

REMINGTON ARMS COMPANY, INC.
INTER-DEPARTMENTAL CORRESPONDENCE

October 27, 1978

To: R. L. St. John
F. W. Woodrick
D. W. McClure
L. K. Goodstal
E. F. Sienkiewicz
J. H. Chisnall
C. Beck
R. H. Potter
R. G. Sherman

800-871-9379
800-243-9275

From: E. G. Larson

On October 25, 1978, Remington issued a news release on the settlement of a claim involving a Mohawk 600 rifle.

On the same date, a recall was made of some Model 600, 660, Mohawk 600, and XP-100 guns. Copies of above information is attached.

We then decided to use our New Gun Repair Gunsmiths for the repair. A revised list is attached, and you will note some deletions and changes in telephone numbers.

Each gunsmith involved was contacted by Remington personnel, and given general information, and advised they would be given specific information at a later date (copy attached).

An 800 Enterprise Message Receiving Center, known as the National Data Corporation, Atlanta, Georgia, was set up to receive the calls noted in the recall release. They will advise any customer who calls of the nearest Remington Recommended Gunsmith to whom they should deliver or ship their gun, if it is involved in the recall.

A telegram was sent on October 27, 1978, further advising the participating gunsmiths of additional details (copy attached).

WATS lines are being set up in J. H. Chisnall's office in Bridgeport, and E. F. Sienkiewicz's office in Ilion. Any calls that the Data Center cannot handle, due to complexity or technical requirement, will be transferred to these numbers, as will calls from participating gunsmiths who have a problem.

Instructions covering the repair, and how the gunsmith is to handle it is being prepared by Ilion R. & D. These will be mailed to each of the gunsmiths.

Further, a special invoicing form for the gunsmiths is being prepared, and will be mailed to each gunsmith on October 27, 1978.

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Our plan is to ship trigger assemblies to each gunsmith, and these will be allocated on a basis determined by the number of calls received from a particular geographical area, by the phone center. Trigger shipments will continue throughout the recall, as they become available.

I am sure you are all familiar with the "trick" situation where the safety is placed near the mid or null position, and the trigger pulled. The repair will be the replacement of the original trigger assembly with one of new design, and the safety tested prior to return to the customer.

All old assemblies are to be retained by the gunsmith, and returned to us when requested.

We also plan to have R. L. St. John, F. W. Woodrick, and D. W. McClure go into specific areas to monitor the program.

This program requires your fullest cooperation, and takes precedence over any other responsibilities.

EGL

E. G. Larson

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Attach.