

Erickson, Stephen

From: Stephen Erickson [serick@ipa.net]
Sent: Tuesday, August 07, 2001 8:31 AM
To: stephen.erickson@ascl.state.ar.us
Subject: Fw: 7mm mag rem 700 rifle has gone ... [Incident:remington 010502-000094]

----- Original Message -----

From: <info@remington.com>
To: <serick@ipa.net>
Sent: Friday, May 04, 2001 9:48 AM
Subject: 7mm mag rem 700 rifle has gone ... [Incident:remington 010502-000094]

Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response.

If we do not hear from you within 48 hours we will assume your issue has been resolved.

Thank you for allowing us to be of service to you.

Subject

7mm mag rem 700 rifle has gone off twice now as the safty is released to unlo...

Suggested Answer

At 05/04/2001 12:47 PM we wrote -

Dear Mr. Erickson,

This is response to your recent communication regarding the repair of your Remington firearm. We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

For U.S. repairs, please follow these guidelines:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box.
3. Remove all accessories from your firearm to prevent loss or damage.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.
5. Ship your firearm by either United Parcel Service (UPS) or Parcel Post (US Post Office). Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Dept-TPA
14 Hoeftler Avenue
Ilion, NY 13357