

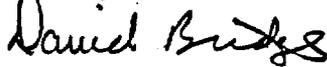
Last December, I was in a stand with the rifle when I had the chance to kill a deer. I sighted the deer in the scope, moved the safety from the 'S' to the 'F' position. I looked at the deer for probably 20 to 30 seconds through the scope with the rifle in the 'F' position before I squeezed the trigger, after which nothing happened for 1 to 2 seconds. Just as I raised my head from the cheek piece the rifle discharged and the scope struck me in the eye. The deer did not run, so I decided in my disgust to take another shot. I left the rifle in the 'F' position and opened the bolt, and ramped another cartridge into the chamber. When I closed the bolt the rifle discharged again without me touching the trigger, firing a shot wildly into the air.

After this latest incident I called your factory service center in Macon, Georgia, and described the problems that I have had with the rifle. They said that they would not "touch" a rifle with the history that this rifle has and for me to send it directly to Remington. The rifle has been totally unsatisfactory and unsafe since I purchased it. It has failed, in a dangerous manner, so many times that I have no confidence in the rifle and never will. I have no intention of ever hunting with the rifle again, but unfortunately can never sell the rifle because I would not want an unsuspecting person to handle the rifle. I own several other Remington firearms, none of which have ever failed to perform to my expectations. I have owned two model 788 centerfire rifles, neither of which ever failed. As a former employee of the Agrichemicals Division of DuPont, I know that DuPont companies are committed to quality and safety. Therefore, I anticipate that this problem will be resolved. Unless Remington can positively identify a defective component, replace the defective component, insure the safety of the rifle, and accept liability for reoccurrence of the problem, please do not return the rifle. In its present condition the rifle is not safe to handle when loaded. Therefore, I do not want the liability or responsibility for someone who unknowingly handles the gun in the future being hurt or killed.

Thank you in advance for your assistance in this matter. Please advise regarding Remington Arms intentions to resolve this safety problem:

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Sincerely,



David C. Bridges