

CREEKSIDE GUN SHOP, INC.

Phone (Area 716) 657-6121

Federal Firearms License: 61603501J604079
New York State License No. D-1

Main Street
Holcomb, New York 14469

LARGEST SPECIALTY GUN SHOP IN NEW YORK STATE

10 October, 1988

Fred D. Emhof
Remington Arms Co.
Ilion, New York 13357

Dear Fred,

As you know, there are three of us who are doing service work for your products, and the following are the consensus of all:

The packaging of product has been good, no real complaints of shipping damage. The quality control of fit and finish generally real good. Spare parts are consistent, fit well, and work.

We have had severe problems with misalignment of Remchoke tubes in barrels.

We have seen many shotgun deer barrels with gross misalignment of the front and rear sight assemblies.

Our warranty claims for labor charges have been rejected several times by Remington as being excessive. This bothers us, as we give those charges considerable thought, and are generally less than we charge for our regular repairs. Remember, if we receive a firearm to be left overnite, the cost of bookwork and record keeping will sometimes exceed the cost of doing the repair. Perhaps if Remington would supply us with a schedule of expected repair charges for routine jobs, we would have a guideline to go by. An alternative would be to send marginal repairs to Ilion.

There are times when access to restricted trigger parts would be beneficial to us and the consumer, and we do realize the problems with liability; but we are "Remington Gunsmiths".

We would benefit from advisement on new changes in product, and new methods of repair that you at the factory may find. We would not be adverse to coming to the factory periodically for updates.

CREEKSIDE GUN SHOP, INC.

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We have found that the locktite used on XP-100 triggers is not being applied so that it holds. how about a locknut instead? There is plenty of room.

Basically, we are quite happy with the product, the availability of parts, and the support of your personnel.

We would look forward to "hands-on" seminars or in house repair clinics.

Hope these comments are of some help.
Thanks for your support.

Very truly yours,
The gang at Creekside

John R. Potapczyk
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