

New York Life Insurance Company
5555 San Felipe - Suite #800
Houston, Texas 77056
Bus. 713 961-0100

Forrest G. Surles
Agent

August 23, 1991

Mr. Fran Cole
* Remington Arms Company
Arms Service Division
14 Hoefler Avenue
Ilion, New York 13357

Dear Mr. Cole,

I spoke with you on the telephone August 22, 1991.

My rifle is doing peculiar things. When I go to close the bolt with a round in the chamber, the bolt will slide all the way forward with ease. However, when I go to push the bolt down, I experience great difficulty since it does not want to close and lock. This does not always happen, but it does happen a great deal. I consistently shoot Federal Premium ammunition, 160 grain Noesler petition.

The second problem I have occurred last January. I put a round in the chamber, and without my finger anywhere near the trigger, the rifle went off into the air once the bolt was closed. Naturally, this is a great concern to me.

Please contact me if I can be of further assistance in the repair of this rifle. My business telephone number is shown above and my home number is (713) 496-0953. If you recall, we are on a time limit here. I am going to Wyoming on an elk hunt October 7-14, 1991. I would like to put a box of shells through my rifle prior to departure. Please let me know if there will be a problem getting my rifle returned to me on time. Your help is appreciated.

Regards

Gib Surles

FGS/jc

Registered Representative for
NYLIFE Securities Inc.

NYLIFE for
Financial Products & Services

NYLIFE Securities Inc.
5555 San Felipe - Suite #800
Houston, Texas 77056

New York Life Insurance Company
New York Life Insurance and Annuity Corporation
(A Delaware Corporation)
NYLIFE Securities Inc.
51 Madison Avenue, New York, NY 10010