

JOHN LOSCHIN

From: Earles, Jessica
Sent: 10/10/2002 02:54:26 PM
To: Smith-Wood, Nicole; Evans, Danny
CC:
BCC:
Subject: RE: RARC's

HE STORY HAS CHANGED SINCE THIS MORNING, BELOW IS AN EMAIL I SENT JOHN

REPAIR 52144 WAS SENT TO SOLVAY ON 9/20. HE HAS NOT EVALUATED THE GUN YET AND TOLD ME THAT IT IS NOT PRIORITY BECAUSE IT IS A 22 AND IT IS HUNTING SEASON SO HE HAS TO GET THE HUNTING RIFLES OUT FIRST. HE SAID HE HAS APPROX. 40 MODEL 600/660'S, 10 700'S & 721'S, AND 10-15 22'S. THIS GUN IS STILL UNDER WARRANTY AND I FEEL THAT IT SHOULD BE TAKEN ARE OF FIRST REGARDLESS OF THE SEASON. HE TOLD ME HE WOULD CALL ME BACK WHEN HE GOT A CHANCE TO LOOK AT IT.

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

From: Smith-Wood, Nicole
Sent: Thursday, October 10, 2002 2:50 PM
To: Evans, Danny; Madison Consumer Services
Cc: Sanita, Dennis J.; Nickerson, E. Ken; Loschin, John
Subject: RE: RARC's

I JUST SPOKE WITH DAVID AT SOLVAY AND HE ADVISED HE HAS 350 FIREARMS IN FOR REPAIR. OUT OF THE 350 FIREARMS, 60 ARE FOR THE SAFETY MODIFICATION.

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

From: Evans, Danny
Sent: Thursday, October 10, 2002 10:41 AM
To: Madison Consumer Services
Cc: Sanita, Dennis J.; Nickerson, E. Ken; Loschin, John
Subject: RARC's

CSR's,,

Please advise me of any situations that raise concerns in regards to the performance of RARC's. Those situations raised this AM in the team meeting in regard to Solvay and Mel Chung will not be tolerated.

Dennis & I have discussed the two mentioned above and he will address the issues that were relayed. Please inform Dennis & I should any similar incidents come up

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