

Remington Arms Co., Inc.
Product Service
Legal Case #:10005

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
338824	2/25/2014	2/26/2014	2/26/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		J R	Otto	13708 Glengarry Circle	Bellevue	NE	68123		H (402) 933-8939 E OttoJR@cox.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S FSR	Concern:1007	Fired on Safe Release		
C				

Per Service Request 15688 Reason for Return, "fires when safe is released." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700 /3006 SPRG	85441	G6891613	DD	9/11/2009 7:05:38 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	CABELA S WHEELING DC / #	SCOPE BASE,BOTTOM HALF RINGS	U

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replacing with Ramac 87203 in			Remington/700 /CF/BA			

exchange

Repair/Replacement Cost	Repair/Replacement Date
\$1787	

3/20/14: Per Ilion, gun sent to E-town, replacement ordered. jbi 4/14/14: Per email from Derek Watkins, customer's rifle was consumed in testing and let him choose anything he wants from the catalog. I called Mr. Otto, he is going to check the Remington website and let me know which model he wants. jbi 4/22/14: Received call from Mr. Otto, he said that he would like his gun replaced with a Model 700 AWR II in 30-06 (Ramac 87203). jbi 4/23/14: Per Custom Shop, the lead time is about 4 months. jbi 4/25/14: I called and left message advising of lead time and that we will need FFL info from his dealer. jbi 5/1/14: Received FFL. Sent SNC to Eva Diaz. jbi 5/7/14: SNC on SAP order 1640604. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/26/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPRG FL
	Date Code		DD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	

Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	SOME SEALANT BETWEEN BLOCKER SCREW AND TRIG
	Pull	---Select---	3.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

Irving, Jesse

From: Irving, Jesse
Sent: Monday, June 16, 2014 4:10 PM
To: 'J. R. Otto'
Subject: RE: Model 700 AWR II in 30-06 SPR (Ramac 87203)

Jim,

The order is in place. I would estimate around 4 months. I am sorry that I can't give you an exact date.

From: J. R. Otto [mailto:OttoJR@cox.net]
Sent: Thursday, June 12, 2014 11:59 PM
To: Irving, Jesse
Cc: Otto, J. R.
Subject: RE: Model 700 AWR II in 30-06 SPR (Ramac 87203)

J.B.,

Wondering if you have a status update on this rifle and when I can expect to receive it.

Thank you,
Jim Otto

From: J. R. Otto [mailto:OttoJR@cox.net]
Sent: Wednesday, April 30, 2014 9:33 PM
To: 'Irving, Jesse'
Cc: Otto, J. R.; 'Kory Schroeder'
Subject: RE: Model 700 AWR II in 30-06 SPR (Ramac 87203)

J.B.,

Thank you for the response. I've attached a copy of the FFL for the dealer who will broker the transfer, Mr. Kory Schroeder. I've also included him as a cc above. Please contact him if you require additional information.

Thanks again,
Jim Otto

From: Irving, Jesse [mailto:Jesse.Irving@remington.com]
Sent: Wednesday, April 30, 2014 11:26 AM
To: ottojr@cox.net
Subject: Model 700 AWR II in 30-06 SPR (Ramac 87203)

Jim,

I am emailing as requested. Once the FFL is received, I can setup the order for the Custom Shop Rifle.

J.B. Irving | Consumer Affairs Administrator
Remington Arms Company, LLC
870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8684 | Fax: 336.548.7872 or 336.548.7723

Email: jesse.levy@remington.com

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS
/ Panther Arms | H&K | Barnes Bullets | Advanced Armament Corp | Mountain Khakis |
Dakota Arms | Parker Gun | Para USA

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Irving, Jesse

From: Irving, Jesse
Sent: Monday, June 16, 2014 12:20 PM
To: Earl, Shane
Subject: RE: AWR II

Shane,

I setup an order for Ramac 87203 in early May for this gun. First, I want to confirm that the order has been received. Second, the customer is asking for approximate time on completion. Thanks for your help. Here is the info.

Strategic Arms
J.R. Otto (customer)
SAP order 1640604

From: Earl, Shane
Sent: Wednesday, April 23, 2014 7:31 AM
To: Irving, Jesse
Subject: RE: AWR II

Jesse

Lead time is 4 months. If your 100% that you need one, I will need a sales order confirmation or something from Corporate directing me to do so. Just let me know...

Shane

Shane Earl | Group Leader *Custom Shop*
Remington Arms Company, LLC

14 Hoefler Avenue, Ilion, NY 13357
Phone 315-895-3288 | Fax 315-895-3613 | shane.earl@remington.com



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From: Irving, Jesse
Sent: Tuesday, April 22, 2014 2:46 PM
To: Earl, Shane
Subject: AWR II

Shane,

Please advise lead time for a Model 700 AWR II in 30-06 (Ramac 87203). I need one for a Product Service Case. Thanks for your help.

J.B. Irving | Consumer Affairs Administrator
Remington Arms Company, LLC

370 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8684 | Fax: 336.548.7872 or 336.548.7723

Email: jesse.irving@remington.com

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS
/ Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis |
Dakota Arms | Parker Gun | Para USA

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Remington
www.remington.com



Remington Arms Company, LLC | 870 Remington Drive | PO Box 700 | Madison, NC | 27025-0700 | USA

Sales Order Confirmation

IRS# 51-0350935
ITB3373870170
IE6601509R
QST 1389110948Y

ACCT. NO.
FIREARMS

BILL TO: RAC, LLC - FIREARM SAMPLES
870 REMINGTON DRIVE
PO BOX 700
MADISON NC 27025-0700

SHIP TO: STRATEGIC ARMS
M/F J. R. OTTO
402-933-8939
13401 LOCHMOOR CIRCLE
BELLEVUE NE 68123

PURCHASE ORDER NO.	P.O. DATE	ORDER NO.	ORDER DATE	CANCEL DATE	REQ. DELV.	DELIVERY TERMS	NET WEIGHT
One	05/01/2014	1649604	05/01/2014		05/01/2014	PPD	6 LB

ITEM NO.	DESCRIPTION	ORD QTY	UNIT	PROGRAM PRICE	EXT PRICE
87203	700 AMR XI 30-06 SPRG CUNT 24"	1	EA	1,938.77	1,938.77
To get VPRS into :		100.000- %	1,772.28-		

8850050 / 230145

Items total			165.45
Sample Cost	100.000 %	1,772.28	1,772.28

CURRENCY CODE: USD	TOTAL ORDER AMOUNT:	1,938.77 USD
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CUST. SERV. REP: NONA TUTTLE TERMS: NET 30 DAYS
PH: 1-888-736-4867 EXT 8727 FAX: 336-548-8735 Email: Nona.Tuttle@remington.com

Please Note:

- A. Purchases are subject to REMINGTON ARMS standard conditions of sale.
- B. Please review confirmation and advise us of any discrepancies with your purchase order within two business days.

Requestor/Approver Provided Information

Requestor Name J.B. Irving Date of Request 5/1/2014
 Requestor Phone# 8584 Purchase Order # Otto

Agency Principal
 Approval: _____ Date of Approval _____

Director of Sales
 Approval: [Signature] Date of Approval 5/1/2014

TO: CUSTOMER SERVICE - SNC Rep

Customer Service Comments

Only to be completed by Cust Service

Date Received _____

Date Processed _____

Rem Order # _____

Ship To: Strategic Arms
M/F: J.R. Otto
13401 Lochmoor Circle
Bellevue, NE 68123

Customer Service Notations

Mark For: _____

Requested Delivery Date: _____

Special Instructions (processing, shipping, notification, other etc.)

402-933-8939

FFL # 5-47-153-01-SK-01810FFL Expiration Date 10/1/2015

Shipping Approval if Required _____

QUANTITY	RAMAD NUMBER	UNIT OF MEASURE	DESCRIPTION	MSP-(Discount) / Unit		Extension
1	87203		Model 700 AWR II /30-06 GPR	\$	-	\$
				\$	-	\$
				\$	-	\$
				\$	-	\$
				\$	-	\$
				\$	-	\$
				\$	-	\$
				\$	-	\$
				\$	-	\$
Grand Total				\$	-	\$

SNC Reason / Customer:

Product Service Case #10005

Replacement for his gun that was destroyed.

Must be completed for Processing to Occur

Reasons for SNC	Check One	Charge Code	Check - One
Advertising/Promotion		Product Service	230145-0860050
Country Store			X
Donation to IRC Sec 501 (c) (3) org			
Field/Pro Staff			
Gifts			
Outdoor Writer			
Product Testing			
Replacement Goods for Defective Product			
Sample Allowance for Reps			
Tournament/Shoot			
Gallery			
Employee Stores			
Other - _____	X		

U.S. Department of Justice
Bureau of Alcohol, Tobacco, Firearms and Explosives

Federal Firearms License
(18 U.S.C. Chapter 44)

5-153-0153-0153-0153-0153-0153

In accordance with the provisions of Title I, Gun Control Act of 1968, and the regulations issued thereunder (27 CFR Part 478), you are licensed to engage in the business specified in this license, within the limitations of Chapter 44, Title 18, United States Code, and the regulations issued thereunder, until the expiration date shown. **THIS LICENSE IS NOT TRANSFERABLE UNDER 27 CFR 478.51.** See "WARNINGS" and "NOTICES" on reverse.

Direct ATF: ATF - Chief, FFLC
Correspondence To: 244 Needy Road
Martinsburg, WV 25405-0431

License Number: **5-47-153-01-5K-01610**

Chief, Federal Firearms Licensing Center (FFLC)

Expiration Date: **October 1, 2015**

Name: *Tracy Robertson*
STRATEGIC ARMS

Premises Address (Changes? Notify the FFLC at least 30 days before the move.)

**13401 LOCHMOOR CIR
BELLEVUE, NE 68123-**

Type of License

01-DEALER IN FIREARMS OTHER THAN DESTRUCTIVE DEVICES

Purchasing Certification Statement

The licensee named above shall use a copy of this license to assist a transfer of firearms to verify the identity and the licensed status of the licensee as provided by 27 CFR Part 478. The signature on each copy must be an original signature. A faxed, scanned or e-mailed copy of the license with a signature intended to be an original signature is acceptable. The signature must be that of the Federal Firearms Licensee (FFL) or a responsible person of the FFL. I certify that this is a true copy of a license issued to the licensee named above to engage in the business specified above under "Type of License."

Mailing Address (Changes? Notify the FFLC at any changes.)

**SCHROEDER, KORY LEE
STRATEGIC ARMS
13401 LOCHMOOR CIR
BELLEVUE, NE 68123-**

Licensee Responsible Person Signature

Position/Title

Printed Name

Date

Signature of Licensee: *Kory L. Schroeder* *Owner*
KORY L. SCHROEDER *08 OCT 2013*

ATF Form 5 (5/10/11)
Revised October 2011

Federal Firearms License (FFL) Customer Service Information

Federal Firearms Licensing Center (FFLC)
244 Needy Road
Martinsburg, WV 25405-0431

Toll-free Telephone Number: (866) 662-2750
Toll-free Fax Number: (866) 257-2749
E-mail: NLC@atf.gov

ATF Homepage: www.atf.gov
FFL eZ Check: www.atfonline.gov/EZcheck

Change of Address (27 CFR 478.52). Licensees may, during the term of their current license remove their business or activity to a new location at which they intend regularly to carry on such business or activity by filing an Application for an Amended Federal Firearms License, ATF Form 5300.38, in duplicate, not less than 30 days prior to such removal with the Chief, Federal Firearms Licensing Center. The application must be executed under the penalties of perjury and penalties imposed by 18 U.S.C. 924. The application shall be accompanied by the licensee's original license. The license will be valid for the remainder of the term of the original license. (The Chief, FFLC, shall, if the applicant is not qualified, refer the application for amended license to the Director of Industry Operations for denial in accordance with § 478.71.)

Right of Succession (27 CFR 478.56). (a) Certain persons other than the licensee may secure the right to carry on the same firearms or ammunition business at the same address shown on, and for the remainder of the term of, a current license. Such persons are: (1) The surviving spouse or child, or executor, administrator, or other legal representative of a deceased licensee; and (2) A receiver or trustee in bankruptcy, or an assignee for benefit of creditors. (b) In order to secure the right provided by this section, the person or persons continuing the business shall furnish the license for that business for endorsement of such succession to the Chief, FFLC, within 30 days from the date on which the successor begins to carry on the business.

(Continued on reverse side)

Out Here X

Federal Firearms License (FFL) Information Card

License Name: **SCHROEDER, KORY LEE**

Business Name: **STRATEGIC ARMS**

License Number: **5-47-153-01-5K-01610**

License Type: **01-DEALER IN FIREARMS OTHER THAN
DESTRUCTIVE DEVICES**

Expiration: **October 1, 2015**

Please Note: Not Valid for the Sale or Other Disposition of Firearms.

FFL Newsletter - Electronic Version Available

Sign-Up Today!

FFLs interested in receiving the electronic version of the FFL Newsletter, along with occasional additional information, should submit name, FFL number, and e-mail address to: FFLNewsletter@atf.gov.

The electronic FFL Newsletter will enable ATF to communicate information to licensees on a periodic basis.

Irving, Jesse

From: J. R. Otto [OttoJR@cox.net]
Sent: Wednesday, April 30, 2014 10:33 PM
To: Irving, Jesse
Cc: Otto, J. R.; 'Kory Schroeder'
Subject: RE: Model 700 AWR II in 30-06 SPR (Ramac 87203)
Attachments: Strategic Arms FFL.PDF

J.B.,

Thank you for the response. I've attached a copy of the FFL for the dealer who will broker the transfer, Mr. Kory Schroeder. I've also included him as a cc above. Please contact him if you require additional information.

Thanks again,
Jim Otto

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I am emailing as requested. Once the FFL is received, I can setup the order for the Custom Shop Rifle.

J.B. Irving | Consumer Affairs Administrator
Remington Arms Company, LLC

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8684 | Fax: 336.548.7872 or 336.548.7723

Email: jesse.irving@remington.com

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPM5
/ Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis |
Dakota Arms | Parker Gun | Para USA

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Sent: Wednesday, April 23, 2014 7:31 AM
To: Irving, Jesse
Subject: RE: AWR II

Jesse

Lead time is 4 months. If your 100% that you need one, I will need a sales order confirmation or something from Corporate directing me to do so. Just let me know...

Shane

Shane Earl | Group Leader Custom Shop
Remington Arms Company, LLC

14 Hoefler Avenue, Ilion, NY 13357
Phone 315-895-3288 | Fax 315-895-3613 | shane.earl@remington.com



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Sent: Tuesday, April 22, 2014 2:46 PM
To: Earl, Shane
Subject: AWR II

Shane,

Please advise lead time for a Model 700 AWR II in 30-06 (Ramac 87203). I need one for a Product Service Case. Thanks for your help.

J.B. Irving | Consumer Affairs Administrator
Remington Arms Company, LLC

878 Remington Dr., PO Box 780, Madison, NC 27825-0700

Phone: 1.800.243.9700 | Phone: 336.548.8684 | Fax: 336.548.7872 or 336.548.7723

Email: jesse.irving@remington.com

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/ Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis |
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Irving, Jesse

From: Nichols, Scott
Sent: Monday, April 14, 2014 1:57 PM
To: Fulcher, Dell; Irving, Jesse
Cc: Watkins, Derek
Subject: FW: repairs

Dell/JB, please contact both customers listed below and offer replacements of choice. Once that order is in, we'll try to track to the best of our ability so Bruce can give them the "white glove" treatment. Please do not commit to a date. Thank you!

From: Watkins, Derek
Sent: Monday, April 14, 2014 10:52 AM
To: Nichols, Scott
Subject: RE: repairs

I have spoken with Mr. Otto over the weekend and he is aware of the situation. We do need to proceed forward with replacing his rifle, as it was consumed in testing. Since we are going to replace his rifle, reach out to him and let him choose anything he wants from the catalog.

Derek L. Watkins
315 W. Ring Road,
Elizabethtown, KY 42701
Phone 270.769.7556
Cell 336.698.5723
Fax 270.737.9576
derek.watkins@remington.com

From: Nichols, Scott
Sent: Monday, April 14, 2014 9:43 AM
To: Watkins, Derek
Subject: repairs

Derek, you have 2 repair guns that were shipped to E-Town. Jimmy Dickens and the gun with 2 separate fire controls. Should we be looking at replacing them both and at what point do we reach out to Mr. Otto (Jimmy Dickens)?

10005	338824	700	85441	G6891613	
10041	341512	700	84515	56717705	PS

Sincerely,
Scott Nichols | Consumer Affairs/Quality Specialist
Remington Arms Company, Inc.

14 Hoefler Ave., Ilion, NY, 13357
Phone: 315-895-3481 | Cell: 315-868-8481 scott.nichols@remington.com

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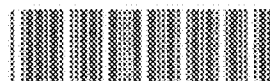
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Service Request

Remington

PO Box 700

Madison, NC 27025-0700



24"
009/09
3.52
1013

Parts and Repairs: P:800-243-9700/F:336-548-7801 www.remington.com

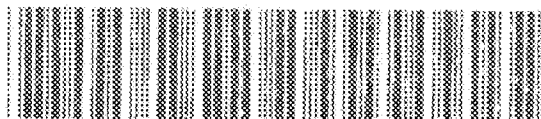
This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number 15688	Serial Number / Description G6891613 700 BDL SYN FLTD 30-06 SPRG 24"	Date of Request: 02/03/2014 Date Printed: 02/18/2014
Customer: J R OTTO 13708 Glengarry Circle Bellevue NE 68123-3759 US Email: OttoJR@COX.NET	Destination: ARM Services 14 Hoefler Ave Ilion NY 13357 US Email:	
Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If this is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.		
Reason for Return A_M073 - Fires when Safe is Released (Please see attached)		

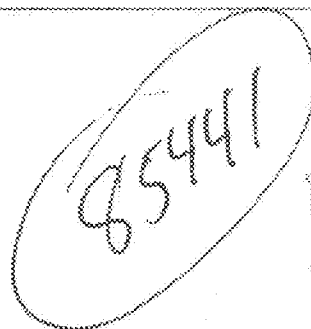
Serial Number

G6891613

Model: 700



RE00338824



RECEIVED
MAR 2 2014

BY:

~~ETAON GUN~~
~~ORDER REPLACEMENT~~
~~= Call Nichols.~~
~~before Contracting~~
~~Consumer.~~

~~Some blocken segment between~~
~~T219 + BLK. screw. with up.~~
~~T.A. check screw. RST AT N/L~~
~~to restore cont. Goodwill~~
~~#260924~~

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If the item(s) are under warranty we will repair and return them. If the item(s) are not under warranty, you will be contacted with an estimate before work is performed. **Exception:** Estimates of \$75 or less will be serviced and returned via C.O.D. (cash on delivery) without notification, unless quote for all work is noted in the correspondence received.

19 February 2014

ARM Services
14 Hoeffler Avenue
Ilion, NY 13357

Dear sirs,

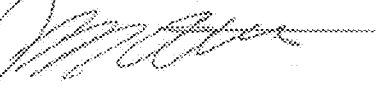
I wanted to send amplifying information regarding my Remington 700 because the paperwork supplied by the Remington factory merely states, "A_M073 - Fires when Safe is Released". While this is true, it only does when the temperature is cold outside, i.e. during normal hunting conditions (normal for where I live). I wanted to make you aware of this because if you test the rifle in your work spaces (where temperatures are more than likely 70 degrees), you will not duplicate the problem. You need to cool the rifle to ~ 10 degrees, and then test it. Please see my video at http://www.youtube.com/watch?v=Qa0cNr2_fSE. You can also go to www.youtube.com and search for 'Remington 700 Trigger Problem' or a search for [Jimmy Dickens1](#) and watch the video, where I am able to demonstrate the issue.

- I purchased this rifle in November 2009. I have NEVER adjusted this trigger.
- I shot it summer 2010 and summer 2011, sighting it in and preparing it for the fall 2011 hunting season - no issues or problems.
- I shot a deer on a warm day in November 2011 without incident.
- No problems summer 2012 during multiple sight-in sessions.
- On a cold day, November 2012, the rifle discharged when I moved the safety lever from Safe to Fire. I attempted to duplicate the problem multiple, multiple times in my home using Snap Caps and on the rifle range the following summer under controlled conditions, but could not.
- ** Of note, I keep my rifle clean. I use Browning Solvent and Degreaser to thoroughly clean the action and apply a sparing amount of Hornady One Shot Gun Cleaner. I have never run out the lubrication causing the problem when it got cold. This was proven to not be the case.
- On a cold day November 2013, the rifle fired a second time while moving the safety lever from Safe to Fire.
- I could not duplicate the problem in my home using Snap Caps.
- I surmised the cold temperatures may be affecting the metal in the trigger assembly, so thought I'd test this theory.
 - o I placed the rifle in my garage where the temperature is approximately 10 degrees (roughly the temperature during my hunts).
 - o This caused the rifle to fire (using Snap Caps) when placing the safety lever from Safe to Fire. I was able to demonstrate this multiple times.
 - o I assume Remington could not duplicate the problem because they have never investigated the history of trigger problems due to the 72 degree or so temperatures there.
 - o I would suggest they cool their rifles then re-test the trigger groups

- I allowed the rifle to warm to room temperature once again and the problem could not be duplicated.
 - Cold temperatures definitely affect the trigger system!!!
 - Since I ruled out lubrication being the cause, I would surmise the metal components in the trigger assembly are heat/cold sensitive and expand/contract in such a way as to affect the sear as it holds back the firing pin mechanism.
 - Perhaps an engineering look at the metallurgy used in the trigger assembly is in order
- I took the rifle to a gunsmith (who was once Remington certified).
- After his inspection and not being able to identify the problem, he recommended sending it back to the Remington factory.

I hope this helps you in diagnosing the problem. Please feel free to contact me should you have any questions or comments.

Very respectfully,



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