

Set up file
↓

January 6, 1993

Mrs. Rita Sullivan
Rt. 2, Box 599
Crystal Springs, MS 39059

Dear Mrs. Sullivan:

This is in response to your letter of January 2, 1993, regarding a problem your husband had with his Model 700, 270 Caliber rifle.

We would be most interested in examining this rifle. Obviously, it should not fire when its on the safe and should not fire without the trigger being pulled. Our engineers would like to check the rifle in an effort to determine a cause for these incidences.

In line with this, we request that you ship the gun to our firearms plant at the following address:

Remington Arms Co., Inc.
Attn: Dennis Sanita
14 Hoefler Ave.
Ilion, NY 13357

Please ship via United Parcel Service, collect, and use the enclosed red labels on each end of the shipping container to insure prompt attention at Ilion.

One of our technicians at Ilion will contact you directly from that plant as soon as they have completed their examination.

We are very sorry that you husband has experienced any problem while using our product and we appreciate your support. We have advised Mr. Sanita of the problem and he will be on the lookout for the gun.

Please advise if we can be of any further service from this office.

Cordially yours,

W. T. Smith

W. T. Smith, Supervisor
Product Service

WTS:vn

cc: Dennis Sanita