

To : Ken Green
From : Tom Larson/Gbs
Date : 02/23/93 Time : 15:33

REPLY FROM TOM LARSON/GBS:

TO BILL I AM FORWARDING THIS NOTE TO KEN GREEN TO HANDLE. GRICE IS NOT RESPONSIBLE FOR A REFUND TO THE CUSTOMER, REMINGTON HAS TO MAKE GOOD ON THE PRODUCT. I WILL ADVISE TOM GRICE THAT HE HAS AN UNHAPPY CUSTOMER AND THAT HE SHOULD DO NOTHING UNTIL ILION HAS A CHANCE TO SPEAK TO THE CONSUMER WITH THE PROBLEM (KEN GREEN PLEASE CALL GRICE WITH RESULTS OF CALL TO LEN FORNADEL) THANKS TOM LARSON
CC GREEN, STUMPP, WAITE, WHEATON

ORIGINAL MESSAGE TO TOM LARSON/GBS FROM BILL COCKMAN/GBS:

REPLY FROM BILL COCKMAN/GBS:
TOM LARSON

GRICE SENT IN THIS RIFLE FOR THE UNHAPPY CUSTOMER. HE WANTS HIS MONEY BACK FROM GRICE. CUSTOMER DID NOT RETURN RIFLE TO ILION.

BILL COCKMAN

ORIGINAL MESSAGE TO BILL COCKMAN/GBS FROM TOM LARSON/GBS:

REPLY FROM TOM LARSON/GBS:

BILL WHY IS CUSTOMER UPSET WITH GRICE. IT LOOKS LIKE THEY SENT THE RIFLE BACK TO REMINGTON FOR REPAIR. IS THIS THE CASE? IT APPEARS TO ME THAT THIS IS THE CASE AND ILION WANTS TO CHARGE THE CUSTOMER FOR A NEW TRIGGER. IF SO AND THE CUSTOMER HAS ALREADY TALKED TO ARMS SERVICE THEN HE NEEDS TO TALK TO KEN GREEN ABOUT THE PROBLEM (NOT ME) . LET ME KNOW THE DETAILS. BUT IF REMINGTON HAS RIFLE AND IT IS IN ARMS SERVICE THEN I SUGGEST YOU SEND KEN GREEN A COPY OF THIS SLINK SO HE CAN CALL THE CUSTOMER. WAITING TO HEAR. TOM
CC WAITE

ORIGINAL MESSAGE TO TOM LARSON/GBS FROM BILL COCKMAN/GBS:
SUBJECT: CONSUMER COMPLAINT LEN S. FORNADEL 2/23/93

TO TOM LARSON CC KNW/ GBS/AWW
FROM BILL COCKMAN

SPENT CONSIDERABLE TIME WITH REMINGTON CUSTOMER AT HARRISBURG SHOW. HE WAS VERY UPSET WITH THE WAY REMINGTON HANDLED A RECENT WARRANTY REPAIR THRU GRICE GUN SHOP. CUSTOMER CLAIMED HE MISSED LARGE ELK IN COLORADO BECAUSE THE RIFLE MISFIRED. TWO PEOPLE SAID THEY SAW THE SHOT AND HEARD THE CLICK OF THE FIRING PIN, BUT RIFLE DID NO FIRE. CUSTOMER SAID HE TRIED IT ANOTHER TIME AND SAME THING HAPPENED.

CUSTOMER MAIN COMPLAINT IS THAT IF THE RIFLE WAS O K, THEN WHY WOULD ILION SEND A BID TO REPLACE THE TRIGGER. THIS WAS NEW RIFLE LAST FALL AND SHOULD HAVE BEEN UNDER WARRANTY. THE OTHER PROBLEM IS CUSTOMER CALLED ARMS SERVICE AFTER MANY TRIES WITH BUSY SIGNALS, REACHED THEM ON OR ABOUT 12/10/92. AT THAT TIME CUSTOMER ASKED THAT THE RIFLE BE RETURNED. HE HAS YET TO GET HIS RIFLE AND DOES NOT WANT TO TRY THE BUSY SIGNAL GO AROUND ANY MORE.

THE REPAIR # IS 92-25004 CUSTOMER #4579R MODEL 700 300 WIN MAG #56214880. CUSTOMER WOULD LIKE TO HAVE SOMEONE FROM REMINGTON EXPLAIN WHY IT TOOK SO LONG TO GET HIS RIFLE RETURNED. HE IS NOT HAPPY WITH HIS PURCHASE.

RIFLE RETURNED VIA GRICE GUN SHOP . CUSTOMER NAME IS LEN S. FORNADEL,
BOX 227, BEAVERDALE, PA 15921