

07/30/97

Mr. Luke Brown
3106 Azalea #3
Ft. Collins, CO. 80526



Dear Luke,

We were indeed sorry to learn of the mishap with your Model 700 rifle but relieved to hear no one was injured as a result of the mishap.

In order to diagnose the cause of the incident we necessarily need to examine the rifle.

Upon receipt, we will send you an acknowledgment of receipt of your gun. We will then conduct an examination to determine the cause. Then we will take appropriate measures to correct any non conformities prior to its being returned.

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

Please send your gun to:

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

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

Sincerely,

J.L. Kast
Consumer Service

BROWN, LUKE

Kast, Jack L.

From: Branz, Jacqui B.
To: Kast, Jack L.
Subject: FW: Gun Repair
Date: Tuesday, July 29, 1997 3:36AM

Jack, I get the internet messages that consumers send to Remington. Can you respond to this one please?
thanks, Jacqui

From: MIM Internet Response
Sent: Tuesday, July 29, 1997 10:49 AM
To: Branz, Jacqui B.
Subject: FW: Gun Repair

badguy@holly.colostate.edubadguy@holly.colostate.edubadguy@holly.colostate.edubadguy@holly.colostate.edubadguy@holly.colostate.edu

From: Robert L. Brown
To: miminfo
Subject: Gun Repair
Date: Monday, July 28, 1997 5:23PM

I sent this message through your web page but it did not appear to go out. I am now trying it through a regular email program. Sorry if you receive it twice.

I have a Remington Model 700 ADL. It is about 8 years old. I bought it from another friend who said the reason he was selling it was because it fired when he released the safety. I have used it for about 6 years with no problem. This summer I have done some target shooting with it and have had two occasions when it fired on release of the safety. On the first occasion I had been firing at a target, stopped and placed it on safe, when I released the safety it fired. On the second occasion I was aiming at the target and attempted to pull the trigger and it would not fire. Upon release of the safety it fired. I have had it checked by a local gunsmith and he says he can find nothing wrong. I have tried it many times trying to get it to snap upon release of the safety and it has not. I really like the gun and do not to get rid of it. Could you tell me how to return it to your service department and an estimate of the cost to repair it.
Thanks, Luke Brown

May your skies always be blue.
May the wind always be at your back.
And may you always land rubber-side down.

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Luke Brown (BADGUY@holly.colostate.edu)
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(970) 416-9954