



REMINGTON ARMS COMPANY, INC.

SPORTING ARMS-AMMUNITION-TARGETS-TRAPS

ILION, NEW YORK 13357

TELEPHONE (315) 895-3200 March 24, 1994

Mr. T.L. Denton
Sports World
5800 South Lewis, Suite 154
Tulsa, OK 74105

Dear Mr. Denton:

I have reviewed the Model 700 BDL 7mm-mag. rifle, serial number C6587873, that you sent to Remington's Service Department for repair. The attached paperwork states that your customer's concern is that the gun "slam fired" when closing the breech bolt.

I examined your customer's gun, as received, and found the trigger to work normal in all respects. The trigger pull measured 5 to 5 & 1/2 lbs., the sear lift measured .013 and the engagement screws did not appear to have been altered. The only probable cause that I could think of that would have caused the gun to fire when the bolt was closed would be that your customer may have inadvertently contacted the trigger when completing the bolt closing part of the cycle. I have cycled the action numerous times "with vigor," taking the safe off each time prior to closing the bolt, and could not get the "slam fire," or any type of malfunction to occur.

On re-assembly, I did find that the front take-down screw, when tight, interferes with the bolt on closing, which we will replace at no charge.

Although we could find no fault with the trigger, having our mutual customer satisfied is more important to us long term than the cost of a replacement trigger assembly; therefore, as a gesture of good will, we will replace the trigger assembly, adjust the feeding and exchange the front guard screw at a service charge of \$20.00 - total (including shipping) for your customer. Although the trigger works properly, we find that the customer generally feels a sense of restored confidence with a new replacement trigger.

I hope that this action meets with your customer's approval and serves to reaffirm to your customer Remington's commitment to customer satisfaction.