



*KEN GREEN*  
**MOUNTAIN VIEW SPORTS CENTER**  
INCORPORATED

*Please respond*

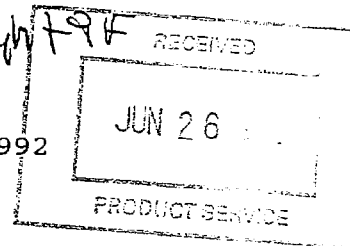
3838 Old Seward Highway . Anchorage, Alaska 99503 . (907)563-8600

*Row - An Important Direct Dealer -*

*We need to make this right if  
The Report is right.*

*Please Advise, June 4, 1992*

*MJ*



Remington Arms Co.  
P.O. Box 179  
Ilion, New York 13357

RE: Repair Order No. 92-11322  
Rem. XP-100 Ser.#7502256

Dear Sirs,

The above customer owned firearm, sent to you for repair, was returned to us by U.S. Priority mail today, June 4, 1992.

1. The safety (which formerly malfunctioned), now will not work AT ALL!
2. The scope (Leupold) sent to you mounted, was removed by your shop. It was damaged in shipment by being thrown LOOSE into a large envelope with the mount - which abraded the exterior of the scope.
3. The three (3) mounting screws were not returned to us.

I am returning the firearm for a second try on the trigger problem. A more important question is what will Remington do with regard to the damaged scope? There is also the matter of repeated shipping which should not be borne by either this store or the customer.

Thank you very much.

Sincerely yours,

*James A. Jeffery*  
James A. Jeffery

cc: Mr. Neil L. Oldridge. Director of Sales - Sporting Goods

*Called Mr. Jeffery  
June 4/92 SU attached  
Waiting correction*

*ending. send for scope -  
June 4/92*