

REMINGTON ARMS COMPANY, INC.

INTER-DEPARTMENTAL CORRESPONDENCE

Remington  
QUINTON

PETERS  
QUINTON

CC: E. R. Carr  
H. K. Boyle

"CONFINE YOUR LETTER TO ONE SUBJECT ONLY"

*Model 700 Customer Complaint*

Ilion, New York  
August 14, 1972

L. J. BOYLE  
S. M. ALVIS

The attached trip report by Harvey Boyle is relative to a complaint that difficulty was being experienced in fitting telescopes to Model 700 rifles. In addition to the scope complaints, 11 rifles were returned to Ilion and Bridgeport with a list of visual complaints. In our analysis of the returned guns, some complaints were justified but many were not. Because of the problem in determining the magnitude of the complaints and the fact that we were able to sight scopes on each of the returned rifles, Harvey Boyle, Denny Anderson and W. B. Cockman visited Jerry's Sport Center and E. L. Blair.

As a result of the trip (report attached), both Jerry's Sport Center and E. L. Blair are satisfied that corrective action has been taken. The Plant is investigating the scope sight hole process to initiate improvements.

It is further suggested that Research contact Leupold and remind them that their 3x-9x variable power scope has only 1/3 the windage adjustment of competitive scopes making adjustments difficult if used with bases without windage adjustments.



L. Fox, Supt.  
P E & C Section

LF:I  
Attach.