



December 16, 1994

Remington Arms Co. Inc.  
Wilmington De. 19898

Re Customer service

I recently purchased a remington model 700 in the 222 caliber from a friend. He does not have a owners manual to give to me. Do you have them available at this time? The serial # is A6712519. Would you be able to tell me when this rifle was manufactured?

When he purchased this rifle it came without a scope and we believe that it was never fired up to this point in time. When I received the rifle from him he had owned it for three years ,had a scope mounted and bore sighted, but in that time frame he never once fired a single round thru it.

This brings us up to the problem that I have with this rifle. On the first day in the field shooting, it was very apparent the safety on this rifle was very touchy. Within the first 75 to 100 rounds it had 4 and possibly 5 misfires. All were caused when the safety was taken off. It did not matter if the lever was released fast or slow, it was still there. Lucky for me the rifle was pointed down range when this happened. We had to finish the trip without using the safety. Several dealers have mentioned that this problem is known to them and that I should contact you for remedy. Now that you know of my problem, what can we do about it so that my hunting partner will go with me again next year. Good partners are to come by.

Thank you  
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Dennis Santa

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