Dell Marie Fulcher

From:Watson, Laura M.Sent:03/03/2003 02:54:59 PMTo:Clifton, Dell MarieCC:BCC:BCC:Subject:RE: Repair # 62195 (Ken Young)

Done. He should know that we did replace the trigger each time at no charge. My understanding is that this is a new style trigger without the bolt lock.

-----Original Message-----From: Clifton, Dell Marie Sent: Monday, March 03, 2003 2:39 PM To: Watson, Laura M. Subject: Repair # 62195 (Ken Young)

Please remove the charges from this repair. He is raising holy hell, because he sent gun to us in 2001 & we did not do the bolt-lock mod. He stated that he has not adjusted the trigger & he will go on every internet chargeom & complain.

Thanks, Dell Marie Clifton Senior Consumer Service Representative Remington Arms Co., Inc. PO Box 700 Madison, NC 27025 Phone: 336-548-3786 Fax: 336-548-7801 dellmarie.clifton@remington.com

Subject to Protective Order Williams v. Remington