

March 13, 2002

J.W. Shell
P.O. Box 595
Stuart, FL 34995

Dear Mr. Shell,

I am in receipt of a recent letter to our President, Tommy Miller in which you voiced some concerns over our Model 710 bolt-action rifle. As the Product Manager for Remington rifles, I would like to take a moment to personally address your concerns. I appreciate your feedback and I sincerely hope that we can reinstate your confidence in Remington products.

Your points on our Owner's Manual are well made indeed. I certainly agree with your assessment that not every consumer, especially the beginning shooter has in his or her possession a torque wrench, especially one that reads in inch pounds. Let me clarify first, why this notation is in the manual, and second what I plan to do about it. One common problem that we often see is over torquing the take down screws on a rifle, any rifle for that matter. It is not a safety concern, but over torquing the take down screws is not necessary to properly bed the action and can result in damaged stocks or broken screws. The inch pound specification was put in the manual to deter users from over-tightening their take down screws. Again, this is not a safety issue that has anything to do with withstanding recoil. That being said, the torque specification is no more critical on the Model 710 than other rifles. I intend to change the wording in the manual to instruct the user to tighten the takedown screws hand tight, urging against over tightening the screws.

I would now like to address your second point regarding the Owner's Manual. Step #14 that you make reference to is an important step in maintaining any bolt-action firearm. Part of proper firearm maintenance and care involves insuring that the trigger and sear are free and clear of debris and are functioning properly. Checking the sear to insure that it returns to the full upward position should be a function of routine maintenance and care. I feel strongly that this step should remain in the manual; however I will make sure that in the next revision of the manual we clearly define the location of the sear for the novice user in close proximity to the instructions. One would not expect to eliminate checking the oil from an automobile owner's manual because the instructions were confusing. One would expect that the instructions would be clarified.

I sincerely apologize for any inconvenience that you have encountered with the broken magazine latch. First let me address your concern from a straightforward manufacturer's perspective. I will not dispute the statement that your magazine latch is not the first in need of replacement. Yes, there have been others. However this is far from being a