

Enclosed find one Rem 700 Serial # A6260722, one of 3 such models I have purchased new in the last three years. The other two perform flawlessly. This one does not. This rifle has discharged twice accidentally. Each time the safety was engaged for a short period of time and when disengaged to unload it immediately discharged.

At the time of the first discharge I called your 800 toll free number and asked of possible recall etc. The party on the other line seemed to know very little concerning your company.

A short time later I received a notice telling me my rifle was not included in any recall. Working of the bolt and safety 250 times failed to produce another incident. The second incident resulted in substantial property damage and could have caused severe personal injury. For this reason I strongly suggest the immediate remedy(s).

1. An immediate response from you stating exact cause of safety-rifle defect.
2. Your intended action to correct the problem.

While I realize that a single minor part could be defective I strongly suggest you replace the entire safety trigger mechanism with one of guaranteed reliability.

An immediate reply is necessary as my course of action regarding the property damage caused by your defective safety is still hanging in the balance. I assume you intend to report this rifle at no cost to myself and with your best quality and precision parts. I cannot accept it discharging

Dennis Diaz
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Remington Arms Co.
Sirs: