

23 December 2004

Fred Supry  
Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Dear Mr. Supry,

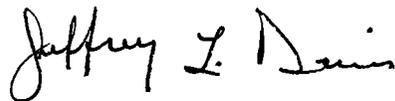
Recently I sent my Remington 700 Mountain Rifle DM to Remington Arms Company with an unintentional firing problem. (Repair # 89172) The examination concluded that a sticky substance from a non-recommended type of lubricant caused the rear cam and trigger to work sluggishly. Cleaning of action and replacing the trigger mechanism were the corrections taken.

I am hopeful that replacing the trigger assembly has resolved the problem that had been occurring. However, as I stated in the factory repair request form, the rifle had fired two unintentional times prior to anyone removing the trigger mechanism for cleaning. I am sure that this action and trigger has been a very reliable product for Remington, but I would like this to be noted. I understand that the condition at time of examination is the only basis that the service technician has to go on.

Furthermore, due to a breakage of the liner in the carton of the package that the rifle was returned to me in, the bolt caused several scratches into the metal of my barrel. I also found two dents in the stock that were not there prior to factory service.

I am sure the quality of the Remington Factory Repair program is very important to your business as it is with all of Remington Companies. I have been in contact with the Consumer Services Department, regarding the damage. They instructed me to send it back to Product Services for repair. Before doing this I would like to have contact with you. I can be reached at my home at 276-629-3025, after 3:30 PM on weekdays, at work 276-956-7768, or by e-mail at [jjkcdavis@kimbanet.com](mailto:jjkcdavis@kimbanet.com). Thank you for your time and for resolving these problems.

Sincerely,



Jeffrey L. Davis  
1427 Country Ridge Rd.  
Bassett, VA 24055

PS01786