

COPIES MADE FOR: B. A. BEARDWOOD/J. S. HARRISON

ORIGINAL SENT TO J. E. PREISER 7/18

801 Fishell Road
Rush, NY 14543

June 28, 1988

RECEIVED

JUL 14 1988

B. A. BEARDWOOD

Mr. Bruce Beardwood
E.I. DuPont de Nemours
1007 Market Street
Wilmington, DE 19898

Dear Mr. Beardwood:

After numerous phone calls, I have obtained your name as the person to whom this letter should be addressed. I hope that you can be of assistance to me.

In April of this year I purchased a Remington XP-100. The investment in the gun was substantial for me but I felt assured that it was money well spent since it involved a major corporation such as Remington. Alas, I have been sadly disillusioned by what has happened since.

Less than two months later, the gun blew out while being used on a local target range. The stock shattered and cut the face and hands of a friend who was handling it. I was concerned but once again felt that Remington would make it right without my pursuing legal or other channels. I communicated the circumstances of the incident in detail (copy of letter enclosed) and waited for a response. Disappointed, again.

After making numerous phone calls of inquiry, I finally received your response of June 16th - a reply in standard "form letter" language. No explanation whatsoever of what might have caused the incident. And how insignificant of Remington, you offered to bill me a new gun for \$295.00 (plus tax, of course).

I cannot imagine that \$295.00 is of great significance to Remington; I can assure you it represents a considerable sum to me.

On receipt of this letter, I called and talked to a Jack Kast. No satisfaction from him except to say that he would pass on his report. I explained to him that I could find nothing in the warranty that would indicate anything other than that this gun would be fully covered under the conditions that prevailed.

Frankly, I am disturbed and saddened that a corporation like Remington would handle this in such a manner. Surely your reputation is more important than \$295.00. I respectfully request that this matter be expedited and that the defective gun I bought in March be replaced immediately and without cost to me.

I will await what I hope will be a prompt reply.

Sincerely,

Doug Dumbleton

cc: Mr. Jack Kast
Remington Arms Service Div.