

## John Trull

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**From:** Trull, John  
**Sent:** 04/12/2004 11:20:52 AM  
**To:** 'mail@paganini.it'  
**CC:** Gravel, Gaston  
**BCC:**  
**Subject:** FW: 40-XB Tactical S/N 065975B

Mr. Ambrosio,

Below you will find comments from Mr. Tim McCormack of our Custom Shop in response to the photos received from this consumer. Gaston will discuss with you further during his trip to see you.

Best Regards,

John C. Trull  
Marketing Manager - Firearms Division  
Remington Arms Company, Inc.  
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Madison, NC 27025-0700  
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john.trull@remington.com  
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-----Original Message-----

**From:** McCormack, Timothy J.  
**Sent:** Tuesday, April 06, 2004 10:07 AM  
**To:** Gravel, Gaston; Trull, John  
**Cc:** Engell, Ronald F.  
**Subject:** RE: 40-XB Tactical S/N 065975B

Gaston,

It's very hard to tell much from those poor pictures, but something doesn't look right to me. If that is the sear/safety cam I'm looking at in those pictures it appears that someone has been messing around as we don't coat that part. And, I assure you that the gun did not leave here with those rusty parts either. The flaking of the Teflon on the front of the bolt may be real, but it has never been any issue with anyone. Also the fact that the firing pin appears to be slightly off center should be of little concern. That little bit will have no effect on function.

I don't know what to suggest. The only way to get a true assessment is by having the gun returned to us, but I don't think we're at fault here. That gun was shipped in August of last year.

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

**From:** Gravel, Gaston  
**Sent:** Tuesday, April 06, 2004 8:56 AM  
**To:** Trull, John; McCormack, Timothy J.  
**Subject:** FW: 40-XB Tactical S/N 065975B

Gentlemen,

This is an e-mail from a consumer in Italy with a 40-xb tactical that was delivered in December 2003. I will be at the Italian show next week in Brescia and this consumer might show-up at the booth. Paganini

and I would like to get from you by e-mail ASAP what we should tell this consumer or do with this situation. I will await your comments.

Gaston

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

From: Paganini sas [mailto:mail@paganini.it]  
Sent: Tuesday, April 06, 2004 8:40 AM  
To: Gravel, Gaston  
Subject: Fwd: 40-XB Tactical S/N 065975B

>From: "Luca Belli" <luca\_belli@libero.it>  
>To: <info@remington.com>  
>Cc: <mail@paganini.it>, <armilugli@libero.it>  
>Subject: 40-XB Tactical S/N 065975B  
>Date: Thu, 1 Apr 2004 03:36:31 +0200  
>X-Mailer: Microsoft Outlook CWS, Build 9.0.6604 (9.0.2911.0)  
>Importance: Normal  
>  
>I bought the rifle in subject on December 17th, 2003 from an Italian  
>retailer, namely Armeria Lugli of Mortizzuolo (Modena area). To date, just  
>168 cartridges have been shoot through the rifle and it already has evident  
>problems:  
>Bolt coating flaked off;  
>Firing pin working out of center line;  
>Rust on trigger components;  
>Trigger block coating flaked off;  
>Floor plate pivot pin loose into the trigger guard holes.  
>Pictures showing defects listed above are enclosed.  
>Through this message I simply intend to let you know about the poor quality  
>of the so called "tack drivers" released from your Custom Shop, despite  
>their price ranges in Italy from \$3,000 to \$4,000.  
>It is very realistic that my friends and I will not buy Remington again.  
>Regards.  
>  
>Luca Belli  
>Via Nuvolari 3  
>46036 Revere  
>Italy  
>  
>

Dear Gaston,

this is a copy of the e-mail I received from Mr Luca Belli, together with the pictures.

However I would like to point out that the gun shop sell this rifle at Euros 2.600 + 20% VAT tax.

Best regards,

Lello

Paganini sas - Torino (Italy)  
www.paganini.it

This email has been scanned for viruses by McAfee Webshield e500 virus scanner.