

REMINGTON ARMS COMPANY, INC.

INTER-DEPARTMENTAL CORRESPONDENCE

Remington

CRD

October 27, 1978

To: R. L. St. John
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D. W. McClure
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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.

