

E.F. Barrett
G.L. Ehrens
E. Hooton, Jr. - R.E. Schrader
K.N. Waite, Jr.

May 10, 1984

Mr. Philip O. Heard
5205 Largo St.
Farmington, New Mexico 87401

Dear Mr. Heard:

Your letter of April 30, 1984 that was addressed to the President, Remington Arms Company, Inc., Bridgeport, Connecticut, regarding the difficulty you experienced while using your Model 700 30-06 caliber rifle, serial number A6666052, has been forwarded to this office for handling.

We were indeed sorry to learn of your unfortunate accident and, on behalf of Remington Arms Company, Inc., wish to extend our sympathies for the expenses incurred. We are thankful that no one was injured.

In regards to the features of your rifle, it can be loaded and unloaded with the safety switch in the "on-safe" position. If you will refer to the instruction book that was packaged with the rifle, it will be noted that once the bolt is raised the safety switch may be put in the "on-safe" position to complete the loading and unloading operations. Upon closing the bolt handle with the safety switch in the "on-safe" position, the safety remains on and the bolt-lock engages the bolt so it cannot be inadvertently raised while hunting.

Perhaps the box and owner's manual, which is packaged with every new firearm, was not given to you at the time of purchase. Therefore, we are enclosing a new booklet for your convenience.

Thank you for bringing this matter to our attention, and for allowing us the opportunity to clarify your area of concern.

Sincerely,

J.A. Stekl, Supervisor
Product Service

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encl.