

bcc: J.D. Glenn  
K.D. Green  
E.F. Sienkiewicz

July 30, 1985

Mr. Michael G. Hales  
611 S. Rainbow Dr.  
Clare, Michigan 48617

Dear Mr. Hales:

Your July 10, 1985 letter to Mr. K.N. Waite, Jr., Manager, Customer Relations, Remington Arms Company, Inc., regarding your Model 721 incident at Jay's Sporting Goods, has been forwarded to this office for reply.

Thank you for your well documented letter. We certainly share your deep concern in the matter and are grateful that no personal injury was involved. In this regard, we ask that you immediately package your Model 721 and send it, via U.P.S., transportation C.O.D., rush to my attention at the following address:

Remington Arms Co., Inc.  
Attn: R.H. Potter  
Product Service Department  
Ilion, NY 13357

Be sure to boldly mark both butt ends of the package "Rush to R.H. Potter". The Remington receiving department will then flag the rifle for my prompt attention. Our experts will thoroughly examine the firearm, and I will provide you with a complete report of the findings. Any action taken on our part to repair or replace the rifle will also be included in that response.

Thank you for calling this matter to our attention, Mr. Hales, and for giving us the opportunity to be of service.

Sincerely,

R.H. Potter, Supervisor  
Product Service

RHP:tpg