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----- The following are the mailing control headers -----
To: BALIOJRESLINK:John R. Balio
Copies-To: BUNTINJMESLINK:Jay M. Bunting
: BROWNJCESLINK:Jon C. Brown
: WISEADESLINK:Andrea (Angie) D. Wise
: POWELLWWSLINK:William W. Powell
From: POWELLWWSLINK:William W. Powell
Subject: PROBLEM WITH A 416 REM
Date: 6-Nov-1993 11:28:08
Date-delivered: 6-Nov-1993 15:30:57
Date-received: 8-Nov-1993 08:18:11
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AN ALASKAN GUIDE JUST RETURNED YESTERDAY FROM THE BUSH WITH A MAJOR COMPLAINT :
A #6159 700 KS SS 416 REM THAT WAS SHIPPED TO BOONDOCK ON 4-20- 93. WHEN THE
GUN WAS ORIGINALLY RECEIVED IT HAD A BAD BOLT SO IT WAS SENT BACK TO THE CUSTOM
SHOP FOR REPAIR.

THE CUSTOMER THEN TOOK THE GUN OUT INTO THE FIELD FOR BEAR HUNTING WITH HIS
CLIENTS. ON THEIR FIRST ENCOUNTER HE WAS ATTEMPTING TO BACK UP HIS CLIENT BUT
COULD NOT RELEASE THE SAFETY. FORTUNATELY THE CLIENT PUT THREE SHOTS INTO THE
BEAR SO THE BACK UP WAS NOT NECESSARY.

HE DID GET THE GUN TO FIRE SO HE TOOK IT OUT AGAIN ON ANOTHER HUNT. THE SAFETY
WOULD NOT RELEASE FOR THE SECOND TIME SO HE HIT IT HARD WITH THE PALM OF HIS
HAND. THE SAFETY DID RELEASE AND THE GUN DISCHARGED FORCING THE SAFETY INTO TH
PALM OF HIS HAND. THIS REQUIRED A TRIP OUT TO GET MEDICAL HELP AND HE RETURNED
TO HIS CAMP.

WITH THE SAFETY BROKEN HE WAS ABLE TO USE THE GUN FOR AWHILE, BUT ON LATER HUNT
HE FOUND THAT THE GUN WOULD NOT FIRE AT ALL. AT THIS TIME HIS CONFIDENCE IN
THIS GUN IS AT A LOW POINT.

I AM SCHEDULED TO MEET WITH THIS CUSTOMER ON TUESDAY AT 1:00PM TO DISCUSS HIS
PROBLEM. HE HAS TWO REQUESTS. FIRST, HE WOULD LIKE US TO REPAIR HIS GUN.
WOULD IT BE BETTER TO SEND IT BACK TO THE CUSTOM SHOP OR HAVE RED. OUR LOCAL
WARRANTY GUNSMITH REPAIR IT? SECOND, HE WOULD LIKE SOME ADDITIONAL AMMO TO
SIGHT THE GUN IN AGAIN. ABOUT \$200 WORTH WOULD KEEP HIM HAPPY.

THIS COULD POTENTIALLY BE A MAJOR PROBLEM IF WE DO NOT HANDLE IT RIGHT. I
BELIEVE THAT IF WE REPAIR HIS GUN IN A TIMELY MANNER AND SUPPLY HIM WITH A
QUANTITY OF AMMO, HE WILL BE SATISFIED AND REMAIN A GOOD SUPPORTER OF REMINGTON
PRODUCTS.

THANK YOU FOR YOUR ADVISE AND HELP IN SOLVING THIS SITUATION.