

Karin Hollmer

From: Hollmer, Karin
Sent: 05/07/2002 02:11:20 PM
To: Sanita, Dennis J.
CC:
BCC:
Subject: RE: Ray's Sport Shop, North Plainfield, NJ

No, unfortunately. He called asking for an option other than Ray's. Gave him the factory info as there wasn't another RARC close to him in NJ. After I gave him this info, he told me what "Ray's told him". Caught me off-guard as I've given Ray's info on occasion and hadn't heard anything back from anyone. I told him possibly they had questions (regarding the concerns they had mentioned) and that I would check. He was quite nice about it, said he had to go out of town - I confirmed the discount rate was good until December. He left it as when he got back in, he would try Ray's again as he had time with the discount rate. If not, no problem, he would forward to the factory.

I will get a Name and phone number next time!!!

-----Original Message-----

From: Sanita, Dennis J.
Sent: Tuesday, May 07, 2002 12:53 PM
To: Hollmer, Karin; Wheelock, Lyle E.
Cc: Nickerson, E. Ken
Subject: RE: Ray's Sport Shop, North Plainfield, NJ

I called Ray's this AM, spoke with the owner and manager, they were unaware of any concerns with Remington? The gunsmith is on vacation all this week, so the consumer did not speak with him?

Karin, do you have the consumers name and phone number who report this to us?

-----Original Message-----

From: Hollmer, Karin
Sent: Monday, May 06, 2002 3:46 PM
To: Wheelock, Lyle E.; Sanita, Dennis J.
Cc: Nickerson, E. Ken
Subject: Ray's Sport Shop, North Plainfield, NJ

A consumer just called regarding Ray's.

Said they cannot do the bolt lock safety modification and they have been having "issues/run-a-round" with Remington with this program.

Ray's Sport Shop

559 Route 22