

## JOHN LOSCHIN

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**From:** Watson, Laura M.  
**Sent:** 07/16/2004 10:51:34 AM  
**To:** Loschin, John  
**CC:**  
**BCC:**  
**Subject:** RE: Should I respond or mark it solved?

Yes but nothing that really fits his situation. It sounds as if he's more upset with the way we're handling the SMP.

Laura Watson

Consumer Services Team Leader

Remington Arms Co., Inc.

336-548-8789 phone

336-548-7801 fax

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**From:** Loschin, John  
**Sent:** Friday, July 16, 2004 10:41 AM  
**To:** Watson, Laura M.  
**Subject:** FW: Should I respond or mark it solved?

didn't you have a response for these?

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**From:** Mitchell, Christy  
**Sent:** Friday, July 16, 2004 10:26 AM  
**To:** Loschin, John  
**Subject:** RE: Should I respond or mark it solved?

I haven't received anything from Danny yet. In the past a specific model or serial number is given and the situation described. I would have usually check the serial number and let them know if it had been called back or not and also if it had a bolt-lock what the procedures were to send it in. If it fired on safe or without pulling the trigger I directed them to send it to the factory. For the bolt-lock I gave them RARC info.

I don't ever state that there has not been a recall on the 700 because there has and I don't imply that this hasn't happened before either. I avoid making a statement on this area. This guy is pushing that and I didn't want to say anything that could come back to haunt us.

I didn't find any repairs in his/her name.

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From: Loschin, John  
Sent: Friday, July 16, 2004 10:02 AM  
To: Mitchell, Christy  
Subject: RE: Should I respond or mark it solved?

did Danny give you a response? what responses have you sent in the past regarding this issue?

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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

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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 you 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 deecided that you put profits before safety or the lives of your coastomers. I know of the 10 comandments of firearm safety.etc.etc. each step is additional 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

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