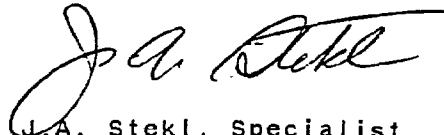


Disassembly of the rifle revealed the barreled-action and trigger assembly were clean and lightly oiled. However, Carter's Country did notify us that when you delivered the rifle to them on September 20, 1989, the trigger assembly was found to be inoperative due to a heavy concentration of some type of very gummy substance coating all parts of the trigger assembly. Obviously, this had accumulated after the rifle left Remington. Subsequently, the trigger assembly was cleaned by Carter's Country, following which the firearm worked properly.

Since we found the firearm to now function properly in every respect, we are prepared to return it in its present condition. However, if you desire, we will install a new trigger assembly at no charge, as a gesture of good-will, if it will restore your confidence in the rifle. We will await your decision and reply.

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

Sincerely,


J.A. Stekl, Specialist
Product Service

JAS:tpg

cc: Carter's Country