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January 19, 1993

Remington Arms Co., Inc.  
Brandywine Building  
1007 Market St.  
Wilmington, DE 19898

Dear Remington:

I hope you will find time to reply to this letter. I have called your customer service number in Ilion, NY 3 times and listened to the phone answering system. I pressed 1 on my touch-tone phone and was put on hold 3 times for over 5 minutes before I finally hung up and had to return to work. The fourth time I waited for the human operator to come on. I asked if I could leave a message for customer service to call me back when they weren't so busy. I was then connected to someone's answering machine and I left a message with my return phone number. After one week, I figured I would not be contacted.

I have a serious safety defect in my one-year-old Model Seven rifle. The gun discharges when the safety is pushed off after the bolt has been worked and the hammer is back. I haven't shot a full box of shells through this gun yet. I want to get this gun repaired and find out why it discharged without my finger on the trigger. Two friends who have Model Seven's are also waiting for an answer. The serial number of the gun is 7628296. It is chambered for .243 caliber. I bought it in December of 1991 and carried it for 3 days of hunting season before this defect showed up. The gun was purchased at Bernabo's Gun Shop in Newburgh, NY.

I am disappointed with Remington's phone system and my inability to get anybody at Remington to listen to a customer. The Model Seven fits into our gun cabinet next to a 742, two 788's and two 870's. The Model Seven is the sixth Remington firearm my wife and I have purchased. I am sending this letter to every Remington address I have. I hope somebody at one of these addresses will take the time to reply. I still have a new gun to be repaired and would like to tell two friends why my new gun malfunctioned and what they can expect from their Model Seven's and Remington.

Sincerely,

S/  
John Delesky

cc: Remington Arms Co., Inc.  
939 Barnum Ave.  
Bridgeport, CT 06601

Arms Service Division  
Remington Arms Co., Inc.  
Ilion, NY 13357