

801 Fishell Road
Rush, NY 14543

June 28, 1988

Mr. Bruce Beardwood
E.I. DuPont de Nemours
1007 Market Street
Willmington, 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 magnanimous of Remington, you offered to sell 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
Doug Dumbleton

cc: Mr. Jack Kast
Remington Arms Service Div.

RECEIVED
JUN 21 1988
3:00 PM