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GOVERNOR'S OFFICE  
OF CONSUMER AFFAIRS

C. EVERETT THOMAS, JR.  
PRESIDENT

American Service Company  
of Atlanta, Inc.

21 February 1982

Mr. J. A. Stekl, Supervisor  
Firearms Product Service  
Remington Arms Company, Inc.  
Ilion, New York 13557

Subject: Remington Model 700 BDL  
Serial Number A666-3581  
Purchased 11 August 1981

Dear Mr. Stekl:

I am in receipt of your letter dated 7 December 1981 in response to my 20 November 1981 letter to your dealer Sportco, Inc. in Marietta, Georgia which I copied you with.

After sending you a copy of the letter to Sportco, Inc., and prior to receiving your letter I returned the rifle to Sportco, Inc. and it was my understanding that they were going to forward it to you for repairs. Therefore, I did not immediately respond to your letter.

After approximately three months, and numerous telephone calls, I still do not have the repaired rifle that I purchased for my son. I am sure that you will understand my irritation over this situation.