

In future use, we recommend that oil be used sparingly and not let accumulate in or on the trigger assembly. This condition could adversely affect the operation of the trigger assembly. It is entirely possible that in cold temperatures, the accumulation inside the trigger assembly caused the internal trigger parts to hang-up, resulting in the malfunction your customer experienced.

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

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

Sincerely,


D.J. Sanita
Product Services

DJS:tp

Remington Arms Company, Inc.

PPS 05097