

## REMINGTON ARMS COMPANY, INC.

INTER-DEPARTMENTAL CORRESPONDENCE

Remington

cc: R. B. Sperling ✓  
R. G. ShermanBridgeport, Conn.  
November 3, 1978

RECEIVED

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R. B. SPERLING

To: E. F. Sienkiewicz  
From: E. G. Larson  
Subject: Briefing of Personnel Visiting Gunsmiths

As previously discussed, you will be the instructor-moderator, and your briefing will follow the format used in Texas.

There are, however, a couple of additions.

It has been decided that we will show the gunsmith what the problem was, and how we corrected. Each person should have a trigger assembly with him to show lift.

It is imperative that each gunsmith be requested to return the green copy of the invoice form to Bridgeport as soon as the gun is logged in by the gunsmith.

Please coordinate the time of the meeting with R. B. Sperling, who will attend your briefing.

They are to advise all gunsmiths (and you should call the ones already visited in Texas) that XP-100's are to be returned to Ilion for repair. If they have accepted any XP-100's, they are to fill out the green copy of the invoice, noting on it that the gun is going to Ilion, and send the green copy to Bridgeport. The other copy should be sent along with the gun so that we can return it direct to the customer. The customer should be told by the gunsmith (in answer to inquiries) to send the gun directly to Arms Service.

Also, tell them that the old trigger assemblies must be returned to Arms Service, so that we can check our records on number out and guns repaired.

If there are other questions, R. B. Sperling will provide guidance.

E. G. Larson

EGL:lb

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PROCEDURES - RETURNING OLD TRIGGER ASSEMBLIES

1. All gunsmiths are instructed to ship, collect, all old trigger assemblies replaced under this recall program to the following address:

Remington Arms Company, Inc.  
c/o Dennis J. Sanita  
Ilion, New York 13357

2. When old parts are received in Ilion, a record should be maintained as to date received, quantity received and gunsmith involved (see sample form below).
3. Weekly, copies of this data should be sent to Bridgeport, c/o Norman Olenik, Building 93-3.
4. This data will be entered into our computer for audit purposes to match up with both the shipment of new replacement parts and invoices received from gunsmiths for work performed.

Gunsmith's Name	Date Received	Quantity Received

NSO

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PROCEDURES - MAILING OF NEW TRIGGER ASSEMBLIES TO GUNSMITHS

1. A record is maintained by E. G. Larson of all replacement parts shipped to various gunsmiths. (The attached sample form is used for recording this data.)
2. Weekly, a copy of this form indicating shipments for the week will be sent to Norman Olenik and the corresponding data will be entered into our computer.
3. This data will be used for audit purposes to match up with both the invoices from gunsmiths and parts returned by gunsmiths.

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### SHIPMENTS OF TRIGGER ASSEMBLIES (Gun Recall)

**GUNSMITH**

**The Accuracy Gun Shop**  
**1240 Hunt Avenue**  
**Columbus, Ga., 31907**  
**(404) 561-6386**

Ahlman's, Inc.  
Rte. #1, Box #20  
Morristown, Minn., 55052  
(507) 685-4244

Jack Alexander  
288 Carrollton Ave.  
Shreveport, La., 71105  
(318) 868-7144

**Allison & Carey Gun Works**  
10218 S.E. Powell Blvd.  
Portland, Oregon, 97266  
(503) 760-3388

Randy Arndt's Gun Shop  
Box #32  
New Ringgold, Pa., 17960  
(717) 943-2706

Badger Shooters Supply  
Owen, Wisconsin, 54460  
(715) 229-2101

Bay Area Gun Works  
20685 Parkway  
Castro Valley, Calif., 94546  
\*415) 583-1396

Bill Barton's Sport Center  
7417 No. Milwaukee Ave.  
Niles, Illinois, 60648  
(312) 647-8585

Beard's Sport Shop  
811 Broadway  
Cape Girardeau, Mo., 63701  
(314) 334-2266

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PROCEDURE - MODIFICATION OF XP100's UNDER RECALL

1. All XP-100's under recall will be handled (modified) at the Ilion plant and not by individual gunsmiths.
2. Gunsmiths should be instructed to ship, collect, all XP-100's under recall received by them to the Ilion plant.
3. Gunsmiths should also request customers with recalled XP-100's to ship their guns, collect, directly to Remington Arms, Ilion, New York 13357.
4. In order to eliminate potential confusion with our Atlanta instructions for Model 600's and 660's, customers will still be instructed to send their XP-100's under recall to an appropriate gunsmith. These gunsmiths will, in turn, ship these guns to Ilion.
5. Gunsmiths' use of the forms provided should remain the same, that is:
  - a. The green copy should be mailed to P.O. Box NSO immediately upon receipt of an XP-100.
  - b. The white copy (invoice) should be mailed to P.O. Box NSO immediately upon shipment of the XP-100 to the Ilion plant.

(Payment to the gunsmith in the case of an XP-100 received and reshipped to Ilion would be for transportation charges he incurred with the receipt of the XP-100 from the customer.)

6. Ilion should use the forms provided for use in modifying an XP-100 just as they were designed. (Note: Duplication of forms for a single gun -- one from the gunsmith and one by Ilion -- will be handled by the Bridgeport Computer Methods and Programs staff.)

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