

DENISE ATKINS

From: O'Steen, Norma
Sent: 02/12/2002 11:11:01 AM
To: Madison Consumer Services
CC:
BCC:
Subject: FW: 700 Conversion

Please read the messages below. When we are talking to consumers it is very important that we understand what they are asking and convey to them the correct information. If they just want their 700 checked for safety/function then any RARC should be able to do this. If they read the article in Bugle Magazine that refers to the conversion then they need to get their gun to one of the RARCs in Montana or back to the factory. Thanks.

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

From: Mitchell, Christy
Sent: Friday, February 08, 2002 2:26 PM
To: Madison Consumer Services
Cc: Evans, Danny
Subject: 700 Conversion

Consumers are calling in after contacting our RARC's and the majority do not know about the conversion. Until we are out of limbo regarding whether we are officially offering the conversion or not, the only place to send them for the conversion is Billings or Helena, MT. If they take it to the RARC, they quote them for replacing the trigger assembly, so we shouldn't mention that the charge is \$25.

If you receive a call and the customer is insisting on the conversion, have the gun sent back to the factory. The cost for the conversion will be in the neighborhood of \$25.00. THIS IS SUBJECT TO CHANGE WITHOUT NOTICE.

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

From: Loschin, John
Sent: Tuesday, January 29, 2002 2:39 PM
To: Clifton, Dell Marie, Madison Consumer Services
Subject: RE: RARC's & the M700 safety conversion

We all received a flow chart from Danny sometime ago regarding the Model 700. I will make copies again for your assistance.

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

From: Clifton, Dell Marie
Sent: Tuesday, January 29, 2002 1:53 PM
To: Madison Consumer Services
Subject: FW: RARC's & the M700 safety conversion

If you get a call from a consumer that wants to have conversion done and our RARC has told them they don't know anything... please read Lyle's response below.

Thanks,

Dell Marie Clifton
Consumer Services
Remington Arms Co., Inc.
PO Box 700
Madison, NC 27025
Phone: 336-548-8786
Fax: 336-548-7801
cliftondm@remington.com

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

From: Wheelock, Lyle E.
Sent: Tuesday, January 29, 2002 1:30 PM
To: Clifton, Dell Marie
Subject: RE: Jack First, Inc. Rapid City, SD

I stand corrected, we have not received anything definite for legal yet. So no the paperwork has not been sent out.

From: Clifton, Dell Marie
Sent: Tuesday, January 29, 2002 1:00 PM
To: Wheelock, Lyle E.
Subject: Jack First, Inc. Rapid City, SD

I just had a consumer call in & wanted to have the conversion done on his Model 700 from bolt-lock style to non bolt-lock style. He was told by Jack First, Inc. that they didn't know anything about a conversion.

Did they get the info about that?

Thanks,

Dell Marie Clifton

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