

DATE _____

TO:

FROM: BARBARA G. DE MARS
Ducom: 2461-333

Remington
Illion

He's mad at our operators
in customer service for
keeping him waiting for so
long waiting for available
operator.

If we don't give him
a service manual today
he is willing to pay for it
he will sell all his Remingtons
and go to "Brownington"
They make nice
wanted field service supplement &
O/M I refused to send Field
Service portion OVER ✓

DATE _____

TO:

Ken Green

11/4/89
11:40/AM

FROM: BARBARA G. DE MARS
Ducom: 2461-333

Remington
Illion

Robert Swartz M/700
112 So. Elm St.
Oxford, Ohio
45056
(513) 523-1612

talked w/ Tran Rob -
wants a service manual
for his M/700 30-06.
He took his trigger assembly
apart - broke some of the
pieces - does all his own
repairs always.

Tran wouldn't send him
one because he is not a licensed
dealer.