

November 21, 2002

Albert W. Ross
124 ½ Miller Rd
McKnight, PA 15237

Dear Mr. Ross,

This is in response to your letter, received November 21, 2002, regarding the Bolt Action Safety Modification Program on pre-1982 firearms. The complete firearm must be returned in order participate in the modification program. Please send your firearm to our firearms plant listed below. To ensure proper shipping, we suggest the following:

- If warranty repair is being claimed, include proof of purchase
- Properly package your unloaded firearm. If you need a box, please call 1-800-243-9700, option Repairs.
- Do not send ammunition with your firearm.
- Include your full address and telephone number
- Include a letter that explains the problem
- Mail to: Remington Arms Company Inc.
Arms Services Division- Repairs
14 Hoefler Avenue
Ilion, New York 13357
Telephone: 1-800-243-9700

After shipping, please allow 2 weeks before calling into the Repair Department. We will send a quote for any repairs over \$75.00 and await your approval before proceeding with the repair. Anything under this amount will be repaired and delivered COD.

We appreciate the opportunity to be of service to you. If we can be of further assistance, please call us at 1-800-243-9700, 9a.m.-5p.m., EST.

Sincerely,

Nicole Smith-Wood
Consumer Services