

Remington

REMINGTON ARMS COMPANY, INC.

SPORTING ARMS-AMMUNITION-TARGETS-TRAPS

ILION, NEW YORK 13357

TELEPHONE (315) 895-3200

13 March 1995

Shannon Gimbert
109 Harris Road
Charlottesville, VA 22903

RE: R95-08410 M/700 A6670269

Dear Shannon:

This is in response to your recent inquiry regarding your model 700 bolt action rifle. We at Remington have confidence in our line of rifles and shotguns, and therefore I appreciate the opportunity to examine your firearm and respond to your inquiry.

First, Remington is America's oldest firearms manufacturer and has always been proud of its record of building quality firearms. The Model 700 is a safe and reliable bolt action rifle; like any firearm, the 700 must be used as intended, which includes following manufacturer's instructions and the rules of safe gun handling (including proper care and maintenance). Since its introduction in 1962 the 700 has been considered the standard against which all bolt action rifles from all manufacturers are judged.

Second, the safe use of our products is of paramount concern to Remington. For that reason, we encourage gun owners, dealers and gunsmiths to advise Remington of any potentially safety-related complaint involving any of its products, including the Model 700. In addition, Remington requests that any such product be returned for inspection and testing by trained personnel here at our Iliion facility.

Our experience over three decades with the Model 700 has disclosed no evidence of a design defect. Rather, incidents such as accidental discharges have resulted from other factors, among which are misuse, after-factory modifications, improper maintenance, or something accidentally contacting the trigger.

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Shannon Gimbert
R95-08410

Page 2 of 2
13 March 1995

Third, it is important to remember that in the rare instance where a gun accidentally discharges, personal injury will not result unless there has been a failure to follow the rules of safe gun-handling, including the primary rules -- always treat every firearm as loaded and always point the muzzle in a safe direction.

Shannon, nothing in your firearm indicated that a mechanical failure caused the accidental discharge you experienced. Upon receipt we tried to duplicate your incident. We were unable to cause the firearm to malfunction. The firearm appeared to to be properly maintained and cared for. We even disassembled the entire fire control and could not find any fault. It is possible that you may have inadvertently struck the trigger when you released the safety.

We will assemble a new fire control, completely test, and return your rifle to you in like-new condition. Continue to follow the cleaning and maintenance instructions for the Model 700, and the rules of safe hunting, and this rifle should provide you with many more years of safe hunting experiences.

As I stated earlier, your firearm appeared to have been properly maintained; however, our complete tear down and inspection of components in the fire control makes it necessary for us to install a complete new fire control. I hope that you find this letter responsive to your inquiry, and that your future experiences with your Model 700 will restore your faith in our product.

Cordially,



Fred Supry
Product Service

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