

*Ken,  
We are working  
on this gun now  
overall - gun is of  
typical Rem. quality  
no single item on this  
gun would constitute  
a reject*

April 5, 1989

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APR 2 1989

Arms Services Division  
Remington Arms, Inc.  
Ilion, NY 13357

Attn: Jack Kast

Mr. Kast:

First, I would like to complement Remington Arms for their outstanding dedication to excellence and design and their leadership in presenting fine, affordable arms to the American public over the years. I am the proud owner of one model 725, three model 722's, one model 721, and five model 700's, three in standard weight and two in varmint weight. All these guns were purchased used but have all given outstanding performance in every situation. I also own fine rifles from Sako, Winchester, Mossberg, and Ruger, but my Remingtons outnumber the rest of the collection put together and I have great pride in them.

You may, from the foregoing, understand my pride when I finally decided to order my very first brand new Remington from a local dealer. The rifle arrived yesterday; a Model 700 Varminter in .243 Cal., serial no. C6362383. It was a glory to behold in the box at the store, and I very proudly carried it home. As I took it out of the Box and began to clean the factory preservative from the rifle, I received a real shock. This rifle, up close, looks like a cheap Chinese copy of a Remington. What has happened to quality control at Remington? Quality of workmanship in all my other Remingtons has always been superb in every detail.

Following is a list of the problems I found:

**Stock:** The right side of the barrel channel is so open about half way down that you can see almost to the bottom of the channel through it. This tightens down to heavy pressure against the barrel for the entire right side of the forearm cap. This is surprising since the left side is perfect in every respect. The stock on this rifle is a very beautiful, obviously selected piece of wood, which leads to great disappointment over seeing it so treated.

(cont.)

*1). We are replacing b. bolt  
2). " " repairing stock to  
center flt. in channel.  
Note: Does not have excessive  
clearance just not  
balanced left to  
right*

Bolt: 1. The bolt face recess is very rough cut. There is even a severe overcut on one edge, giving the recess a crude looking oval effect. 2. Rough finishing forward all around the locking lug area. In addition, crude file marks cut through the blueing over the ejector pin hole with steel filings inside the hole. 3. The handle and knob are crudely shaped and lack enough polishing to even remove machine marks. Bad over cuts and flat spots abound. 4. The bottom of the shroud exhibits machine marks reminiscent of wood whittling with a dull knife. 5. The guide rail cut in the right locking lug is rough and uneven and appears to contain steel filings.

Receiver: The bolt camming surface is rough cut. There is a notch on the surface of the cam, and a bright dent appearing as if it was struck with a punch. This rifle in no way has a smooth bolt action.

Operation: The bolt will not cock upon raising of the bolt handle. The bolt must be withdrawn a way and pushed back forward in order for the sear to engage the follower enough to cock. As I hear the sear engage, I am not quite certain if it is really cocked safely.

I talked to Terry at your service desk about the problems today and she instructed me to return the rifle to you for repair or replacement. Here it is for your disposition. I trust that you will do whatever it takes to assure that I receive another fine Remington that will retain pride of ownership.

I would like to ask that if it is possible, could the fine piece of wood on this rifle be salvaged, even with the application of a bit of epoxy around the right side of the barrel channel? It would be a shame to waste it.

Thank you for any assistance you may provide.

Very truly yours,

  
Claud Duffield

c.c. President, Remington Arms