

From: Mitchell, Christy  
Sent: Thursday, July 15, 2004 11:02 AM  
To: Evans, Danny; Loschin, John  
Subject: FW: Should I respond or mark it solved?

Can you read the consumer response below and let me know how to proceed?

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From: Watson, Laura M.  
Sent: Thursday, July 15, 2004 10:43 AM  
To: Mitchell, Christy  
Subject: RE: Should I respond or mark it solved?

May want to touch base with Danny or John on how they wish to respond

Laura Watson

Consumer Services Team Leader

Remington Arms Co., Inc.

336-548-8789 phone

336-548-7801 fax

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From: Mitchell, Christy  
Sent: Thursday, July 15, 2004 10:37 AM  
To: Watson, Laura M.  
Subject: Should I respond or mark it solved?

Customer (Whitley Darrell)

07/15/2004 05:21 AM

I have owned and currently own many of your fire arms including the model 700. After extensive reaserch into you handling of the saftey issue of the rifle firing when the safety is removed and you prior knowledge of it. I have decided that you put profits before safety or the lives of your coustomers. I know of the 10 comandments of firearm safety etc etc. each step is addtional insurance against injury. We are all human and far from perfect. NO GUN SHOULD FIRE when the safety is removed PERIOD. You have lost a coustomer for life. PS. For sale, numerous Remington rifles and shotguns.

Christy Mitchell

Remington Arms Consumer Service

PO Box 700