



810-724-4707

Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Attn: Customer Service

Re: Defective Model 700ML ~ Serial # 051140

I purchased the enclosed rifle from Williams Gun Sight Company, Davison, Michigan on July 18, 1997. The rifle performed very well during various practice sessions over the summer, very accurate and easy to clean as advertised.

On a guided hunt to Saskatchewan in late October I encountered a serious malfunction of the bolt and trigger assembly.

This was potentially a lethal situation. While sitting on my deer stand one afternoon, a buck appeared. I clicked the safety off, and much to my amazement, the rifle discharged. I was shocked! In 40 years of shooting all types of rifles and muzzleloaders, I have never accidentally pulled the trigger, but I assumed that it must have been my error. In reworking the action, I discovered that if I put the safety on and then worked the bolt action as outlined in the instruction book, the rifle discharged each time the safety lever was pushed to the fire position. This was a frightening and potentially deadly situation!

I disassembled the rifle that evening, cleaned and oiled everything as suggested in the instruction book, yet the problem persisted most of the time. Occasionally, if I pushed the trigger forward before opening and closing the bolt, the rifle performed normally, but this did not always work.

Needless to say, my \$2,200 hunt was ruined, I missed out on the "buck of a lifetime," and most importantly, someone could have been seriously injured or killed.

The staff at Williams Gun Sight Company informed me that there had been a recall on the 700ML in the spring of 1997 and suggested I call Remington Headquarters, which I did on November 10, 1997. I was told that the recall for the trigger assembly did not include my serial number and that I should mail the rifle to Ilion, New York.

Well, here it is. The Remington 700ML is a great shooting rifle when properly functioning, but I have certainly lost confidence in this particular rifle. I am also unhappy with the paint that has come off the trigger guard. This rifle was not abused, and the weather for the hunting trip was dry and in the mid 30° range.

I am requesting four things:

1. a new rifle
2. reimbursement for return postage and insurance
3. some compensation for my hunt (a letter from the outfitter can be provided upon request)
4. a written explanation for the problem I experienced with this rifle.

Sincerely,



Charles G. DeVos

received
12-3-97