

REMINGTON ARMS COMPANY, INC.

INTERDEPARTMENTAL CORRESPONDENCE

Remington

PETERS

REMINGTON ARMS CO.
RECEIVED

MAR 7 1980

cc: C. B. [unclear]
J. F. Linde
T. W. Rawson, Rgt.
E. G. Larson

ILION RESEARCH DIVISION

"CONFINE YOUR LETTER TO ONE SUBJECT ONLY"

E. HOXTON, JR.

gun martin
in your use in developing a little
Bolt Peters control Clark

Ilion, New York
March 5, 1980

SAFETY-RELATED COMPLAINTS-BOLT ACTION CENTER FIRE RIFLES JULY, 1979 - JANUARY, 1980

In response to Earl Larson's letter to D. J. Sanita dated January 23, 1980, the following data is supplied. Listed are items where Bolt Action firearms were returned for a safety complaint. We have been previously reporting on all customer returned Model 700's that failed the trick test and fires off safe (see attached letter).

Model	Production for the Period	Complaints	Total No. Unable to Duplicate	Total No. Verified
700	83,862	133	89	44
750	14,735	10	4	6
600	-	5	3	2
660	-	1	-	1
721	-	1	1	-
722	-	1	-	1
725	-	1	-	1

Complaints - Unable to Duplicate

Total No.

I. Model 700

- 1) Rifle discharged when Safety is released
- 2) Trigger stiff - misfires
- 3) Follows Down
- 4) Bolt closes hard and discharges
- 5) Delayed firing
- 6) Fires on closing Bolt when unloading
- 7) Rifle discharged when Bolt handle raised
- 8) Push Safety to "Off" position - slight touch of Trigger and rifle discharges
- 9) Accidental discharge
- 10) Fires on closing
- 11) Safety does not work
- 12) Defective Safety - works hard
- 13) Faulty Trigger - gun goes off
- 14) Goes off prematurely

54
1
4
2
3
3
2
1
5
8
1
1
1
1
55

REM 0034093

March 5, 1960

Complaints Unable to Duplicate - Contd.Total No.II. Model 756

1) Fires on Safe	1
2) Fires when chambering round	1
3) Fires on closing	1
4) Close Bolt with Safety on - discharges	1
	4

III. Model 600

1) Follows Down	1
2) Safety doesn't work	1
3) Fails to fire when Trigger pulled, Fires on closing and Fires when Safety released	1
	3

IV. Model 721

1) Fires on closing	1
	1

Complaints VerifiedI. Model 700Complaints:1) Rifle discharges when Safety is released

Total No. = 19

<u>Causes:</u>	<u>No.</u>
a) Insufficient Sear lift	3
b) Trigger bent	1
c) Adjusting screws adjusted outside of factory	8
d) Safety Detent ball missing	1
e) Excess oil in housing	1
f) Interior of housing dirty	1
g) Excess movement of Trigger	1
h) Trigger binds on Trigger Guard	1
i) Excess clearance - Trigger and Trigger Pin	1
j) Safety not responsive	1

2) Follows Down

Total No. = 8

<u>Causes:</u>	<u>No.</u>
a) Sear binds	4
b) Adjusting Screws adjusted outside of factory	2
c) Connector broken	1
d) Engagement surfaces of Sear and Connector chipped	1

1 REM 0034094

March 5, 1980

Complaints Verified Contd.1) Model 700 - Contd.3) Accidental DischargeCauses:

- a) Insufficient Bear lift
- b) Adjusting Screws adjusted outside of factory

No.

1

1

Total No. = 2

4) Safety Does Not WorkCauses:

- a) Safety clearance cut in Stock misout
- b) Safety binds in Receiver
- c) Retent ball missing

No.

1

1

1

Total No. = 3

5) Fire on ClosingCauses:

- a) Interior of housing dirty - oily
- b) Bear rubs in housing
- c) Adjusting Screws adjusted outside of factory
- d) Connector broken

No.

1

1

1

1

Total No. = 2

6) Rifle Discharges with Safety OnCauses:

- a) Trigger binds on Trigger Guard (could not verify on Safe - only when Safety released)
- b) Safety not responsive (could not verify full on Safe - only full location)

No.

1

1

Total No. = 1

7) Trigger Will Not WorkCauses:

- a) Only lodged in front of Trigger

No.

1

Total No. = 1

8) Trigger Will LightCauses:

- a) Adjusting Screws adjusted outside of factory

No.

1

REM 0034075 1

March 9, 1980

Complaints Verified Contd.I. Model 700 - Contd.

9) <u>Safety Malfunction</u>	Total No. = 1
<u>Cause:</u>	<u>No.</u>
a) Follows down - housing very dirty - Sear sluggish	1
10) <u>Gun Has Gone Off Several Times</u>	Total No. = 1
<u>Cause:</u>	<u>No.</u>
a) Follows down - adjusting Screws adjusted outside of factory	1
11) <u>Delayed Firing</u>	Total No. = 1
<u>Cause:</u>	<u>No.</u>
a) Safety interferes with top of Stock	1
12) <u>Trigger Has Hesitation</u>	Total No. = 1
<u>Cause:</u>	<u>No.</u>
a) Adjusting Screws adjusted outside of factory	1
	Total Verified 44

II. Model 788Complaints:

1) <u>Rifle Discharged When Safety is Released</u>	Total No. = 2
<u>Cause:</u>	<u>No.</u>
a) Insufficient Sear Lift	1
b) Steel chip embedded in housing (Trigger not retracting under Sear fully)	1
2) <u>Safety Defective</u>	Total No. = 3
<u>Cause:</u>	<u>No.</u>
a) Trigger and Sear altered outside of factory	1
b) Safety works hard	1
c) Foreign substances in Receiver and on Bolt Stop	1

REM 0034096

March 5, 1980

Complaints Verified Contd.II. Model 786 - Contd.3) Misfires

Total No. = 1

Cause:No.

a) Safety hits top of Stock

1

Total Verified 6

III. Model 600Complaints:1) Trigger Will Not Move

Total No. = 1

Cause:No.

a) Excessive Sear engagement

1

2) Trigger Defective

Total No. = 1

Cause:No.a) Follows down - Housing dirty
Sear binds

1

Total Verified 2

IV. Model 660Complaints:

Total No. = 1

1) Fires on Closing and Opening BoltCause:No.a) Housing not centered in Firing
Pin head slot in Receiver

1

V. Model 725Complaints:

Total No. = 1

1) Accidental DischargeCause:No.

a) No Sear lift - Fire Control worn

1

REM 0034097

March 9, 1980

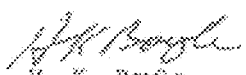
Complaints Verified Contd.VI. Model 722Complaints:1) Rifle Discharges When Safety is Released

Total No. = 1

Cause:No.

a) Insufficient lift

1

R. L. Hall
Plant Manager
H. K. Boyle
Asst. Plant Manager

HKB:ab

1 REM 0034098 1

REMINGTON ARMS COMPANY, INC.

INTER-DEPARTMENTAL CORRESPONDENCE

Remington
(85)

PETERS
(85)

"CONFINE YOUR REPLY TO ONE SUBJECT ONLY".....

Ilion, New York
January 22, 1980

E. HOOTON, JR.

MONEY TO RETURNS TO ARMS SERVICE
6-13-78 - 1-13-79

	<u>Before</u> <u>1975</u>	<u>1975</u> <u>To Date</u>	<u>Total</u>
I. Total Tested	<u>907</u>	<u>2,469</u>	<u>3,376</u>
II. Failed Frick Test			
Customer Caused	8 - .88%	14 - .57%	22 - .65%
Other	4 - .44%	9 - .36%	13 - .39%
	<u>12</u>	<u>23</u>	<u>35</u>
III. Fires Off Safe			
Customer Caused	9 - .99%	20 - .81%	29 - .86%
Other	4 - .44%	2 - .08%	6 - .17%
	<u>13</u>	<u>22</u>	<u>35</u>

E. L. Hall
Plant Manager

H. K. Boyle
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HKB:ah

REX 0034077