

JOHN LOSCHIN

From: Atkins, Denise
Sent: 07/25/2002 01:56:46 PM
To: Sanita, Dennis J.
CC: Evans, Danny; Loschin, John; Nickerson, E. Ken
BCC:
Subject: SAFETY MODIFICATION/ GANDER MT.

Hi Dennis, Just wanted to report that I got a call this morning from a Paula Scranton in Hicksville, Ohio. Her husband took a Model 700 to the Gander Mountain in Fort Wayne, Indiana for the safety modification which they had seen mentioned on TV. The gunsmith at this location (Colby) proceeded to do the work and informed her when she came to pick the firearm up and pay for the service, that she would need to send the receipt into us for re-imbusement. I apologized for this misrepresentation and explained that they were not an authorized center and we could not guarantee their work nor could we reimburse for unauthorized work. She was upset to say the least stating that the gunsmith had all the Remington forms and information with him. Would you prefer I call the store and discuss this issue or how do we need to go about taking care of this? I'm sure we don't want Gander Mt. to continue doing these unauthorized modifications and misleading our consumers. I told her I would report this and get back with her. As always, thank you for your assistance.

Gander Mountain
6043 Lima Road
Fort Wayne, IN 46818
260-416-1943
Gunsmith - Colby

Paula Scranton – consumer
Hicksville, OH
419-542-8915

Denise G. Atkins
Remington Arms Company
Consumer Service
Telephone: 336-548-8799
Fax: 336-548-7801
denise.atkins@remington.com