

April 25, 2003

Remington Arms Company, Inc.
Attn: Arms Services Dept. TPA
14 Hoefler Avenue
Ilion, New York 13357

Dear Sirs:

In November of 2002 I began experiencing problems with my Remington Model 700 BDL rifle, chambered for the 7mm-08 Remington. I have twice experienced a "delay-firing" situation with the rifle. Both instances occurred while hunting whitetail deer. The first was a very short delay, less than 1 second. At first I thought that I was imagining things, but the second delay was several seconds, long enough to lower the rifle from my shoulder and point it into the ground. In both situations the rifle did fire after the delay.

I e-mailed your company on November 25, 2002 and asked for direction. The original e-mail and your response (question reference #021125-000015) are enclosed for your review. After sending the original e-mail, but before receiving your response, I thoroughly sprayed the trigger assembly with Tri-Lube – a silicon based spray product that I use solely for my gun cleaning and protecting. At no time did I disassemble the trigger assembly. After this I fired approximately five shots from the rifle and it did not exhibit any problems.

I am enclosing my rifle (serial number C6496013) as requested in your e-mail.

I may be contacted by telephone Monday through Friday from 7:30 A.M. to 4:30 P.M. at (540) 387-6104. My cell number is (540) 529-9893. After 5:00 I may be contacted by telephone at (540) 929-9202. My e-mail address is pmartin@co.roanoke.va.us. My mailing address is:

10245 Bent Mountain Road
Bent Mountain, Virginia 24059

Thank you for your assistance in this matter.



Phillip A. Martin