

bcc: F.T. Millener
K.D. Green
D.J. Sanita

bcc: per attached sheet on customer's letter.

December 15, 1981

Mr. Edwin D. Gregory, Jr.
3808 W. Hundred Rd.
Chester, Virginia 23831

Dear Mr. Gregory:

Reference is made to your letter of December 8, 1981, regarding the difficulty you encountered with your Model 700 243 Win. caliber rifle firing when the safety was moved to the "fire" position.

We were indeed sorry to learn of your having a problem of this nature, as it is not representative of Remington quality, nor characteristic of the Model 700 rifle.

Generally, the type of incident you have described results from either improper adjustment of the trigger assembly, foreign material, such as excessive lubrication, inside the trigger assembly, or, from pressure being inadvertently applied to the trigger at the instant the safety is moved.

Please, at your convenience, return the rifle via insured and collect transportation, to:

Remington Arms Company, Inc.
Arms Service Division
Ilion, N.Y. 13357

Upon receipt, our firearms experts will thoroughly examine your rifle and notify you of their findings.

By copies of this letter, we are requesting that your hunting companions, who have experienced similar problems, return their rifles for examination, in a like manner.

Thank you for bringing this matter to our attention, Mr. Gregory, and for having afforded us this opportunity to be of service.

Sincerely,

J.A. Stekl, Supervisor
Firearms Product Service

JAS:tp