

Mr. Rodolfo R. Flores
Attorney At Law
117 West South St.
Uvalde, TX 78801

Dear Attorney Flores:

We were indeed sorry to learn that you are having difficulties of any sort while using one of our products.

We would be most interested in examining your M/700 270 cal. rifle, serial number 6524685, and reviewing our findings with you. We will attempt to resolve your concerns in a manner that is both fair and equitable.

In order for us to draw a definitive conclusion as to exactly what is happening, we need to look at your gun. Upon receipt, we will send you an acknowledgment of receipt of your gun. We will then conduct an examination and call or write you with our findings.

If you would kindly send your gun to my attention, I will proceed with a prompt examination and, hopefully, resolve the issue in an expeditious manner. Please send your gun to:

Attn: J.L. Kast
Product Service
Remington Arms Co., Inc.
14 Hoefler Ave.
Illion, NY 13357

Thank you for affording us the opportunity to work with you on this matter.

Sincerely,



J.L. Kast
Product Service

JLK:tpp