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January 6, 1993

Remington Arms Company
Ilion, New York 13357

REF: Repair order No. 92-24398
cust no. 257

To Whom it may concern,

I am disappointed that Remington Arms has not offered to repair the trigger mechanism of my 30.06 Remington rifle without charge!

Your product failure resulted in an unintended discharge that could have resulted in fatal injury. Fortunately for all concerned (liability & health wise) only property damage was sustained.

The malfunction of this firearm sent a 180 grain bullet through my trucks camper window and windshield. This incident occurred while in hunting camp before several of my hunting partners. Please see photograph enclosed. Very embarrassing!

I paid for the replacement of both windshield and camper window (250.00). Many individuals feel that Remington Arms should be responsible for this damage.

However, I am willing to bear this expense if Remington Arms Company will stand by their product and make needed repairs without charge.

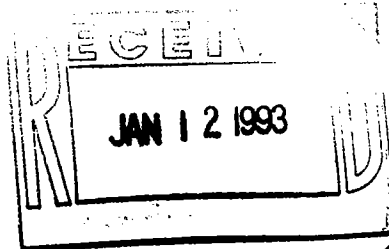
I am confident after considering these facts and circumstances that you will agree this is a reasonable and equitable request.

Sincerely,

Randal S. Banks

Randal S. Banks
RB/ga

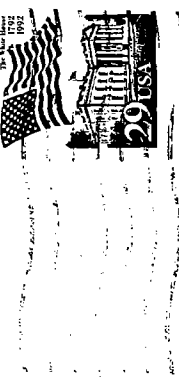
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R. Banks