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(802)

COPY

NOTE: I never received any reply to this letter.

July 5, 1987

Arms Services Division  
Remington Arms Co., Inc.  
Ilion, N.Y. 13357

Dear Sirs,

I recently received back a completely new barreled action in place of my Model 788 that I had returned to you in May for repairs. I find this to be excellent service and I admire the way you back up your products. In today's world of shoddy merchandise and poorer service, Remington is a shining example of what American manufacturers should strive to be.

There are however a couple of things on the new gun I find less desirable than the original. The 18 1/2 in. barrel instead of the old 22 in. and more importantly, to me, is the bolt opening with the safety on. I carry a gun on my left shoulder and I find that the bolt is often worked open by rubbing on my clothing, this is unsatisfactory when hunting and a fast shot may have to be made. Is there any way to correct these problems on this new action? I can only assume that a replacement was sent because the old one could not be repaired. Please do not misunderstand, I am pleased with the service, it's just that the old gun had been with me a long time and I grew attached. (It was the most accurate rifle I owned.)

I have a new 700 that has the same bolt design trouble, is there any way to change it to the old style bolt locking safety?

Sincerely,

Bryce M. Towsley,  
Editor, Vt. Sportsman

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New England Outdoor Writers Association  
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