

File Number:	[11088]	Arms Service number:	[F000048]
Last Name:	WHIPPLE	First Name:	[JCN]
Street:	[820 WEST 46TH STREET]	City:	[IDAHO FALLS]
State:	[ID]	Home Ph:	[208-529-2222]
Work Ph:	[208-533-7712]	Product Type:	[F]
Type Concern:	[S]	Concern Code:	[1007]
Concern:	[FIRED ON SAFE RELEASE]		
Cause Code:	[4040]	Cause:	[OTHER UNSPECIFIED OR UNDUE/TERMINED]
Assigned To:	[SUPRY]	Classification:	[UND]
Settlement Point:	[REPLACE FC - CHECK RIFLE NIC]		
Date Opened Recd:	[11/02/1992]	Date Opened by PIS:	[11/02/1992]
Date of Incident:		Date Closed:	[10/05/1993]
Date to Analysis:		Bullet Weight:	
Model:	[700]	Date from Analysis:	[REM]
Ramrod:	[700]	Date Code:	[OC]
Litigation:	<input type="checkbox"/>	Prel. Litigation:	<input type="checkbox"/>
Comments:	[Could not duplicate customer concern. Sticky residue built up in the FC and both release. Replace FC with non-holt lock FC and check rifle over completely nice as gesture of goodwill.]		
Category:			
Date of Modification:	[2/22/94 FM]	Date of Modification:	[6/10/1995]

December 14, 1998

Fred Supry  
Consumer Affairs Specialist  
Remington Arms Company

Fred,

Enclosed are the two rifles I talked to you about on the phone last month. One of them is a Model 700, SN A6642192, the other is a model 721, SN 315335. A copy of this letter is enclosed with each rifle.

I have the following concerns with these rifles:

Model 700 - During the fall of 1991, while unloading this rifle, it fired un-expectantly when I took the safety off. I did not have my finger on the trigger when the safety was pushed forward. I have never trusted this rifle since. I am the original purchaser of this rifle. It has never been to a gunsmith and I have never made any adjustments.

In 1994, I came across the Business Week (May 23, 1994) article documenting the accidents that have taken place with Model 700 rifles that also fired un-expectantly when the safety was pressed forward. I didn't decide to have the rifle looked at until a co-worker and friend, Don Nielsen, had the same problem with his this fall. This was the second time his rifle has discharged when the safety was removed. When Don and I called Remington, Karen informed us that our rifles were both built in 1973, only 389 apart in serial number.

Please inspect it to determine mode of failure. Also, is it possible to have the bolt lock removed as was standard after 1982? This would prevent the need to remove the safety when unloading.

Model 721: This rifle will not remain cocked unless the safety is engaged prior to closing the bolt. If the safety is engaged prior to closing the bolt, the rifle will fire every time when the safety is removed. This was my fathers rifle and worked fine when it came into my possession. It has been a gradually degrading problem. I suspect a worn part or need for adjustment. Will you also please check the head space on this rifle? Finally, do you have or no where I can find an original rear sight for this rifle? If an original is not available, do you have one that will work?

Thank You,

*John F. Whipple*  
John Whipple

3820 West 49<sup>th</sup> South  
Idaho Falls, ID 83402  
208-529-3222 (Day Time Work - 208-533-7712)

## RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER

R 99-00048

INITIAL CUSTOMER ORDER NO.

PS

DATE RECEIVED 12/18/98	DATE OPENED 01/04/99	DATE CODE 0Q 7-78	SERIAL NUMBER A6642192	NEW SERIAL NUMBER	MODEL AND GRADE 700 270	BDL
ACCESSORIES W/ STUDS						

FROM:

SHIP TO:

WHIPPLE, JOHN  
3820 WEST 49TH SOUTH  
IDAHO FALLS

ID 83402

WHIPPLE, JOHN  
3820 WEST 49TH SOUTH  
IDAHO FALLS

ID

83402

CUST NO: 198598 C.O.D.

ACCOUNT NUMBER 230145	ACCOUNT NUMBER N/C	WRITE <input type="checkbox"/>	PROM. DATE	ESTIMATED	VIA UPS
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GUN CONDITION  
 NEW  
 LIGHTLY WORN  
 WORN  
 VERY WORN  
 UNREPAIRABLE  
 MARRED

REPAIR CHARGE  
 EXCISE  
 TAX  
 INSURANCE  
 UPS  
 PARCEL POST  
 TOTAL *N/C*

CUSTOMER CONCERN	AMMO	FUNCTION	FINISH	ACCURACY	FIT	INSPECT
CYCLE	A1	B1				
TRIGGER GROUP		B2		E1	F1	
MOLT ASSY.		B3		E2	F2	
MARREL ASSY.		B4		D1	E3	F3
EC. ASSY.		B5		D2	E4	F4
OOD			C1	D3	E5	F5
ETAL			C2			

MIN FAULT

*Could not duplicate customers concern -  
Sticky residue in the trigger plate and  
on the bolt release*

ITEMS	COMMENTS
	<i>Replace fire control with a non-bolt lock fire control as gesture of goodwill - N/C clean and check rifle over completely. N/C</i>

REPAIRMAN	PROOF	CLEAN	TEST	TARGET	PATTERN
GALLERY TESTER	DATE	DATE	DATE	DATE	DATE

OFFICE COPY

RD6925 REV. 7/97