

Steven D. Duncan
P.O. Box 12
Menlo, GA 30731

January 6, 1995

Remington Arms Company, Inc.
Arms Service Division
14 Hoefler Ave.
Ilion, New York 13357

To whom it may concern:

Please find included with this letter a Remington Model Seven Youth Bolt Action Rifle, .243 cal., Serial number 7702428. This weapon is being returned as a result of a malfunction and subsequent conversation with "Pat" in Special Services. I have also included the cartridge which was in the weapon when the problem occurred.

As Training Coordinator for a Sheriff's Department I have taught law enforcement classes for a number of years with very favorable experiences with Remington Products. This prompted me to purchase the above rifle for my son for Christmas of 1994 due to its construction and safety features.

Having been selected for a Special Quota Deer Hunt in November 1994, I opted to give my son his Christmas present early. The problem with this weapon occurred on November 19th, 1994 on returning to camp. Once in camp I told my son I would unload his weapon due to the presence of the chief Game Warden of the area and others (including a U.S. Army Armorer). I took the weapon, checked to ensure the safety was in the "safe position" and leaned in my new Chevrolet Pickup to unload. I raised the bolt to eject the round in the chamber. As the bolt reached the uppermost position the weapon fired. As I had the muzzle pointed up the discharge resulted in the driver's window being shot and totally shattered. The bolt flew back and I dropped the weapon. The previously mentioned Game Warden and the Armorer inspected the weapon, verifying it was on safety, and inspected the ejected cartridge.

Both suggested strongly I return the weapon to you as it was approximately one month old and had been fired only 21 times.

Not only did this malfunction prevent my son from being able to use his new weapon for deer hunting during the 1994 season (since I feared another discharge), it resulted in a \$419.00 expenditure by me (Not covered by insurance due to \$500. deductible) to replace the truck window. In light of the facts including experienced eye-witnesses at the

occurence I strongly feel Remington Arms Company should repair or replace the rifle to make it SAFE as it should have been and reimburse me for the damage caused by a problem with your product purchased in good faith. I appreciate your prompt attention to this matter.

Any questions should be directed to me at:

Walker County Sheriff's Department
South Duke Street
Lafayette, GA 30728

Attn: Detective Sergeant Steven Duncan

I can be contacted by telephone at the Walker County Sheriff's Department at 706-638-1909 or at home at 706-862-6203.

Respectfully,



Steven D. Duncan