

April 8, 1994

True up file
To Whom It May Concern At Remington Arms,

When I was hunting last September, my Remington Model 700 bolt-action rifle fired when I simply let the safety off. I had a round of ammunition in the chamber, the rifle was cocked, and the safety was on. My finger was nowhere near the trigger when I released the safety and yet the gun discharged greatly alarming both my hunting companions and myself. Fortunately, I had the rifle pointed straight up in the air and no one was injured. I took this rifle to my local, authorized Remington service representative, a store in Portland, Oregon named Allison & Carey Gunworks. I described the problem to them and they refused to disassemble it. Instead they told me that they would send it to the Remington factory, and that it was their experience that Remington would usually install a new trigger assembly free of charge. Allison & Carey told me that they would charge an estimated \$30.00 handling fee to remove the scope and ship the gun to Remington. I decided to take their advice and have the Remington factory take a look at it. When I went to pick up the gun a month or so later I was surprised to find that Remington had charged \$78.60 to install a new trigger assembly. My total bill, with Allison & Carey's handling fee added in, was \$110.78. I've seen these guns on sale for as little as \$275.00 brand new and I was somewhat irritated at having been charged this much. I complained to Allison & Carey and they said they would appeal this charge to Remington, but nothing ever came of it.

Imagine my surprise about a month ago when I was watching the television program 60 Minutes and saw a report on firearm safety legislation. One example of an unsafe firearm presented on this program was the Remington Model 700 bolt-action rifle. The problem described was exactly what I had experienced (i.e. the gun discharges when the safety is released) and the report said that over 1000 instances of this occurrence had been documented. 60 Minutes interviewed a man whose foot had been blown off as a result of this problem. I called Allison & Carey the next day and they had nothing to say about this matter except to suggest that I call Remington about it. I called Remington's customer service desk on the morning of Thursday, March 24, 1994. My primary purpose in calling was to see if there really was a problem that Remington was aware of and if the repairs that Remington had made to my Remington Model 700 bolt-action rifle made it safe for future use. I asked the service representative if Remington would send me a written statement to this effect and she said that you would. So far, over two weeks later I have received no such written statement.

I always used to feel that the Remington name was synonymous with quality and integrity, but now I am not so sure. If there is a problem with the Remington Model 700 bolt-action rifle that Remington was aware of when they charged me to fix would could be a life-threatening defect in their workmanship, I feel that this is simply not acceptable. More importantly, I want to know if I can safely use this rifle for hunting. At this point I am afraid to use it for two reasons. The first is the obvious safety issue and the second is that I don't want to miss the opportunity of shooting a deer or elk because the rifle discharges at some time other than when I pull the trigger. I want Remington's written assurance that when it inspected and repaired my gun that this problem was taken care of. I want Remington's assurance that this gun is absolutely safe for use. I want to know that this rifle will not discharge unless I pull the trigger. If I don't get this assurance I will be afraid to use this gun and afraid to sell it to anyone else. I will also never buy another Remington product and will advise that my friends to do the same. I have enclosed my receipt from Allison & Carey (which contains the rifle's serial number) for your reference. Thank you for your attention to this matter.

Richard Schramm

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4/20/94 Called left message to return my call *[Signature]*

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