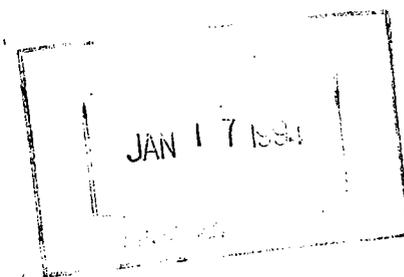


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JAN 06 1993

CONSUMER SERVICE

Firearms Product Manager  
Remington Arms Company, Inc.  
Brandywine Building  
1007 Market Street  
Wilmington, Delaware 19898



*Arms  
Service*

Dear Sir:

Approximately three years ago, I purchased a Model 700 BDL Bolt Action Rifle, from Gander Mountain, Milwaukee Wi., Serial Number C6214188. This gun was used twice for deer hunting season in Wisconsin, and has had approximately two boxes of shells fired through it.

This past October, I fired six practice shells through the rifle prior to deer hunting season. My father than asked to try the rifle. I loaded three more shells and handed the gun to him. While holding the rifle at his hip, he pushed the safety forward to the fire position. While he was pushing the safety forward, the rifle discharged. As his thumb was still on the safety, the recoil of the rifle pushed the safety back into his thumb and cut his thumb open. He was quite shocked that the gun went off. Fortunately, the gun was pointed at the ground. I than took the rifle from him. Thinking that he possibly had his finger inadvertently on the trigger while he took the safety off, without realizing it, and this may have been what caused the gun to discharge. I than put the rifle to my shoulder and aimed at the target. Making sure my finger was no where near the trigger, and with the rifle tight against my shoulder to minimize the recoil, I pushed the safety forward and the gun again discharged, with the recoil also pushing the safety back into my thumb, also cutting my thumb open.

Needless to say, the gun has not been fired since, and I did not use the rifle during this year's deer hunt. I am very concerned as to what could have possibly caused this mishap, and have lost confidence in using this rifle. I thought about taking it back to Gander Mountain for repair, or possibly to a gun smith. But the more I considered this, I felt I should write this letter first and make you aware of this mishap. Could you please respond to the following concerns:

What could have caused this to happen?  
If I have the gun repaired, can it happen again?  
Where should I take the gun for repair and approximately what will it cost?

I am 44 years old, and have been hunting all my life. I am very conscious of gun safety, and keep all my firearms clean and well taken care of. Please advise.

Sincerely,

*William J. Eernisse*

William J. Eernisse  
1729 Cypress Drive  
Grafton, Wi 53024