



21 November 2005

Dan Klessig
5508 Boot Leg Road
Eagle River, WI 54521

RE: Model 700 Accidental Discharge

Dear Dan,

We were sorry to learn of the unfortunate incident that you experienced while using your Remington Model 700 rifle. Thankfully no one was injured and your truck was only wounded. As we discussed, send me an estimate on replacing the windshield. No promises except that we will take it under consideration based on our findings from the gun examination.

I have enclosed an ARS label for you to return the incident rifle to my attention. We have agreed to clean the action and install a new trigger assembly under our bolt lock modification program. We have also agreed to wave the normal charges for this service. Please put a copy of this letter in the shipping box – add your telephone number, and a brief description of the incident. The note inside the box is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.

We apologize for the inconvenience that this incident has caused; but, hope that our actions will keep you as a loyal Remington customer. If you have any questions feel free to contact me directly.

Sincerely,

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
E-mail: fred.supry@remington.com

Remington Arms Company, Inc. • 14 Hoefler Avenue • Ilion, NY 13357
Phone 315-895-3200 • www.remington.com

PS03690

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: DAN Klessig

Company:

Street: 5508 Boot Leg Road

City: Eagle River

State: WI

ZIP Code
54521

REF #

A.R.S.

PD

TO: FRED SUPPLY

REMINGTON ARMS

14 HOEFLER AVE

ILION

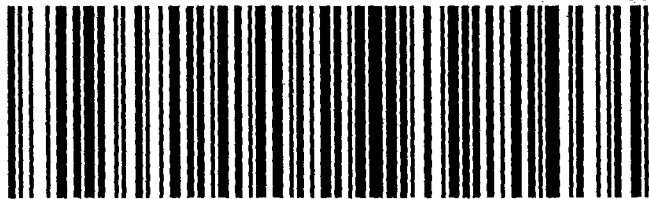
NY 13357



UPS 3 Day SelectSM

3

TRACKING NUMBER



1Z E13 390 57 5000 1796

UPS Authorized Return ServiceSM

01118613

1/95 W



3 DAY SELECT AUTHORIZED RETURN SERVICE RECEIPT

REF #/DATE

1Z E13 390 57 5000 179 6