

REMINGTON ARMS COMPANY, INC.

INTER-DEPARTMENTAL CORRESPONDENCE



October 20, 1988

"CONFINE YOUR LETTER TO ONE SUBJECT ONLY" _____

TO: J. E. Preiser
FROM: K. D. Green
SUBJECT: Customer Snyder Letter to R. E. Heckert

Dennis Snyder purchased an XP-100 pistol on 8/24/88. After firing, he noticed that his stock was getting loose. He called Arms Service, who said that the repair would be 6-8 weeks (although our actual turnaround time was approximately 4 weeks). The customer felt that this time frame would make him miss the hunting season, so he wrote Mr. Heckert.

We contacted Mr. Snyder via phone on 10/19/88 to say that his gun was fixed by installation of a new stock. We also informed him that his pistol was under recall, and that we updated that as well. Customer was pleased that we were concerned with his problem and fixed his pistol in a timely manner.

KDG:auc