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DEC - 2 1985  
K. D. GREEN

November 27, 1985

Vice President of Marketing  
Remington Arms Co.  
Ilion, New York 13357

Dear Sir:

In today's market, it would be grand to receive more letters of praise for outstanding workmanship and service. I would like to say that your customer service department solved a problem for me in a professional and timely manner. Please give Roger Potter a pat on the back for handling my situation and continuing a long relationship with Remington Arms. I do not need to go into details of the incident, however, I wanted to tell you that your attitude, which was reflected through Roger, is one that American industry should follow.

Sincerely,



M. B. Mikulenska