

**Remington.**  
**REMINGTON ARMS COMPANY, INC.**

**SPORTING ARMS-AMMUNITION-TARGETS-TRAPS**

**ILION, NEW YORK 13357**

**TELEPHONE (315) 895-3200**

**November 1, 1994**

**Mr. Ted Hillary  
34414 Bond Rd.  
Lebanon, OR 97355**

**Dear Mr. Hillary:**

Examination has been completed on the Model 721 30/06 cal. 24" barrel rifle, serial number 64452, that you returned to us a short time ago.

We were indeed sorry to learn of the mishap, and also that there was property damage as a result. However, more importantly, as you pointed out, no one was injured.

The returned firearm, which was produced in March of 1949, has been thoroughly examined and found to contain our high pressure proof test, gallery test and final inspection stampings, indicating that it had successfully passed all necessary tests and inspections before being shipped from our factory.

The general condition of the gun appeared to be good prior to the incident. Our initial functioning and testing of the rifle, in its as-received condition, duplicated the malfunction that you describe in your correspondence. In going over the individual parts, we found that the trigger has been adjusted outside of the factory, witnessed by the removal of the original factory sealant from the trigger assembly pounds pull screw. The alteration is obvious, as the screw is only engaged approximately 2&1/2 threads into the trigger housing. We were unable to measure the trigger pull because the trigger would not return under the sear as a result of this alteration.

We do not recommend that the trigger be adjusted outside of the factory. The settings on the trigger are done in a controlled process to insure its proper function and reliability.

Based upon our examination findings, the Remington Arms Company, Inc., cannot assume any responsibility or liability for an incident which was caused by a condition beyond our control. However, we do appreciate the fact that you and your son are avid Remington customers. Also, we want to be as helpful as possible towards resolving your concern. Therefore, as a gesture of good will, we offer to replace the trigger assembly at no charge in exchange for the original altered assembly in order to restore your confidence in the rifle. The rifle will then be tested prior to its return.

-2-

If this offer, which we feel is eminently fair, is acceptable, please advise at your convenience. Please send your reply marked to my attention. We will await your decision and reply.

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

Sincerely,



J.L Kast  
Product Service

JLK:tpp

PS03259