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**From:** Tim Horcoff [thorcoff@importautogroup.com]  
**Sent:** Tuesday, October 30, 2007 10:40 AM  
**To:** Watson, Laura M.  
**Subject:** RE: Model 700-Horcoff[Scanned]

GOOD MORNING LAURA

THE REPAIR FACILITY THINKS THAT IT MAY BE A FAULTY TRIGGER MECHANISM. THEY ARE GOING TO REPLACE THE TRIGGER AND SEND THE RIFLE BACK TO ME. PLS CALL ME AT 250 919 1278. THANKS TIM

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**From:** Watson, Laura M. [mailto:Laura.Watson@remington.com]  
**Sent:** Tuesday, October 30, 2007 6:39 AM  
**To:** thorcoff@importautogroup.com  
**Subject:** RE: Model 700-Horcoff

Dear Tim,  
I received your call on Friday. The Remington Repair center called me to let me know they have received your firearm. They have not called me yet with their findings. I should have more information later this week for you.

Sincerely,  
Laura Watson

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**From:** Watson, Laura M.  
**Sent:** Thursday, October 11, 2007 11:55 AM  
**To:** thorcoff@importautogroup.com  
**Subject:** Model 700-Horcoff

Dear Tim,  
We are sorry to hear about the unfortunate incident you experienced with your Model 700 rifle. We are glad that no one was injured and hope to resolve this matter for you amicably.

Since you are in Canada, we recommend that you send the firearm to a Remington Authorized Repair Center for evaluation. Please put a note in the box explaining what has occurred and also notate to them to contact me once they evaluate the rifle.

The link below will direct you to our website with all of our Canadian RARC's:  
[http://www.remington.com/support/repair\\_services/canadian\\_RARC.asp](http://www.remington.com/support/repair_services/canadian_RARC.asp)

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer. If you have any questions or concerns, please feel free to contact me. We are on EST so there is a bit of a time difference.

Sincerely,  
Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company  
Phone 800-243-9700 ext 8789  
Fax 336-548-7890  
Email [laura.watson@remington.com](mailto:laura.watson@remington.com)

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