

March 13, 2002

J.W. Shell
P.O. Box 595
Stuart, FL 34995

Dear Mr. Shell,

I am in receipt of a recent letter to our President, Tommy Millner in which you voiced some concerns over our Model 710 bolt-action rifle. As the Product Manager for Remington rifles, I would like to take a moment to personally address your concerns. I appreciate your feedback and I sincerely hope that we can reinstate your confidence in Remington products.

Your points on our Owner's Manual are well made indeed. I certainly agree with your assessment that not every consumer, especially the beginning shooter has in his or her possession a torque wrench, especially one that reads in inch pounds. Let me clarify first, why this notation is in the manual, and second what I plan to do about it. One common problem that we often see is over torquing the take down screws on a rifle, any rifle for that matter. It is not a safety concern, but over torquing the take down screws is not necessary to properly bed the action and can result in damaged stocks or broken screws. The inch pound specification was put in the manual to deter users from over-tightening their take down screws. Again, this is not a safety issue that has anything to do with withstanding recoil. That being said, the torque specification is no more critical on the Model 710 than other rifles. I intend to change the wording in the manual to instruct the user to tighten the takedown screws hand tight, urging against over tightening the screws.

I would now like to address your second point regarding the Owner's Manual. Step #14 that you make reference to is an important step in maintaining any bolt-action firearm. Part of proper firearm maintenance and care involves insuring that the trigger and sear are free and clear of debris and are functioning properly. Checking the sear to insure that it returns to the full upward position should be a function of routine maintenance and care. I feel strongly that this step should remain in the manual; however I will make sure that in the next revision of the manual we clearly define the location of the sear for the novice user in close proximity to the instructions. One would not expect to eliminate checking the oil from an automobile owner's manual because the instructions were confusing. One would expect that the instructions would be clarified.

I sincerely apologize for any inconvenience that you have encountered with the broken magazine latch. First let me address your concern from a straightforward manufacturer's perspective. I will not dispute the statement that your magazine latch is not the first in need of replacement. Yes, there have been others. However this is far from being a

common occurrence in Model 710 and I do not agree with your statement that is an obvious design defect. To date, all repairs of any kind on the Model 710 are running less than 2% of the total units manufactured. For the first year in production of a consumer product, that is respectable. Am I satisfied with that level of repair? Of course I am not. One repair is one repair too many and we will always strive to improve.

The material used in the magazine latch is very strong. The only issue that has come to our attention is that a product known as Birchwood-Casey® Gunscrubber® which is an aggressive chlorinated solvent intended for use as a degreaser to be used on metal components has an adverse reaction to this material, as well as other synthetic materials and finishes. Excessive contact of the Gunscrubber product can make the magazine latch brittle. To my knowledge, this is the only component in the Model 710 that has an adverse reaction to the Gunscrubber product. The synthetic receiver insert and other synthetic components on the Model 710 are not adversely affected by Gunscrubber.

Now, as a consumer myself, I can appreciate and sympathize with your position. Your rifle broke, and you had to have it repaired. That can never be acceptable. My rhetoric and reasoning surrounding the durability of the magazine latch and the low repair rate on the Model 710 do nothing to resolve your situation. If yours was the only magazine latch that needed replacing, it is irrelevant. It happened to your rifle and caused you an inconvenience and I can not apologize enough for that.

As a token of appreciation for your candid and insightful letter, I have enclosed a Remington hat. Also, I think I can deduce from your letter that your Model 710 is chambered for .270 Win, but I wanted to be sure. If upon receipt of this letter you contact my assistant Bonnie Martin at (800) 243-9700 Ext. 8652 with your correct caliber and shipping address, I have arranged to have a case of our Core Lokt® ammunition in either .270 Win or .30-06 shipped to you.

Again, thank you for your input. We at Remington truly value your opinion and your patronage.

Best Regards,

John C. Trull
Product Manager - Rifles

Cc: Tommy Millner
Bonnie Martin