

Laura Watson

From: Supry, Fred L.
Sent: 11/14/2001 10:30:21 AM
To: Watson, Laura M.
CC:
BCC:
Subject: RE: Model 700

Laura,

I will respond via mail to this concern. Please respond via e-mail that I will send him a letter and ARS label to ship the firearm to my attention for examination.

Fred L. Supry
Consumer Affairs Specialist
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

315-895-3606

> -----Original Message-----

>From: Watson, Laura M.
>Sent: Wednesday, November 14, 2001 9:08 AM
>To: Supry, Fred L.
>Subject: Model 700
>Importance: High

>Fred, this came in through the internet. Do you want to handle or do you want me to send the "send it to the factory" letter? He mentions an injury to his thumb and also going to Richard Miller.

>Dear Remington,

>My issue most certainly has not been resolved. Hunting season starts in one week, and my only rifle, your product has a very serious flaw in it. I paid >250\$ for my lease and will be unable to hunt it with your rifle, what's >more, your product is a severe safety hazard and an accident waiting to >happen. I expect response from someone by letter in addition to any >e-mailed reply. The following is the content of my letter, which you were >apparently unable to open.

>I am an officer in the United States Air Force and a recreational hunter. I >purchased a brand new Remington Model 700, 7mm Magnum; Serial # E6598406 >about this time last year. I fired it 9 times last year while sighting it >in. This year, after firing one shot, I worked the bolt action and squeezed >the trigger for the second shot. The weapon did not discharge. So I >switched the weapon to safety, and cleared the round for inspection. The >round appeared fine, so I re-inserted it, and closed the bolt. I then >switched the weapon off safety, with neither hand inside the trigger guard. >The weapon discharged when I took it off safety! Thankfully, my rifle was >pointed downrange at all times, and the only injury was a large chunk of >skin, which the weapon's safety removed from my thumb. >I am writing to inform you of this problem and to give your company a chance >to do something about it. I have no intention of owning and operating a >firearm which discharges without its trigger being pulled. Neither will I >sell this firearm to anyone else, because it would be unscrupulous and