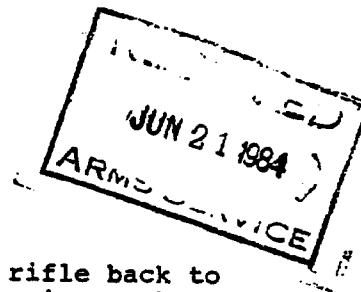


Rt. 2, Box 253  
Worthington, KY 41183  
June 18, 1984

Remington Arms Company, Inc.  
Arms Service Division  
Ilion, NY 13357

Re: Order No. R-13072-700  
A6496974



Dear Sirs:

I recently sent a 700 BDL 7mm Magnum rifle back to Remington Arms at the above address for repairs. The gun discharged for no apparent reason while I was unloading it. I was seated on the tailgate of my 1983 Blazer with the barrel pointed above my head when the gun discharged, blowing the window out of my nearly new vehicle... a replacement cost of \$2201

The rifle was received in Ilion on May 24, 1984 and was found to be defective. I telephoned Customer Service several days later in Ilion and was referred to a Mr. C. H. Dekanek, with whom I talked to for several minutes regarding my rifle and the incident involving my Blazer and the fact that I received no answer about the cause of the misfiring. I also asked Mr. Dekanek for a Remington hat or belt buckle; he referred me to the Promotional Department-- which I feel was ridiculous in light of my "problems" with Remington at this particular time. I am writing this letter in hopes of finding out the cause of the misfiring and exactly what was done to correct the problem; I have been very displeased with the manner in which my problems have been handled.

In closing, I would like to stress that I am an avid fan of Remington products... Rifles, Shotguns, and ammunition... and have been very pleased with their performance for many years. Perhaps you will be as anxious as I to clear up this small matter if for no other reason than to keep this Remington customer satisfied. A number of my friends, also Remington customers, are anxious to hear if your response is satisfactory explanation for the incident that could have resulted in the injury or death of myself and/or my companions!

I have enclosed copies of all transactions created by the defective Remington rifle.

Cordially,

Thomas E. Francis