

JOHN LOSCHIN

From: Nations, Sheila T.
Sent: 03/19/2003 04:53:46 PM
To: Loschin, John
CC:
BCC:
Subject: RE: Guns at Solvay

Thanks John. I hesitated to get you involved but I had asked Dave to send the gun that needed the bolt to the factory on January 14th and he still had it. I told the customer that I had instructed Dave to send it back to us so he was not happy!
Thanks again.

Sheila Nations
Consumer Service Representative
Remington Arms Company, Inc.
P.O. Box 700
870 Remington Dr
Madison, NC 27025-0700
Phone: 336-548-8772
Fax: 336-548-7801
sheila.nations@remington.com
Visit Remington Country @ www.remington.com

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

From: Loschin, John
Sent: Wednesday, March 19, 2003 7:46 AM
To: Nations, Sheila T.
Subject: FW: Guns at Solvay

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

From: Sanita, Dennis J.
Sent: Wednesday, March 19, 2003 7:10 AM
To: Loschin, John
Subject: FW: Guns at Solvay

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

From: Wheelock, Lyle E.
Sent: Tuesday, March 18, 2003 3:44 PM
To: Sanita, Dennis J.
Subject: RE: Guns at Solvay
One is bolt lock safety modification and very dirty, that is going back to customer tomorrow the other is the riveted style extractor that gunsmiths had trouble getting extractors for, that is coming to factory.

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

From: Sanita, Dennis J.
Sent: Tuesday, March 18, 2003 3:32 PM
To: Loschin, John; Wheelock, Lyle E.
Subject: RE: Guns at Solvay

Lyle are these charge repairs? or warranty?

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

From: Loschin, John

Sent: Tuesday, March 18, 2003 3:00 PM
To: Wheelock, Lyle E.; Sanita, Dennis J.
Subject: RE: Guns at Solvay
this is a recurring theme with Solvay.

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

From: Wheelock, Lyle E.
Sent: Tuesday, March 18, 2003 2:47 PM
To: Loschin, John; Sanita, Dennis J.
Subject: Guns at Solvay

The two guns are on their way to the factory tomorrow one needs a new bolt and one is for product service to look at.