

bcc: F.T. Millener
K.D. Green
E.F. Sienkiewicz
D.J. Sanita

3-3 119

Dennis:
When received, please forward to P.I.
Committee. Thank you,
Jim

December 14, 1981

Mr. Ronald J. Hagen
2103 Hampton Rd.
Livermore, California 94550

Dear Mr. Hagen:

We are in receipt of your letter of November 28, 1981 regarding the difficulties you have encountered with your Model 700 ADL 270 Win. caliber rifle, serial number 6758974, firing as the safety lever was moved to the "fire" position.

We were indeed sorry to learn of your having a problem of the nature you described, as it is not representative of Remington quality, nor characteristic of the Model 700 rifle.

Please, at your convenience, return the rifle via insured and collect transportation, to:

Remington Arms Company, Inc.
Arms Service Division
Ilion, New York 13357

If, upon receipt, the rifle is found to be factory faulty, any necessary repairs or replacements will be made on a no-charge basis.

Thank you for bringing this matter to our attention, Mr. Hagen, and for having provided us this opportunity to be of service.

Sincerely,

J.A. Stakl, Supervisor
Firearms Product Service

WAS:tpg