

F.D. Cole  
R-07321



Mr. Neil L. Hegglund  
P.O. Box 1744  
Steamboat Springs, Colorado 80477

Dear Mr. Hegglund:

Examination has been completed on your returned Model 700 .264 Win. Mag. caliber rifle, serial number 6359039, which allegedly fired when the safety was pushed to the off position.

Our experts thoroughly examined the rifle and trigger assembly, and all parts were found to meet our tolerances dimensionally. It was discovered, however, that the trigger had been adjusted outside Remington, as evidenced by black lacquer on the adjusting screws, and that the trigger assembly contained an excessive amount of heavy oil. It is possible that the oil accumulation, coupled with the cold temperature did, in fact, cause the trigger mechanism to hang up, resulting in the accidental discharge when the safety was released. Since the trigger mechanism of the Model 700 is treated with a dry lubricant during assembly, we strongly recommend that no additional lubrication be added to it.

Based on our findings, Remington Arms Company, Inc., cannot accept any liability or responsibility for this incident. However, as a gesture of good will, we will replace the entire trigger assembly of your rifle, at no charge, to insure that your faith in your rifle is restored. If this is acceptable, please advise us at your earliest convenience. We will await your reply.

In regards to your Models 760 and 11, our Arms Service Division will contact you directly.

Thank you for having afforded us the opportunity to examine your rifle and to be of service.

Sincerely,

REPAIR MC

PER →

J.A. Stakl, Supervisor  
Firearms Product Service

JAS:tpg

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