

November 27, 1990

TO: REMINGTON RECOMMENDED GUNSMITHS

For the past several years Remington has requested that all Remington firearms that are brought to gunsmiths with a complaint that does or could effect the well-being of the shooter or bystanders be returned to the Remington factory for examination by our experts in the Product Service Division. Because of the importance of this message and the addition of new persons to the list of Recommended Gunsmiths, we are taking this opportunity to repeat this request:

Please do not attempt any repairs on a Remington firearm brought to your shop with a complaint that relates to the safe operation of the firearm. Instead, please return the firearm, at Remington's expense, to:

Remington Arms Co., Inc.
Attn: Product Service
14 Hoefler Ave.
Ilion, NY 13357

Along with the firearm, please include a note fully describing the complaint made by the customer, and ammunition in use at the time. Any complaint which does or could relate to the safe operation of the firearm should be returned to Product Service. Examples of complaints related to safety include operation of the safety, jar off, firing on closing, automatic firing, etc.

If you have any questions as to whether a firearm should be returned to Remington, please call the Product Service Division at (315) 894-9961 for a final decision. Product Service will complete its examination as soon as possible, and you will be advised of the findings. Arrangements regarding repairs, if any, can be made at that time.

Remington Arms Company, Inc.

-2-

Remington appreciates your past cooperation with this request. Thank you for your continued support of this important policy. If any questions arise, please contact the Product Service Division at Ilion.

Sincerely,



F.D. Emhof
Field Service

FDE: tpp