

March 6, 2004

Remington Arms Company
Attn: Product Service Division
14 Hoeffer Avenue
Ilion, NY 13357



To whom it may concern:


First, I would like to say how glad I am to own a Remington firearm. I purchased this rifle new from a dealer on April 5, 2002. Since I have owned it, I have taken four whitetail deer with this rifle, and it is a pleasure to own and shoot. I would like to compliment you on the quality of Remington firearms.

However, on January 1, 2004, during the Mississippi whitetail deer rifle season, I had a rather unpleasant experience with my rifle. Luckily for me, I was hunting alone and no one was injured. I began my hunt by loading my rifle with four cartridges and took my first shot at a magnificent 8-point buck at around 8:00 AM. Unfortunately, the first shot missed him completely. When I loaded the second cartridge and as I seated the bolt, the rifle discharged without me pulling the trigger. I was holding the rifle skyward and no one was in the vicinity. Needless to say, I was shocked and surprised. Still in shock and the buck still standing close by, I removed the second spent cartridge and pulled the bolt back. I then realized the rifle was still in fire mode. Unable to move it to the safe position, I engaged the third cartridge and seated the bolt in the same manner as I did the first. Again, the rifle discharged as I held it up. I moved the safety switch to safe mode and loaded the final shell. It did not go off in safe mode as I seated the bolt. I scoped in the buck on the last shell and moved the switch forward to the fire position. The rifle did not discharge on the four and final shell. Lucky for me and unlucky for the buck, I took the buck with the last shell.

When I returned home, I engaged the bolt several times in succession totaling about 10 times. The firing mechanism at the rear of the bolt did not seat out in the cocked position on two of those times. I have not loaded, fired or done anything to the rifle since then except clean it. On January 22, 2004, I spoke to a Remington Arms customer repair representative by phone who asked me to mail in the rifle as it was covered under a two year warranty. The only proof of purchase I have is a copy of the registration form with the gentleman who registered the rifle for me locally. The customer repair representative told me this would suffice as proof of payment. This form is dated April 5, 2002 and a copy is enclosed with this letter.

Finally, I would say that in the nearly 100 times of firing this rifle during the 2003 and 2004 hunting seasons, this never happened before. I would greatly appreciate it if you would review and repair my rifle if necessary as covered by warranty. Please feel free to contact me should you have any questions.

Sincerely,



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TP: 5 lbs

Could not duplicate concern.
Trigger return after firing is
sluggish. Clean action and
install new TA n/c under
warranty.

FLS 3/24/2004