

REMINGTON ARMS COMPANY, INC
DEPT RP
14 HOEFLE AVE
ILION, NY 13357
ATTN: R.H. POTTER

RECEIVED

JUL 01 1988

JUNE 16, 1988

R.H. POTTER

Dear Mr. Potter,

I am sending you my Remington Model 700 rifle in hopes that you can amend the damage that occurred while trying to have the trigger assembly replaced by one of your authorized gunsmiths.

Imbert & Smithers Sporting Goods
1148 El Camino Real
San Carlos, Ca. 94070
Phone (415) 593-4207

First of all, I received my custom made rifle from Tri-City Sporting Goods in Fremont on December 30th 1987. I was proud of my new custom rifle. It was flawless in every detail. I could not wait to purchase a scope for it. Because of the lack of funds I've incurred lately, I have not been able to purchase a scope, and to this date have not fired it.

I took my rifle into the above named gunsmiths on April 16, 1988. I was told it would take a week to ten working days for the trigger assembly repair. After three weeks I called and was told it would take a couple more weeks because they had to send away for a part, since my rifle was a left handed model. After a few more weeks passed, I did not receive a call or letter concerning my rifle, so on June 11, 1988 I went to the shop to pick the rifle up. As soon as I looked at the rifle, I noticed a small chip in the stock located by the trigger guard. I showed the gunsmith and he said, it looks like a bit of white paint. He tried to remove it with his fingernail and realized that it was a chip. He then proceeded to tell me he didn't know how it could have happened and that it was no big deal, it wouldn't affect the integrity of the rifle. I feel it shouldn't have happened in the first place, whether it affects the integrity or not. He said he could send it to Remington and have it repainted, but he would not assume responsibility of the cost. I was very upset, so I put the rifle in its case and left the store. When I got home I looked the rifle over more carefully and found more damage.

1. A small but noticeable scratch on the bottom side of the barrel located about three inches from the front end of the stock.
2. Small black spots on the bolt over the honing details.
3. The front guard screw and the rear screw on the trigger guard looked like they were removed with an undersized screwdriver which caused the head of the screw to become out of shape.

After finding this damage, I decided to check the safety. The rifle was in the safe position, so I cocked the rifle and moved the safety lever from safe to fire several times. All of a sudden without touching the trigger, the rifle dry fired. I went through the process again, and