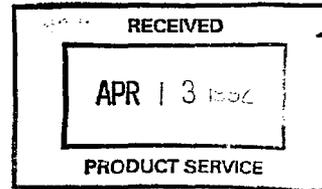


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CONSUMER SERVICE



Arms Services

President  
Remington Arms Company, Inc.  
Bridgeport, Connecticut 06602

Dear sir:

I am the proud original owner of a Remington Model 700 center fire rifle, caliber 30-06 springfield. This rifle has given me years of unblemished service as my partner on many memorable hunts for deer and elk in Colorado. However, on my recent elk hunt this past winter I experienced a strange and dangerous problem with this rifle that has me very concerned about its safety.

On the first morning of the hunting season I was loading this rifle with three shells placed into the magazine from the top with the bolt open. After loading the shells I closed the bolt moving one of the shells into the chamber and turned the bolt knob down to the fully closed position. I next attempted to move the safety from the F-fire position to S-safe with my right thumb. Well, the safety would not move from the F-fire position so I raised the bolt knob and slid the bolt half open (not enough to eject the chambered shell) and then reclosed the bolt and turned the bolt knob down to the fully closed position. Next with my thumb I moved the safety from the F to S position then with my right thumb still on the safety I moved the safety back to the F position. As I moved the safety to the F the rifle Fired! I took the full recoil of the rifle on the tip of my right thumb from the safety lever. Thank the good Lord and my gun safety habits that the gun barrel was pointed in a safe direction and nobody was shot. My thumb was injured, I scared the pants off my companions and any elk in the area, and my hunting trip was ruined because I could not trust the safety of my rifle.

Please advise me as to what could have happened and what I can do to have my rifle repaired. The number and words on the barrel and receiver are "6635940 Remington Arms Co Inc. Ilion N. Y. Made in USA" I would like to restore my confidence in this fine rifle.

Sincerely,

David S. Guzy  
13894 W. 21st Ave.  
Golden, CO 80401

