

Ilion, New York  
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S. W. ROSE

CUSTOMER COMPLAINT

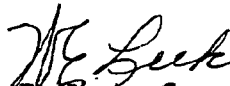
Model 722 - 222 Cal. - Gun #340347 - Phil Carney

Mr. Carney has contacted me on the subject gun some three of four times over the past year and has become considerably aggravated that the performance of this rifle was not up to his expectations. He has gone to the trouble of having a special stock made with the hope that a heavier, stiffer stock and custom bedding would improve the gun's accuracy. But according to Mr. Carney there was no such improvement.

At the visit last time by Mr. Carney it was my impression he was so disgusted with the performance of this rifle he was going to sell it or trade it in for a Winchester or Sako of the same caliber. I suggested to him that we be given a chance to check the rifle and make recommendations before he take this step. I felt that in order to keep the good will of this customer and perhaps restrain him from spreading bad word concerning Remington rifles a little effort on our part might convert him to a Remington booster again. As a result he shipped the action of his rifle to my attention. Although the weapon when stocked with one of our stocks would shoot in the present factory limits, I do agree with him that it is not adequate for close varmint shooting such as he claims to desire.

We have experimented to some extent with this gun, using factory as well as hand loads, and have been unable to improve its condition. The barrel inspector claims, after checking the alignment, that the barrel has two hooks in it, which may or may not aggravate this inaccuracy and barrel shifting condition which he claims exists. Fortunately, during this experimental work, C.J. Theriault has been conducting a test on Cal. 222 rifles and has selected one (Serial No. 390616) out of ten which in my estimation shows adequate accuracy for what Mr. Carney seems to desire.

In view of the type of individual he seems to be and the harm that might be done to Remington, and his frequent consultations with us, I would recommend that we ship him this rifle with the fired targets in exchange for his rifle. I am therefore taking the liberty of forwarding both of these guns to you for your decision.

  
W. E. Leek, Supervisor  
Arms Design Section

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