

File Number:	11088	Arms Service number:	19900048
Last Name:	WHIPPLE	First Name:	JOHN
Street:	3820 WEST 45TH STREET	City:	IDAHO FALLS
State:	ID	Zip:	83402
Home Ph:	208-539-7112	Home Ph:	208-539-3222
Work Ph:	208-539-7112	Product Type:	F A T O
Type Concern:	JS	PI PD P S C	Concern Code:
Concern:	F I R E D O N S A F E R E L E A S E		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND J
Settlement Details:	REPLACE FC - CHECK RIFLE N/C	Settlement Amount:	\$50.00
Date Opened Rem:	01/04/1999	Date Opened by P/S:	01/05/1999
Date of Incident:		Date Closed:	01/05/1999
Date to Analysis:		Date from Analysis:	
Model:	700	Serial:	A6642192
RAMAC:	700	Date Code:	00
Custody:		PreLitigation:	
		Obsolete:	
		Could not duplicate customer concern - Sticky residue built up in the FC and bolt release - Replace FC with non-bolt lock FC and check rifle over completely n/c as gesture of goodwill	
Time of Modification:	2:52:24 PM	Date of Modification:	01/05/1999

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 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.

P.S.

DATE RECEIVED

DATE OPENED

DATE CODE

SERIAL NUMBER

NEW SERIAL NUMBER

MODEL AND GRADE

12/18/98

01/04/99

00 7-78

A6642192

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 FALLSID  
83402

CUST NO: 198598 C.O.D.

ACCOUNT NUMBER

ACCOUNT NUMBER N/C

230145

WRITE ☐

FROM DATE

ESTIMATED

VIA

UPS

GUN CONDITION

- ☐ NEW  
☐ LIGHTLY WORN  
☐ WORN  
☐ VERY WORN  
☐ UNREPAIRABLE  
☐ MARRED

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

TOTAL

CUSTOMER CONCERN	AMMO	FUNCTION	FINISH	ACCURACY	FIT	INSPECT
CYCLE	A1	B1				
TRIGGER GROUP		B2			E1	F1
BOLT ASSY.		B3			E2	F2
BARREL ASSY.		B4		D1	E3	F3
REC. ASSY.		B5		D2	E4	F4
WOOD			C1	D3	E5	F5
METAL			C2			

MAIN FAULT

Could not duplicate customers concern -  
Sticky Residue in the Trigger plate and  
on the Bolt release

PARTS

COMMENTS

Replace Fire Control with a  
Non-bolt lock Fire Control as  
gesture of goodwill - n/c also and  
check rifle over completely. n/c

REPAIRMAN

PROOF

CLEAN

TEST

TARGET

PATTERN

GALLERY TESTER

DATE

DATE

DATE

DATE

DATE

OFFICE COPY

RD6925 REV. 7/97