is not referring to the SMP.

His bolt handle broke off & George is working to get resolved.
George,
You can thank for the info on the American gunsmith..., we will reference to the Firearms product team
-----Original Message-----
From: Watson, Laura M.
Sent: Wednesday, January 22, 2003 7:19 AM
To: Evans, Danny
Subject: FW: R.D. McCULLOUGH, Northern Ireland, Mod 700 Bolt Repair

Danny are international RARC's aware of the Safety Modification Program?

-----Original Message-----
From: McHugh, George
Sent: Friday, January 17, 2003 1:44 PM
To: Watson, Laura M.
Subject: R.D. McCULLOUGH, Northern Ireland, Mod 700 Bolt Repair

Laura,

Please read below. I can respond to the customer's first question, but he is asking questions in the second paragraph that I do not believe I should answer. What do we do ?

George A. McHugh
Remington Arms Co. Inc.
International Customer Service
Tel: 336-548-8832
Fax: 336-548-8610
george.mchugh@remington.com

-----Original Message-----
From: RD McCullough [mailto:dave.mccullough52@bopenworld.com]
Sent: Friday, January 17, 2003 12:11 PM
To: McHugh, George
Subject: Re: R.D. McCULLOUGH, Northern Ireland, Mod 700 Bolt Repair

Dear Mr McHugh,

I have already emailed Edgar Bros. twice, on the 10th and 15th of January requesting an update but have recieved no response as yet. How long should I wait?

Have you looked at the American gunsmiths web site advertising the modification to prevent the bolt failure? Are you going to refer it to your quality control and design team for consideration?