

BARBER - RE 0011767

Model Seven (7MM-08)

Discussion Thread

Response (Norm) 12/5/2007 11:07:08 AM

Dear Carl:

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. Anytime we have a concern with safe firearm operation we ask that the gun be returned to us. Please include a copy of this email with your correspondence.

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: Product Service
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 <http://www.remington.com/support/warranty/>

Customer (Carl Leger) 11/27/2007 9:41:46 AM

Model Seven / Serial # S7643035

===== application File Attachment =====
email.txt, 3893 bytes, added to incident

Customer (Carl Leger) 11/26/2007 11:26:10 AM

This past weekend while hunting .I squeezed the trigger to fire at a Whitetail Doe and the trigger clicked and nothing happened .I pointed the rifle upward and it looked like the safety was not in the fire position all the way. So when I pushed the Safety all the way the rifle discharged. I also had a delayed shot as when I squeezed

BARBER - RE 0011767

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the trigger nothing happened for a few seconds and then the rifle discharged.

I noticed there is a recall on Model 710 that sounds very similar to the problem I am having.
QUOTE Safety Detent SpringQUOTE. This rifle was purchased in 2002 as a birthday gift for my daughter on her fourteenth birthday.

Regards

Carl Leger

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