

R.T. Cole
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Box 2305
So. Paris, Maine 04281

July 18, 1988

Mr. R.H. Potter
Supervisor
Product Service

Re; Model 700 series-defective trigger.

Dear Mr. Potter:

I have received your letter describing a defective trigger installation and you are correct. My gun Model 700, 7MM Magnum, Serial No. 6770426 was repaired during the period you describe, July 29, 1987-December 11, 1987.

I am writing this letter to you because although I appreciate your safety concern, I find your solution less than satisfactory. I am enclosing the first letter of my correspondence to Remington Arms describing the malfunction first encountered and my concerns (If you haven't read the attached letter, please do so at this time).

Prior to and during the repair, I spoke on several occasions with your Mr. J. Stekl. At that time I was unsatisfied with the repair plan because the problem had not been specifically identified. The specific cause of the malfunction (discharge) was not duplicated, only assumed to be trigger assembly. RAC even went to the extreme of storing the gun in the freezer and testing.

Jim Stekl finally convinced me that although the specific element that had caused the discharges was not pinpointed, the repairs RAC provided satisfied my request. Mr. Stekl further indicated that I could rest (hunt) assured that I had a properly functioning firearm, and the "reputation of Remington Arms behind the repair."

After receiving the 7MM back, I purchased a Remington Model 7 .308, desiring to have a lighter gun that functioned identically to the 7MM. I found however, that even though I carried the 7MM in the truck as a back up I never used it; even on those occasions that the 7MM would have suited my needs better than the .308. RAC's assurances that the malfunction was eliminated did not satisfy my concerns. We are not talking about a breakdown like a flat tire, someone could be killed.

May 1988 RAC: "You should not load or shoot the firearm"- someone could have been killed.