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D. E. MILLER

MODELS 721-722 QUALITY

There being considerable discussion and concern within the past few days regarding the above in connection with claims and complaints, believe it well to keep you informed regarding incidents which we encounter.

As you know, R&D is contacted from time to time in connection with reviewing customer complaints or other problems. This morning Mike Walker described to me results of checking on the complaint from a customer regarding a M/722. As I recall it the complaint was to the effect that (1) the chamber is ~~eccentric~~ and out of round with the bore and the bolt, (2) bolt alignment is off with the chamber, and (3) only one of the bolt lugs properly engages with the locking surface.

Apparently it was possible to confirm the customer's complaint, and in this connection I understand effort was made to select another rifle from the warehouse that would suit him and not involve the above characteristics. It appears this has not been successful.

Also understand that N. Simmons of the Quality Audit Group is trying to find a rifle for special order and apparently all of the barrels of the rifles they have seem to have a bell mouth at the muzzle, which would be expected to effect inherent accuracy. We have been thinking of the "bell mouth" being caused by brazing and perhaps it does effect it, but for some unexplained reason Walker advises that in the rifles checked the bell mouth condition only extends a half inch or so back from the muzzle, and if to have been caused by brazing it would be expected to be further back from the end of the muzzle.

We believe that M/721-722 chambers are still being polished on a spindle with the barrel being held in the hands of the operator. We also believe that as long as this method is continued it will tend to aggravate the chamber condition. However, the problem of concentricity and others mentioned above are related to some of the earlier operations and it was my understanding that steps had now been taken for correction. But of course this will not remedy the situation with respect to the rifles which have already been produced.

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