

July 11, 1994

Remington Arms
Arms Services Division
14 Hoefler Avenue
Ilion, New York 13357

RE: Order Number 94-12547

TO WHOM IT MAY CONCERN:

Your estimate to repair my Model 700 30-06 ADL, Serial Number 251152, is totally unacceptable. I will not use this rifle again, and your placing the blame on an "outside factory adjustment" is an effort by your company to avoid responsibility of a very dangerous, defective weapon. This rifle discharged twice when the safety was pushed forward, and if it had caused bodily harm my claim would have been more than a request for replacement.

I do not want this rifle back in its defective manner. I cannot have confidence in this rifle again, and I have no plan to use it, or in good conscious, to sell it.

Your company is aware of this problem, and this weak effort to place the blame on a trigger adjustment makes the matter even worse. Then, to add insult to injury, you plan to bill me for this. NO WAY!

The only acceptable resolution for this problem now is to replace the rifle. This rifle will not be used again by me, and I will not pay to have it repaired. Your tests showed no problem, but my (and my son-in-law's) experience with this rifle prove differently. I have no plans to experiment with this rifle to see if it malfunctions again.

Please advise me as quickly as possible. You received the rifle on April 11, 1994, and finally made a judgment on June 17, 1994. Hopefully, we can resolve this issue more quickly. The only acceptable solution for me is replacement of this rifle.

Sincerely,



Kenneth N. Jonassen
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