

## Laura Watson

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**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@btopenworld.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?

Regards

Dave McCullough

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

From: McHugh, George

To: RD McCullough

Sent: Friday, January 17, 2003 3:26 PM

Subject: R.D. McCULLOUGH, Northern Ireland, Mod 700 Bolt Repair

Dear Mr. McCullough,

I immediately contacted Edgar Brothers upon reading your letter and reviewing the photos. Edgar Brothers has agreed to fix the bolt. If you do not hear from them shortly, please email them at: [info@edgar-brothers.co.uk](mailto:info@edgar-brothers.co.uk)

George A. McHugh

Remington Arms Co. Inc.

International Customer Service

Tel: 336-548-8832

Fax: 336-548-8610

[george.mchugh@remington.com](mailto:george.mchugh@remington.com)

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

From: RD McCullough [<mailto:dave.mccullough52@btopenworld.com>]

Sent: Friday, January 17, 2003 9:18 AM

To: McHugh, George

Subject: R.D. McCULLOUGH, Northern Ireland, Mod 700 Bolt Repair

Dear Mr Mc Hugh,

I would be obliged if you would confirm that you have recieved my e-mails and pictures.

Yours sincerely

Dave McCullough