

Remington Arms Company, Inc.

Sporting Arms - Ammunition - Targets - Traps

Ilion, NY 13357

7 February 2002

Carroll F. Poppen
5753 Longboat Rd. NW
Rochester, MN 55901


RE: Model 700 Concern

Dear Mr. Poppen,

Thank you for returning my call today. As we agreed I have sent your firearm to our Arms Service Department to have a new trigger assembly installed. The new trigger assembly will allow you to cycle the bolt for loading or unloading in either the safe or ready to fire position. While we have the rifle apart we will also check the rifle over completely. This service will be done at no charge to you.

I have also issued the paperwork to get you reimbursed \$125.00 toward your insurance deductible. It will probably take two to three weeks before you get the check. It was a pleasure talking to you this morning. I wish you many years of enjoying the shooting sports.

Sincerely,

A handwritten signature in black ink, appearing to read "Fred Supry", with a large, sweeping flourish at the end.

Fred Supry
Consumer Affairs Specialist
Remington Arms Co.
14 Hoefler Avenue
Ilion, NY 13357

315-895-3606

supryfl@remington.com

Consumer Affairs/Rifle-Centerfire/2002/Poppen070202.doc

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