

**ROBERT F. BUTLER**

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May 26, 1988

Mr. Jim Steckl  
The Remington Arms Company  
14 Hoefler Avenue  
Ilion, New York 13357

Dear Mr. Steckl:

I broke my rifle. I wrote to you and asked for help. Your representative called and said "Send it to us and we'll look at it." I did. You did. I got the rifle back C.O.D. So far so good.

The problem is and was that it went off accidentally. I didn't drop the damn thing. I chambered a round and boom. It took a year off my life - and that makes me unhappy.

In my garage I have all my reloading stuff set up. I try new bullets, new cases, new powders. I mike everything to see if the ammunition is within limits. Then I chamber a round and watch the marks on the bullet case.

Now can you see my concern?

Good! What I want is an explanation by somebody who knows what he's talking about. Meaning someone who worked on my rifle, removed the scope, looked inside, checked it, etc.

May I have what I want? Thank you.

Faithful Remington Shooter,

*Robert F. Butler*  
Robert F. Butler

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MAY 31 1988