It is entirely possible that under the right conditions, the oil in the trigger assembly caused the internal trigger parts to hang-up, resulting in the malfunctions you experienced. In future use, we recommend that oil be use sparingly and not let accumulate in or on the trigger assembly.

As a gesture of good-will, and to insure that your faith in the rifle is restored, we will clean the action of your rifle and install a new trigger assembly at no charge to you, and will return the rifle as soon as possible.

Thank you for having afforded us this opportunity to be of service to you, and we trust that our handling meets with your approval.

Sincerely,

tthe A. Stekl

Specialist Product Service

jas/rd