

KX = 5/73

Feb. 20, 2003

Remington Representative,

Enclosed are two firearms in need of repair. One is a model 700, .270 caliber rifle. I bought it used about two years ago. This last hunting season, I was very surprised when it fired as I pushed the bolt action into the closed position. I did not have my finger on the trigger when it fired. The season before, it acted in an odd manner. On at least two occasions, there was a slight time delay between the time I pulled the trigger and the time the rifle actually fired.

The other is a model 870 Express that I purchased on 12-28-02. I have an 870 Wingmaster but it doesn't shoot the 3" ammo. My son and I scheduled a guided goose hunt in Jan 03, so I needed a shotgun that would accommodate the larger loads. I had such good luck with my Wingmaster that I decided to get another Remington. I bought a couple boxes of Federal Classic 3" steel shot ammo to use in it. I never even thought to shoot it prior to the hunt. The morning of the guided hunt, I loaded the 870 Express and laid down in the blind. When the first group of geese was descending on us, I shot and cocked the pump mechanism for a second shot. The gun "jammed", for lack of a better term. It appeared that it was not pulling the first shell out of the chamber. The guide tried to fix it, but was unsuccessful. It goes without saying that I was more than a little disappointed that I spent the money for a guided hunt and was not able to shoot. Anyway, I was able to watch my son have fun. By the way, he has a Winchester. I just had to get that "dig" in.

I am the Quality Assurance Manager of the world's largest automotive battery plant. We manufacture approx. 35,000 automotive batteries per day. I understand that manufacturing processes are not perfect all the time. I'm disappointed about incident with the 870 Express, but I'll get over it. You could help me "get over it" by making sure that it, and the rifle, are repaired well, at a reasonable expense.

I don't know what your policy is regarding informing the owner of the expense before fixing it, but if possible, I would appreciate a call. If the cost is considerable, I may elect to not have them repaired.

Thanks for your help.

Sincerely,

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Quote \$20 for new TA and
cleaning Action under Bolt Lock
mod. program. Sear sticks to
side walls of Trigger housing
due to improper cleaning. 19

FWS
3/4/03

Serial Number:

6637675

Model: 700



RE00062249