

***** START OF MESSAGE *****

TO : ART WHEATON
FROM : PETE JACKSON
DATE : 11/08/90 Time : 17:32

RHP
PRAPHAN
SHAW BROTHERS
TO ART JACKSON

RECEIVED

SUBJECT: CUSTOMER COMPLAINT-RIFLE COMPLAINT

NOV 16 1990

RE: RICHARD BURTNESS, 1520 HUNTER DRIVE, WAYZATA, MN 55391 K.D. GREEN
MODEL 700, .375 H&H, C6290174

PLEASE BE ADVISED THAT MR. BURTNESS AND I TALKED ON THE PHONE TODAY AND HE IS STILL ANGRY WITH REMINGTON, AND MAY PURSUE LEGAL ACTION.

HE SAID OUR LETTER EXPLAINING THE REPAIR AND WHAT WAS WRONG WITH THE GUN WAS UNACCEPTABLE. HE SAID HIS SAFARI WAS ALMOST RUINED BECAUSE OF THE FEEDING PROBLEM AND HE HAD TO SHOOT VIA A SINGLE SHOT. HE DID NOT THINK THAT A NO-CHARGE REPAIR WAS SATISFACTORY CONSIDERING WHAT HE HAD TO PUT UP WITH A MALFUNCTIONING RIFLE.

I TOLD MR. BURTNESS THAT I WAS NOT A GUNSMITH AND THAT I COULD ONLY COMMENT ON THE FINDINGS FROM TIM MCCORMICK AND THAT WAS THE GUN WAS OUT OF SPECIFICATION AND IT'S ALTERED CONDITION WAS A RESULT OF ADJUSTMENTS MADE TO IT AFTER IT LEFT REMINGTON. I MENTIONED THAT WE TRIED TO REPLICATE THE ACCIDENTAL FIRING PROBLEMS AND COULD NOT BUT RELACED THE TRIGGER ASSEMBLY ANYWAY, AT NO CHARGE, AS A JESTURE OF GOODWILL.

HE SAID HE HAD THE TRIGGER WORKED ON BY BURGERS BROTHER'S GUNSMITH (HE WAS NOT SURE OF THE GUNSMITH NAME BUT THOUGHT IT MAY BE FRANK ANTONOWICZ.) I TOLD HIM THAT THE TRIGGER WAS ADJUSTED TO A CONDITION THAT REMINGTON THOUGHT WAS UNSAFE TO INCLUDE TOO LIGHT OF A TRIGGER PULL AND AN POOR REAR SEAR ENGAGEMENT.

HE SEEMED TO ACCEPT THAT AND DISMISS THE ACCIDENTAL FIRING BUT SAID WHAT REALLY BOTHERED HIM WAS FEEDING PROBLEM OF SHELLS FROM THE MAGAZINE HE MENTIONED THAT THE GUN WAS INSPECTED BY "BURGER'S GUNSMITH", AND HE SAID IT WAS OUT OF TOLERANCE. I INQUIRED TO WHAT WAS SPECIFICLY OUT OF TOLERANCE AND HE WAS UNABLE TO NAME A PART OF THE GUN. HE SAID HE WOULD CHECK WITH TED OR BUD BURGER.

CONTRARY TO WHAT WAS SAID IN THE LETTER HE SAID THE GUN WAS NOT TAKEN APART IN THE FIELD. HE NAMED OTHER SAFARI MEMBERS THAT WOULD ATEST TO THAT FACT. I DID NOT NOTE THEIR NAMES.

AGAIN, I TOLD HIM I WAS NOT A GUNSMITH AND THAT ALL I KNOW IS THAT THE FOLLOWER SPRING WAS SO OUT OF POSITION THAT IT COULD NOT PROPERLY FEED. I ALSO REPAEATED THAT THIS CONDITION WAS "MAN-MADE", SINCE IT'S ALTERATION COULD NOT BE CAUSED BY RECOIL OR JARRING. I TOLD HIM THAT THE GUN DID NOT LEAVE THE PLANT THE CONDITION THAT IT WAS RECEIVED. I ALSO SAID IT WAS RECEIVED IN A VERY DIRTY CONDITION. HE SAID IT WAS IN THE FIELD FOR A MONTH AND IT WAS NOT CLEANED WHILE ON SAFARI.

MY CONVERSATION WITH THIS MAN DID NOT SEEM TO CALM HIM DOWN. HE WANTED TO KNOW WHO SCREWED UP, SO HE COULD SUE HIM.

IT WAS AGREED THAT HE MIGHT WANT TO MAKE MORE INQUIRES AND THAT HE SHOULD CONTACT TIM MCCORMICK AND CERTAINLY THE BURGER'S GUNSMITH. I SAID REMINGTON WAS VERY SENSITIVE TO A CUSTOMER COMPLAINT HOWEVER IT APPEARED