

BARBER - RE 0011682

Remington Model 700 accidental discharge

Discussion Thread

Customer (Frank Wendling) 8/31/2006 12:26:35 PM

Chris,

Thank you for the prompt response. I really do appreciate the information and your recommendation. I will likely follow your recommendation and send the rifle to the factory for repair, but probably not until October. I leave this weekend for a relatively short caribou hunt and later in September some moose hunting. The 7 mm Mag rifle is my primary rifle so I will be using it but will be very cautious with safety aspects. I do intend to test it for accidental misfire when I'm in a safe location to do so.

Thanks again for the information.

Have a good day and a good Labor Day weekend.

Frank

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Response (Chris) 8/31/2006 11:13:34 AM

Dear Frank,

I would still recommend sending it to the factory. If the charge is over \$75 they will contact you before repairing and get your approval before beginning the repair. If you do not agree with the price to repair we can send the rifle back to you and charge you nothing.

If the repair is under \$75 normally they will repair it and send it back COD to get it back to you as quickly as possible. If it is repaired at no charge then we would send information regarding the work with the gun when we shipped it back to you.

At any time you can contact us at 800-243-9700 to check the progress. Right now the average turn around time is 3-4 weeks. You now have the ability to also check the progress online at:

http://www.remington.com/support/repair_services/tracking/repair_information.aspx

Include your email address when you send it and they will send you an email with your repair number to let you know it was received. Then you will be able to enter the repair number and serial number to check the status.

Customer (Frank Wendling) 8/31/2006 10:57:00 AM

Chris,

Thank you.

I really didn't intend to be nasty with my last response to you and I apologize for that. Sometimes I see something in a response that I feel I have to challenge in my response. And I really appreciate recognition by you and Remington that the customer is always right (sending me the shipping label), even though we are usually wrong. With that said I'm hoping we can move past our previous conversation and that I can talk to you on a more friendly casual basis.

Here's the background. The rifle did accidentally discharge several years

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ago and I was puzzled but chalked it up to negligence in safety practices on my part. Then last year when it happened, I again chalked it up to negligence on my part but I really didn't believe it in my mind because of the casualness of the hunt. I had completed my stalk on some caribou, got into a good position, and was sitting there out of sight when the caribou walked within range. I watched for a while and picked the caribou that I wanted. When I took the safety off, the gun fired and the caribou disappeared into the brush. Under those circumstances, I have a hard time seeing my finger on the trigger while I'm taking the safety off. When I told a friend about it he said that Remington had a problem with accidental discharges with the Model 700 rifle. That's why I contacted Remington.

I don't want to try to make Remington pay for something that isn't warranty repair. I do use that rifle for most of my hunting, although it doesn't get fired all that often. If you truly believe that the accidental discharge is unlikely to be the result of a defective part and that the repair would not fall under warranty repair, then I'm not sure I see the benefit or need to ship the rifle to Remington for repair. It would still be cheaper, faster, and less problem to have it repaired at a local gunsmith shop. I would think the hourly rate for rifle repair would likely be higher at the factory than at a local gunsmith shop.

I would really appreciate your advice/recommendation as to my best course of action on where to send/take the rifle for repair. By the way, telling me where I can go is not part of my request.

I look forward to hearing from you. Have a good day.

Frank

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Response (Chris) 8/23/2006 1:12:31 PM
Dear Mr. Wendling,

I will mail you a prepaid UPS shipping label with instructions. This does not guarantee that this will be warranty work. You should have the label and instructions in a 7-10 days.

Customer (Frank Wendling) 8/22/2006 1:41:48 PM
To Chris:

Two things occur to me after reading your response.

The first thought is that the age of the rifle is not a material argument in determining whether the rifle has defective parts since you have absolutely no idea how much the rifle has been used. A 32 year old rifle that was never used and accidentally discharged the first time it was used has an extremely high probability of being defective. As an example, I happen to have a Remington Model 700 .375 caliber rifle of mid-1970's vintage that has never been fired. If I use it and it accidentally discharges it certainly won't be due to worn parts or dirt. So, not a well-founded argument in my opinion.

Second, if Remington does not do warranty work on a potentially defective rifle and doesn't consider the rifle defective, why advise me to send it back to the factory for inspection and repair? It would be far cheaper, faster, and less hassel to have it repaired at a local gunsmith shop.

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Response (Chris) 8/22/2006 1:08:04 PM

Dear Mr. Wendling,

This rifle is over 30 years old. The cause may be worn or dirty parts. It is not a defect from the factory if it took 32 years before you had a problem. We will be glad to inspect it at the factory. We do not offer warranty shipping on models this far out of the warranty period.

Customer (Frank Wendling) 8/21/2006 11:26:23 AM

If the rifle's firing mechanism is defective and that causes it to discharge accidentally, why is it the customer's responsibility to pay shipping charges?

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Response (Chris) 8/14/2006 5:59:10 AM

Dear Mr. Wendling,

We recommend sending it to the factory for inspection of the trigger and safety parts. You can print the factory repair form and instructions at the following section of our site.

http://www.remington.com/support/repair_services/factory_repair_form.asp

Or follow these guidelines if in the US:

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, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
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. Customer is responsible for shipping charges to the factory.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoefler Avenue
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

If you have any questions as to the warranty on Remington firearms, please refer to the following section of our

site.

<a href="http://www.remington.com/support/warranty/"

No matches were found.

Customer (Frank Wendling) 8/11/2006 6:47:16 PM

I have a Remington Model 700 7 mm Mag rifle that I purchased in October 1974. Last year I was caribou hunting and had a couple of nice bull caribou that I had been stalking turn and walk very close to me. When I flipped the safety off the rifle discharged. No one was hurt but my caribou were long gone. Someone recently told me about a problem with accidental discharge in the Remington Model 700 rifle and I found articles online that confirmed that. I have hunted big game in Alaska since 1974 and am very safety conscious, so I don't think I had my finger on the trigger, although I can not rule out that possibility. Any suggestions/advice?