

RE:SAFETY MODIFICATION PROGRAM. I WAS RECENTLY MADE AWARE OF THE BOLT LOCK IS...

Discussion Thread

Response (Laura) 4/24/2002 3:18:31 PM  
Dear Mr. Kuehlman,  
We appreciate your comments. The \$20 charge includes cleaning and inspection of the gun, and removal of the bolt lock, plus shipping and handling. \$20 is a significant discount to the cost of cleaning and inspection particularly if additional repair is required. We feel this is an appropriate charge for guns at least 20 years old.

This is a voluntary program, it is not a recall. This is designed to remind people of the existence of the bolt lock feature and to offer customers the opportunity to modernize their products. Mechanically, the safety is working the way it was designed.

Customer (KEVIN KUEHLMAN) 4/19/2002 9:04:47 AM  
RE:SAFETY MODIFICATION PROGRAM. I WAS RECENTLY MADE AWARE OF THE BOLT LOCK ISSUE. LET ME MAKE SURE I UNDERSTAND THIS CORRECTLY. IF I WANT THIS REPAIRED. I HAVE TO SPEND \$20.00 PLUS S+H TO HAVE YOUR DEFECTIVE PRODUCT REPAIRED (MODIFIED) THEN I'LL BE ISSUED A \$20.00 COUPON. WHICH I CAN THEN USE TO PURCHASE ONE OF YOUR SLOW MOVING SAFETY PRODUCTS. I DON'T KNOW IF ANY OF YOUR MARKETING PEOPLE VISIT ANY OF THE POPULAR HUNTING WEBSITES LIKE HUNTAMERICA OR HUNTING.NET BUT, RIGHT NOW YOUR POPULARITY IS WANING. I'VE BEEN ONE OF YOUR FEW ARDENT SUPPORTERS. BUT WITH THIS POLICY I'M SURE MY NEXT PURCHASE WON'T BE A REMINGTON PRODUCT. SINCERELY, KEVIN