

From: Watson, Laura M.
Sent: Monday, December 16, 2002 4:36 PM
To: Mitchell, Christy
Subject: SafetyMod2.doc
You can modify these as needed

Thank you for your inquiry. Your Model ____ is/ is not included in our Safety Modification Program. This is a voluntary program, it is not a recall. This is designed to remind people of the existence of the bolt-lock feature and to offer customers the opportunity to modernize their products. We strongly recommend that you take advantage of this offer.

You can read more information regarding our firearms and our Safety Modification program through the front page of our website or the link below:

http://www.remington.com/safety_modification_program/remington_safety.htm

The safe use and performance of your firearm depends on correct assembly and routine maintenance, as well as adherence to the "10 Commandments of Firearm Safety." <http://www.remington.com/support/10comm.htm> It is critical that you familiarize yourself with the information in both the owners manual and safety booklet. Whether you are a veteran shooter with a collection of Remington firearms, or a first time shooter, take the time to review this important literature and be certain that you are practicing firearm safety!

If you have any questions, please feel free to contact us at 1-800-243-9700 or 1-877-387-6691.

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we strongly recommend that you do not use this firearm and that you send your firearm to our Ilion, NY facility.

For U.S. repairs, please follow these guidelines:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box.