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REMINGTON ARMS COMPANY, INC.

INTER-DEPARTMENTAL CORRESPONDENCE

Remington

RECEIVED

cc: J. G. Williams
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J. E. Preiser
R. B. Sperling
C. B. Workman
J. H. Brooks

C.C. 74

J. J. BURNETT

G. J. HILL

P. JOHNSON

cc: J. H. Carter

J. P. Hyde

April 12, 1979

To: R. L. Hall HKB
D. J. Sanita
J. A. Stekl

From: E. G. Larson

Subject: My Letter Dated March 16, 1979
Returned Gun Procedure

There is some confusion as to how repairs on certain models are to be handled when an alleged safety problem is reported, or a safety problem is found during our examination of a gun returned for general repair.

The procedures are as follows:

1. a. If a current cataloged gun is returned because of an alleged safety defect, we will examine, and if no defect is found, the customer will be so notified, and in that letter we should state that if the customer desires a new trigger assembly, such a change will be made at no charge as a gesture of good will. Copies of this correspondence are to be retained in our files.
- b. If, in our examination of a currently cataloged gun returned for general repairs, a safety problem is found, that repair will be made (replacement of trigger assembly) at no charge, and customer advised. The customer will be quoted on other repairs made at that time.
2. If a defect in workmanship or material is found in a gun returned for repair, regardless of age, a no charge repair should be made, if parts are available.
3. When an obsolete model of any type, other than those involved in the current recall, is returned for repair and found to have a safety problem, the handling procedure is as follows:
 - a. If the safety problem resulted from a defect in material or workmanship, and parts are available, the customer will be sent an estimate, as usual, and the repair or replacement required to eliminate the safety problem

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will be noted on the estimate, and the customer advised that part of the total repair will be done at no charge.

- b. If the safety problem relates to use, misuse, or modification, the customer will be notified by letter of the problem and its ramifications, and, again, if parts are available, he is to be advised that that part of the repair is being made at no charge as a gesture of good will. Copies of correspondence relative to the above should be retained in our files, and be certain the serial number, model, and caliber or gauge is noted in the estimate or letter.

We feel that very few guns returned will fall into the above categories, but should any complications develop, please bring them to the writer's attention immediately, so that the matter can be rectified.

4. If we are unable to properly repair an obsolete gun due to lack of parts or ability to properly correct a safety problem, an offer can be made to the customer to exchange his old gun for a current model at a special price.

NOTE: When an obsolete model comes in under Item 3-a. or -b., or Item 4, in all cases where there is a safety problem and the customer is given an estimate for repair or a special price for replacement, the safety problem and its ramifications should be explained fully, and a copy of our letter retained.

If a customer turns down our offer, and demands the gun back, then a letter accompanying the gun should, again, specify the safety problem and its ramifications, and state that the customer is now responsible for any accident that might occur. A copy of this letter is to be retained.

E. G. Larson
E. G. Larson

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