

Removal of the barreled-action from the stock revealed that the trigger assembly was extremely wet with excessive oil (?) on the inside and outside. A sticky substance was also found on the safety lock arm, and in the bolt handle slot of the receiver. In future use, we strongly advise that oil be used sparingly on the firearm and not let accumulate in or on the trigger assembly, as this condition could adversely affect the operation of the trigger assembly.

Since we found the firearm to be completely correct and to function normally in every respect, we are prepared to return it to your customer in its present condition. However, we will install a new trigger assembly at no charge, as a gesture of good-will, to restore confidence in the rifle.

Thank you for allowing us the opportunity to examine the rifle and report our findings.

Sincerely,

  
D.J. Sanita, Specialist  
Product Service

DJS:tp

*Remington Arms Company, Inc.*