



REMINGTON ARMS COMPANY, INC.

MANUFACTURERS OF
SPORTING FIREARMS, AMMUNITION

SPORTING FIREARMS, TRAPS, ILLION, NEW YORK
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File 600
RECEIVED
DEC 15 1978
R. A. PARTNOY

December 14, 1978

Mr. Charles Murray
312 S. Colorado
Gunnison, CO 81230

Dear Mr. Murray:

We are in receipt of your letter dated 11/13/78. I would like to offer our sincere apologies for not replying sooner, but we have been completely inundated due to the recall response. Just now we are approaching a catch-up stage.

You indicated that you were rather upset with our watts-line operator in Atlanta when she requested the serial number for the gun in question. I should inform you that this was done at our request in order that, if in the future, we had a question concerning your particular gun that we could pinpoint the owner for verification that we had offered to make the necessary trigger replacement. This, of course, would absolve us from the legal responsibility in case the owner decided not to have the authorized work in repair performed.

On the question of making the installation yourself, there is a legal reason for not being able to ship you the trigger assembly for self installation. Only our new gun repair stations are authorized to make this repair, and we cannot deviate from that policy.

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PHILIP H BURDETT

In view of your apprehension concerning the possibility of your gun's serial number falling into the wrong hands, we would like you to return your gun to the attention of Mr. Ed Sienkiewicz, transportation collect, to the following address.

Remington Arms Company, Inc.
Arms Service Division
Ilion, NY 13357

I am enclosing information that will allow you to determine by the serial number whether your Remington 660 falls into the recall category.

If we can be of any further service to you, please call us on our toll-free Bridgeport number, 1-800-243-9275.

Best regards,

R. G. Sherman
Product Service Coordinator

RGS/lis
Enclosure
cc: P.H. Burdett