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**From:** Supry, Fred L.  
**Sent:** Friday, January 16, 2009 8:32 AM  
**To:** Mitchell, Christy  
**Subject:** RE: #2985 Model 700, repair 158830, Mike Webb

For \$35 we can take off the charges.

Fred Supry, Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
Fax: 315-895-3661  
e-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

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**From:** Mitchell, Christy  
**Sent:** Friday, January 16, 2009 8:23 AM  
**To:** Supry, Fred L.  
**Subject:** FW: #2985 Model 700, repair 158830, Mike Webb

Fred, look at the following. Let me know what you think. Thanks

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**From:** Mike Webb [<mailto:stihlsawman2004@yahoo.com>]  
**Sent:** Friday, January 16, 2009 8:21 AM  
**To:** Mitchell, Christy  
**Subject:** RE: #2985 Model 700, repair 158830, Mike Webb

Christy,

This defective rifle must be repaired and shipped back at no cost to me. There is a known defect in the trigger of this rifle. I have not filed a claim yet for the damage done to my basement wall and I think it is in the interest of both parties that Remington repair the defective trigger at no cost to me.

Thanks,

Mike

--- On Thu, 1/15/09, Mitchell, Christy <[Christy.Mitchell@remington.com](mailto:Christy.Mitchell@remington.com)> wrote:

From: Mitchell, Christy <[Christy.Mitchell@remington.com](mailto:Christy.Mitchell@remington.com)>  
Subject: RE: #2985 Model 700, repair 158830, Mike Webb  
To: [stihlsawman2004@yahoo.com](mailto:stihlsawman2004@yahoo.com)  
Date: Thursday, January 15, 2009, 10:00 AM

Morning Mike, I pulled up the repair and they have just inspected it this morning. They were not able to duplicate the incident that occurred with you and this 700. they notated condition of the parts and the trigger assembly was dirty & rusty. They have listed replacing the trigger with the new X-Mark Pro trigger and will clean it and shoot it afterward. As this is seen as maintenance and not caused from defective parts from the factory, there is a charge of \$35. They show no charge to you for the trigger which retails for \$90. They have a charge for shipping and labor, but they also show marking the test charge (shooting it ) as no charge which is \$15. They have it on approval hold so let me know if you want them to go ahead with the repair and if you want it sent back COD or want to mail a check or have it charge to a credit card. They will probably mail out the estimate to you also so if you see it come in the mail you can keep it for your records but don't

have to worry about calling if you've already spoken with me by then.

You can view details on the X-Mark Pro trigger at the following section of our site.

<http://www.remington.com/library/press/2007/Firearms/2007-20.asp>

Call or email me at 800-243-9700, ext 8684 or [Christy.mitchell@remington.com](mailto:Christy.mitchell@remington.com)

Thanks,

Christy

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**From:** Mike Webb [mailto:stihlsawman2004@yahoo.com ]  
**Sent:** Wednesday, January 14, 2009 8:20 PM  
**To:** Mitchell, Christy  
**Subject:** RE: #2985 Model 700

Christy,

It's been two weeks, do you have an update?

Thanks,

Mike

--- On Mon, 1/5/09, Mitchell, Christy <[Christy.Mitchell@remington.com](mailto:Christy.Mitchell@remington.com)> wrote:

From: Mitchell, Christy <[Christy.Mitchell@remington.com](mailto:Christy.Mitchell@remington.com)>  
Subject: RE: #2985 Model 700  
To: stihlsawman2004@yahoo.com  
Date: Monday, January 5, 2009, 1:45 PM

We've signed for it this morning however it may be about a week before the repairman get the inspection data to me.

If you put "Supry" on the ends of the box, that will move it quicker. I'll call or email as soon as I have some info.

Thanks,

Christy

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**From:** Mike Webb [mailto:stihlsawman2004@yahoo.com ]  
**Sent:** Thursday, January 01, 2009 4:31 PM  
**To:** Mitchell, Christy  
**Subject:** #2985 Model 700

Christy,

According to UPS my rifle is scheduled for delivery to you on 01/02/09. Please let me know when you receive it.

Thanks,

Mike Webb

104 Sherwood Rd

Cartersville , Va 23027

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