

REMINGTON ARMS COMPANY, INC.

INTER-DEPARTMENTAL CORRESPONDENCE

Remington
4800

papers
4800

"CONFINE YOUR LETTER TO ONE SUBJECT ONLY"

February 22, 1979

TO: E.G. LARSON

FROM: E.F. SIENKIEWICZ

SUBJECT: RIFLES RETURNED FOR FIRE ON SAFE RELEASE

Since the Model 600 recall, hundreds of people owning Model 700 and other model firearms have contacted Remington alleging that their guns have fired when pushing the safety from on safe to off safe position without touching the trigger.

To date, all such inquiries have been handled by requesting the rifle be returned to Ilion for examination and repair at no charge.

Examinations of the returned guns received at Ilion have revealed no factory defects. All problems that have been found are due to customers tampering with the trigger adjusting screws, over oiling, (I.E. motor oil, salad oil, etc.) and other unauthorized alterations.

Several models returned are old obsolete Models 721, 722 rifles, some being 30 years old, that are worn from hard use, including the trigger assemblies. We do not have any replacement assemblies for these models; therefore, requiring extensive alterations to present Model 700 trigger assemblies for installation at no charge.

Each firearm returned requires 30 minutes examination time for each of three (3) engineers and \$25.00 to \$30.00 Arms Service charges for time and parts to make the repairs, totaling approximately \$50.00 to \$55.00 per gun on a no charge basis.

I believe that we should review this problem with our Legal Department and, if possible, reword our letters to customers on these alleged incidences to read: "Return your rifle for our examination and, if the rifle is found to be factory defective, the repairs will be made at no charge." If these guns have been tampered with, neglected, or parts are worn because of long usage, the customer should be responsible for the repairs.

In order to put this problem into proper prospective, 500 guns returned, examined and repaired on a no charge basis, is costing our Company between \$25,000 and \$27,000.

EFS:tpg

REM 0095350

LUN 0026585

REMINGTON ARMS COMPANY, INC.

INTERDEPARTMENTAL CORRESPONDENCE

Approved

cc: E. F. Barrett
E. F. Sienkiewicz
J. A. Stekl

February 26, 1979

To: J. E. Preiser
From: E. G. Larson
Subject: Returned Bolt Action Rifles

Attached is a copy of a memo from Ed Sienkiewicz relative to other than Model 600's returned for allegedly firing on release of safety. Ed makes a point, but several items require some thought:

1. Based on our policy, any gun returned that is found to have a material or workmanship defect, should be repaired at no charge. This has always been our policy.
2. Because we specifically have asked that any bolt action gun, allegedly firing on release of safety, be returned at our expense, more or less obliges us to make a no charge repair.
3. Obsolete guns present another problem because parts are not easily interchanged.

I agree with Ed that worn or misused guns returned should bear a charge for repair. This will require a change in our request for return, and probably involve a management decision.

Any gun received in which we find a safety problem, regardless of cause, should be brought to the attention of the owner. I suggest that in the case of obsolete, worn, or misused guns, we advise the owner of the cause, and send him an estimate of cost of the repair required. Again, this is a management decision.

One thing that bears investigation (I initiated same several months back, but no answer to date) is a cold test, and accelerated storage of the oil-lube-protective materials used by the plant on new guns. Several reports from the field indicate a vanishing effect accrues after a period of time, causing a malfunction of trigger components. Cold temperature would induce a more severe condition.

Let's discuss.

E. G. Larson
E. G. Larson

EG:LB

REM 0095249

LUN 0026584

REMINGTON ARMS COMPANY, INC.

INTER-DEPARTMENTAL CORRESPONDENCE

Registration

cc: E. Hooton, Jr.
E. P. Barrett
E. J. Conroy
J. E. Preiser ✓
R. B. Sperling
C. B. Workman

March 16, 1979

To: R. L. Hall
D. J. Sanita
J. A. Stekl
From: E. G. Larson
Subject: Returned Gun Procedures

File

Attached is our complete file covering the above. This material should cover the future handling of any guns not involved in the recall, but brought to our attention because of the recall.

E. Hooton, Jr., and R. B. Sperling have approved, and the procedure should be instituted immediately.

If you have any questions, please contact the writer.

E. G. Larson
E. G. Larson

EGL:lb
Attach.

A

REM 0095246

DUN 0026581

REMINGTON ARMS COMPANY, INC.
Bridgeport, Connecticut

cc: J.P. draws
B.K. Daubenspeck
J.E. Preiser
E.G. Larson

April 4, 1979

TO: R.A. PARTNOY
J.C. WILLIAMS
E. HOOTON
R.B. SPERLING

FROM: E.F. BARRETT

PRODUCT SAFETY MEETING

Please attend a Product Safety Meeting, Friday, April 5th at 10:30 A.M. in the Staff Room.

A preliminary agenda for the meeting is as follows:

- Status of M/600 Recall
- Review proposed owner letter (followup to dealer response)
- Review repair policy on safeties
- Review proposed Media schedule on release covering truck condition
- Status report on product recall programs

EFS:jl

REM 0095235

REM 0026571

bcc: E.F. Barrett
J.E. Preiser
E.G. Larson
J.E. Chisnall
R.B. Sperling
F.D. Cole

R-08810

April 4, 1979

Mr. Ray Harrison
1312 Roundelay St.
Bastrop, Louisiana 71220

Dear Mr. Harrison:

Examination has been completed on your Model 700 BDL .243 Win. caliber rifle, serial number A6305900, which allegedly fired when the safety was pushed to the off position.

Our experts thoroughly examined the rifle and trigger assembly and could not duplicate the incident you have described. All parts tolerances and dimensions were found to be normal, including sear-connector engagement. However, it appears that the weight-of-pull and over-travel adjustment screws have been altered outside of our company, as evidenced by the sealant having been removed from them.

Based on our findings, Remington Arms Company, Inc., cannot accept any liability or responsibility for this incident. We can only assume that as the safety was pushed to the off position, accidental contact was made with the trigger. When the safety is in the on safe position, the sear is lifted off of the trigger connector. At this time very little effort is required to pull the trigger rearward, allowing the connector to be moved away from under the sear and, in this condition, on moving the safety to the off position, the rifle will fire.

We trust that we have clarified the circumstances that could possibly have caused the accidental firing, and, as a gesture of good will, even though there is nothing wrong with your present trigger assembly, we can replace it with another assembly at no charge. We assure that your faith in the rifle is restored, or, the rifle can be returned as received. We will await your decision and reply.

Thank you for having afforded us this opportunity to examine your rifle and to be of service.

Sincerely,

RECEIVED

APR 6 1979

R. B. SPERLING

J.A. Stakl, Supervisor
Firearms Product Service

JAS:tpg

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LON 0026558

DRAFT

LETTER TO CUSTOMER

We trust that we have clarified the circumstances that could possibly have caused the accidental firing. The fire-arm can be returned as received, or, if you so desire and as a gesture of good will, even though there is nothing wrong with your present trigger assembly, we can replace it with another assembly at no charge. We will await your decision and reply.

N

A
LUN 0026559

REM 0095224

REMINGTON ARMS COMPANY, INC.

OPTIONAL FORM NO. 10, PREVIOUS EDITIONS ARE OBSOLETE

cc: J. G. Williams
E. Hooton, Jr.
E. F. Barrett
E. J. Conroy
J. E. Preiser
R. B. Sperling
C. E. Workman
J. S. Brooks

April 12, 1979

To: R. L. Hall
D. J. Sanita
J. A. Stekl

From: E. G. Larson

Subject: My Letter Dated March 16, 1979
Returned Gun Procedure

There is some confusion as to how repairs on certain models are to be handled when an alleged safety problem is reported, or a safety problem is found during our examination of a gun returned for general repair.

The procedures are as follows:

1. a. If a current cataloged gun is returned because of an alleged safety defect, we will examine, and if no defect is found, the customer will be so notified, and in that letter we should state that if the customer desires a new trigger assembly, such a change will be made at no charge as a gesture of good will. Copies of this correspondence are to be retained in our files.
- b. If, in our examination of a currently cataloged gun returned for general repairs, a safety problem is found, that repair will be made (replacement of trigger assembly) at no charge, and customer advised. The customer will be quoted on other repairs made at that time.
2. If a defect in workmanship or material is found in a gun returned for repair, regardless of age, a no charge repair should be made, if parts are available.
3. When an obsolete model of any type, other than those involved in the current recall, is returned for repair and found to have a safety problem, the handling procedure is as follows:
 - a. If the safety problem resulted from a defect in material or workmanship, and parts are available, the customer will be sent an estimate, as usual, and the repair or replacement required to eliminate the safety problem

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will be noted on the estimate, and the customer advised that part of the total repair will be done at no charge.

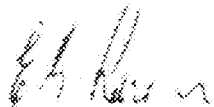
- b. If the safety problem relates to use, misuse, or modification, the customer will be notified by letter of the problem and its ramifications, and, again, if parts are available, he is to be advised that that part of the repair is being made at no charge as a gesture of good will. Copies of correspondence relative to the above should be retained in our files, and be certain the serial number, model, and caliber or gauge is noted in the estimate or letter.

We feel that very few guns returned will fall into the above categories, but should any complications develop, please bring them to the writer's attention immediately, so that the matter can be rectified.

4. If we are unable to properly repair an obsolete gun due to lack of parts or ability to properly correct a safety problem, an offer can be made to the customer to exchange his old gun for a current model at a special price.

NOTE: When an obsolete model comes in under Item 3-a. or -b., or Item 4, in all cases where there is a safety problem and the customer is given an estimate for repair or a special price for replacement, the safety problem and its ramifications should be explained fully, and a copy of our letter retained.

If a customer turns down our offer, and demands the gun back, then a letter accompanying the gun should, again, specify the safety problem and its ramifications, and state that the customer is now responsible for any accident that might occur. A copy of this letter is to be retained.


E. G. Larson

EGL:lb

REM 0095225

LDN 0026561