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To <i>Roger Potter</i>	From <i>Al Huenink</i>	
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Dept.	Phone #	
Fax # <i>315-896-3237</i>	Fax #	

28 December 1992

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

Dear Mr. Green,

I would like to take this opportunity to introduce myself as an owner of several Remington rifles and shotguns, an avid hunter and a person who take his time in the field or woods very seriously.

In January of 92 I had the opportunity to purchase another Remington firearm, Model 700LH, 338 WIN Mag, Serial Number C6601434 (firearm currently in my possession) and it is very disappointing for me to realize that the quality of Remington firearms has dropped to all time low. In order to put my concern in proper perspective I would like to call attention to the following events and details:

1. Purchased rifle from Franklin Sports, Inc. in Athens Georgia. Ammunition purchased was Remington Safari Grade.
2. Sited in first rifle and encountered problem with removing spent cartridge from chamber due to a metal burr in the chamber. Rifle was returned and exchanged for the one indicated above.
3. New rifle was sited in and found to not hold a tight shot group after the third shot. This was due to improper finishing of the stock after the front swivel was installed at the factory.
4. On November 7, 1992 I had my first opportunity to take my 338 WIN Mag to the field. With rifle in hand I had an opportunity to harvest a Trophy 8 Point Whitetail but due to a misfire, the opportunity was lost. The firearm was returned to Franklin's for repair of Items 3 and 4. Repairs made by Franklin's were (1) replacement of Firing Pin Assembly (2) replacement of Trigger Assembly and (3) Glass bedding of stock.
5. On November 27 I picked up repaired rifle from Franklin's and had another opportunity to harvest another whitetail on November 28 and now realized that the magazine was

defective and would not hold cartridge number three in the magazine. The firearm was returned on December 6 for replacement of magazine.

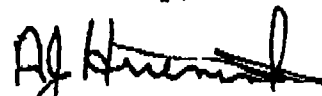
6. On December 27 I had an opportunity to harvest a 10 Point Whitetail which would have scored in the low 150's B&C (at a minimum) but the rifle again misfired.

As detailed above, you can imagine the frustration that I have experienced with a poorly manufactured rifle, not only the hassle with the firearm but losing opportunities to harvest Trophy Whitetails in which Remington is totally at fault.

On the positive side I can assure Remington that Mark Franklin and his staff have done everything possible to rectify the situation but can not repair firearms with defective or out of specification parts from Remington.

Please advise by return mail what corrective action you and Remington Arms Company, Inc plan to initiate.

Sincerely,


Alvin J. Huenink

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