

34414 Bond Road
Lebanon, OR 97355
October 18, 1994

Remington Arms Company
Products Service
14 Hoefler Avenue
Ilion, NY 13357

Dear Sirs:

Two weekends ago I was hunting with my son. At the end of the day, as we were standing beside the truck with the door open, he was starting to unload the rifle. He pushed the safety off to unload and the gun discharged, blowing a hole in the floor of the pickup.

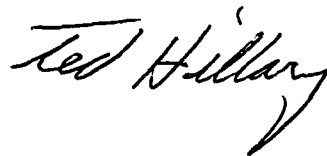
I started to scold him about gun safety, but he insisted that he was following all the rules. As we checked out the rifle, the safety was indeed broken. Every time we pushed the safety the rifle fired.

I took the rifle to our local gun dealer who told us it looked like a factory defect. He said we should send it back to Remington and gave us the phone number. After talking to you and discussing the situation, we are sending you the rifle, a picture of the floor of the truck, and an estimate of damage. I would like the rifle fixed or replaced and the floor of my truck repaired.

If you need any more information, please let me know.

Thank you for taking care of this.

Sincerely,



Ted Hillary

TH:fs

Enc.: rifle
picture
estimate