

BARBER - RE 0011794

Model 700 6mm misfire

Discussion Thread

Response (Pete) 6/18/2008 6:13:47 AM

Thank you Eric. Have a wonderful day sir.

Pete

Customer (Erik Houde) 6/17/2008 6:59:35 AM

Thank you, you have been very helpful.

Response (Pete) 6/17/2008 5:32:31 AM

Dear Eric,

I apologize for the late response sir our system has been down, for a short period.

That is exactly what they do sir they install a new trigger for this program, they do not repair the older trigger that is the point of the program is to convert the firearm to allow the gun to be unloaded while the gun is in the safe position. Now as to why they would suggest you do it yourself, I can only speculate and apologize.

The repair center in Alberta that they have referred you to can perform this function for you sir. I have included a link below to provide you more information on our safety modification program, since this is not a recall but a courtesy with this program there is a small charge which you will see listed there.

http://www.remington.com/safety/safety_center/safety_modification_program/model_700.asp

Customer (Erik Houde) 6/17/2008 5:03:24 AM

I spoke with a representative from the Michael Gravel agency and I must say I am very disappointed with how I was dealt with. It is my understanding that the issue with my riffle is a factory defect and that Remington has an extensive Safety Modification Program to deal with this issue (according to the Remington website). All that the Michael Gravel agency representative wanted to do was sell me parts, in fact he said that he could sell me the part and I could install them myself. I am not a gunsmith nor do I feel that anyone should be recommending QUOTEdo it yourselfQUOTE firearm repair.

The representative did give me the phone number of a repair centre in Alberta but again my understanding from the Remington website is that my rifle falls under the Safety Modification Program and the representative said that this gunsmith could but the trigger from him and install it for me (gain just interested in selling me parts). This is a major well documented issue with lethal consequences and I am less than impress with the way this repair issue has been delt with thus far. Please advise me as to how to proceed with this repair issue.

Thank you,

Erik Houde

Response (Pete) 6/12/2008 6:02:22 AM

Dear Erik,

I apologize sir you are correct I did not realize you were a resident of Canada, Please contact the Michael Gravel agency at 418-682-3000 and they will be able to direct you to the nearest repair center in your area to get this taken care of for you. We certainly apologize for the inconvenience.

Have a wonderful day,

BARBER - RE 0011794

RE0011734

BARBER - RE 0011795

Customer (Erik Houde) 6/11/2008 6:20:06 AM

I am concerned with the idea of shipping my firearm across the US/Canada border. Is there a facility in Alberta Canada which would be able to do the repairs?

One other note, I had mentioned in my original e-mail that the firearm had misfired, perhaps a better word would have been QUOTE~~discharged~~QUOTE or QUOTE~~fired~~QUOTE; I just wanted to clarify that point. Thank you for your time and I look forward to receiving your response.

Response (Pete) 6/11/2008 5:47:22 AM

Dear Erik,

Thank you for visiting Remington Country! We certainly appreciate you taking the time to write in with your question.

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.

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

Should you have additional questions, please feel free to contact our Consumer Services Department at 800-243-9700, 9:00 am - 5:00 pm, EST, Monday through Friday.

BARBER - RE 0011796

Customer (Erik Houde) 6/9/2008 3:18:29 PM

During a deer hunt last season my 6mm misfired three times when I disengaged the safety to remove the round from the chamber. After doing a bit of research I have come to discover that this is a defect with this rifle. What is the process to have my rifle repaired? Thank you for your time and I look forward to your response.

BARBER - RE 0011796

RE0011736