

Donald R. Folks  
8514 Brubaker Dr.  
Roanoke, Va. 24019

Remington Arms Co.  
14 Hoefler Ave.  
Ilion N.Y. 13357  
Attn: Jack Kast

Dear Mr. Kast,

I contacted the Remington customer service line and was referred to you. I have a Remington model 788, in .308 winchester which I purchased new in 1973. Three years ago I was deer hunting in Virginia when a turkey walked up to me. When I pulled the trigger on my rifle to shoot it wouldn't fire. I checked the safety and tried again and it still wouldn't fire. I reached for the safety a third time and as I did the rifle went off scaring the turkey only half as much as me. I rationalized the whole thing as being "Buck Fever" and thought I had just had trouble with the safety and continued hunting. Later that day two deer came by and I again prepared to shoot. I pushed off the safety, aimed and pulled the trigger. Again nothing happened. I checked the safety again with no change. I tried both the safety and trigger a third time with no difference. I stood watching the deer move away. As I tried to put the safety back on, it would not go into the safe position. As I stood watching the deer walk over the top of the ridge the .308 went off in my hands, blowing the side out of a sappling standing next to me.

Upon returning home I disassembled the rifle and found the pivot pin for the trigger had worked loose and was hanging partially out, causing the trigger to bind or hang up. I took it to my gunsmith and asked him to check it or replace the roll pin with a new one, which he did. The next year it worked fine and I had no problems.

This past year I let my 12 year old son use it and a similar incident happened to him. Fortunately to all involved I was with him when it happened. He was about to finish off a wounded deer my brother had hit when the gun wouldn't fire. I immediately had him keep the gun pointed downrange and reached for the safety. It appeared to be off but as I pushed it all the way forward the rifle fired into the ground about 30 feet in front of us.

This rifle scares me to death. I cannot use the gun myself or allow any of my family to use it. I refuse to sell it to anyone else knowing it might cause serious injury or death to someone else. Please, If there have been any changes or upgrades to the rifle since I purchased it which might remedy this problem please perform them for me. If not please check this rifle over thoroughly and make any corrections which you see are needed to make it safe.

I love my family and friends and could not bear to have anything happen to them because of one of my guns. I also love this .308 since it was the very first rifle I purchased of my own and would like to get many more years of service from it. I would greatly appreciate it if you could repair it and return it so I can harvest many more deer with it.

Thank you for your time and trouble. I will print my name and address below.

Sincerely,

A handwritten signature in cursive script that reads "Donald R. Folks".

Donald R. Folks

Donald R. Folks  
8514 Brubaker Dr.  
Roanoke, Va. 24019  
Phone: 540-562-0782