
From: Supry, Fred L.
Sent: Wednesday, January 30, 2008 11:27 AM
To: DVNE (Devin Neves)
Cc: Watson, Laura M.
Subject: RE: Model 700 6488010[Scanned]

1/30/2008

The repair options would be the same except, since a rep told you it would be taken care of, we will offer to wave the fee for the bolt lock modification program. We will install the new X-Mark Pro trigger system, and return the rifle to you at no charge.

I just went out and got your rifle and repeated all the tests on it. The engagement is light and perhaps in different weather conditions that had some bearing on the incident. I still could not get the firing pin to follow down, or the rifle to fire on safety release, or the rifle to fire with slamming the bolt closed. Perhaps the lubrication you did worked through the system and dislodged something that caused the problem.

It would be the firing mechanism that would affect this, so I still recommend that you let us install the new X-mark Pro trigger mechanism in this rifle. We will have it test fired and inspected prior to returning it to you.

Fred Supry, Manager
 Product Service and Law Enforcement Training
 Remington Arms Company
 14 Hoefler Avenue
 Ilion, NY 13357

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From: DVNE (Devin Neves) [mailto:dvne@novonordisk.com]
Sent: Wednesday, January 30, 2008 10:18 AM
To: Supry, Fred L.
Subject: RE: Model 700 6488010[Scanned]

Fred,

Regarding the accidental discharge.....we were getting it to repeat ***EVERY*** time after it had happened. Just wondering what bearing this would have had on our two options? Just before we sent the gun in (after the rep had told us they would take care of it) we had really played with the mechanism to see what was going on. We heavily lubricated mechanism and played with the safety and trigger and got it to not discharge every time. There were four of us who were present when the gun discharge live when we were hunting and we were able to repeat this dryfire safety problem 100% of the time after happened until the day we sent it off as several people had seen the gun since then. *Again my question is, what bearing does this have that you mentioned YOU could not repeat because all we did is lubricate and pull backwards on trigger and play with bolt?* If it does not change our options, no big deal, but if it would have changed offer, please re-examine the gun and you will get it to discharge as was what happened when fired during hunting incident and as what was happening everytime (unloaded) until the time we sent off.

Thanks for your time in this matter. Have a good day and looking forward to your reply. Dewey

From: Supry, Fred L. [mailto:Fred.Supry@remington.com]
Sent: Tuesday, January 29, 2008 1:42 PM
To: DVNE (Devin Neves)
Cc: Watson, Laura M.
Subject: Model 700 6488010[Scanned]

1/29/2008

Dewey,

We have received your rifle and conducted a full examination. The repair number is 138446. Although we could not duplicate an accidental discharge we certainly want to be sure that you have confidence in your rifle. We offer two options:

We can install our new X-Mark Pro trigger system on your rifle – this will allow the rifle to be unloaded with the safety in either position. Also, this system has a positive blocker for both the sear and trigger – when you move the safety to the safe position the blocker pulls the trigger back under the sear to prevent any accidental firing when the safety is moved to the ready to fire position. You have a fine rifle and I would recommend that you take this option. This can be done under the bolt lock modification program currently being offered at a total cost of \$32.00. That is \$20 plus \$12 shipping.

The second option would be to exchange the rifle for a new rifle – a Model 700 with the X-Mark Pro trigger system. This would give you a new rifle at a cost of \$467.00. That is \$455.00 plus the \$12 shipping.

I called you daytime phone #: 435-752-0119 and left a message this morning. Please get back to me with your choice or to discuss this further. We apologize for the inconvenience that this incident caused, and we are certainly glad that there were no injuries. Feel free to contact me directly.

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