

JOHN LOSCHIN

From: Atkins, Denise
Sent: 10/25/2002 03:58:08 PM
To: Sanita, Dennis J.
CC: Evans, Danny; Loschin, John
BCC:
Subject: SOLVAY /RP 50176

Hi Dennis, I wanted to report an incident with the gunsmith at Solvay – David, I believe. He called on Wednesday and asked to speak with me about "my gun". When I picked up the phone and asked how I could assist him, he proceeded to inform me that he had my gun and that I needed to send him payment for the repair. Naturally, I asked which firearm he had and from whom? He insisted it was mine and that I needed to send him a check for the repair (\$20.00 for modification and \$10.00 shipping). Regardless, the firearm was simply submitted to the factory from a customer in Washington state (M & R Repair) who had called and asked for assistance with the safety modification program (thus the connection to my name), was given the option of an RARC or the factory, we received and filtered to RARC. I offered to call the customer for payment method for Solvay, but he thought I should pay /reimburse from this office. I informed him that he would have to file this with his repair claim information just like he would with any SMP issues and submit as usual. This is not a major issue that we could not work through together if the conversation had been conducted on a professional level instead of a demanding, rude and arrogant level.

Also, Lone Star Guns in Plano has had the following firearm since March 2, 2002 for a Mr. Doug Reinert. Lone Star informed Mr. Reinert that the gun was at the factory for several weeks and this was causing the delay on the return. This serial number (7736598 Model 7) does not show up in our Arms Service screen under Lone Star or the serial number. Customer is irate and feels we have been lying to him and "jerked him around" since March. The customer has agreed to allow Lone Star to return the gun to the factory for the original accuracy problems. When customer saw the rifle at Lone Star a few weeks ago, he claims that the stock was severely damaged on one side. Lone Star told Mr. Reinert and me that they had ordered a stock for this firearm, but no orders show up (the stock is marked obsolete – I am checking with Lois on this).

Hate to complain, but these are two issues with repair centers that have arisen this week that we are trying to work through and still keep our customer happy.

Denise G. Atkins

Remington Arms Company

Consumer Service

Telephone: 336-548-8799

Fax: 336-548-7801

denise.atkins@remington.com