

I purchased this rifle over a year ago and have just had the first opportunity...

Discussion Thread

Response (KATHY)

12/18/2001 7:55:15 AM

At 12/18/2001 07:54 AM we wrote -

Dear Mr. Bowman, This is response to your recent communication regarding the repair of your Remington Model 700 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 Iliion, 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 Division/Repairs
14 Hoefler Avenue
Iliion, 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.

Customer (Barry Bowman)

12/14/2001 10:18:08 AM

----- 12/14/2001 10:18 AM -----

I purchased this rifle over a year ago and have just had the first opportunity to take it to the range to zero it in this month. I am extremely disappointed in it. I fired less than a half box of ammo because upon firing, the bolt would be immovable and not retract 4 out of 5 times a round was fired. Not only did the bolt freeze up, the safety mechanism would also be frozen in the fire position. Eventually, after each shot, we were able to free the bolt after much effort. But, clearly there is a major problem with this gun. The three hunters at the range with me could not believe how badly the gun was malfunctioning. One of them is also a competitive shooter and said he had never seen anything like it in all his years of handling firearms. I bought the gun from a gun shop where the owner retired and closed down this year. Remington warranty centers in Florida are nowhere even remotely close to me. What I have is a large black plastic and metal paperweight at this point. The gun is dangerous. And, I certainly wouldn't sell it to anyone, given its performance characteristics. This was my first purchase of a Remington firearm. To say I am unimpressed would be an understatement. Do you have any suggestions