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Remington Arms Co., Inc.
Dept RP
14 Hoefler Ave.
Ilion, NY 13357

Feb. 2, 1991

As a result of discussion with your customer service department I have shipped my rifle, serial number A6444481, to you via UPS collect.

Although I have always been wary of the fact that this rifle must be in "non-safe" mode to load and unload, I have not had any problems until this past season. One day during our deer season, I loaded the rifle as I always do. However, as I closed the bolt, the chambered round fired. The only damage done was some bruising to the palm of my hand.

I am convinced that no external event caused this rifle to fire as it did. I have hunted for more than 25 years and am most careful and attentive when it comes to firearm safety.

Needless to say, the rest of the season was unenjoyable because of my fear of what might happen regarding my rifle (the only big game rifle I have ever owned).

Please repair whatever caused this problem and, if possible, modify the rifle so that it can be loaded and unloaded with the safety on.

Sincerely,

Charles H. Young
Charles H. Young

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