

Safety Modification Program

Discussion Thread

Response (Laura)

8/20/2002 11:04:10 AM

Dear Mr. Seven,  
We apologize for the delay in response. 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. Most repairs take an average of 4-6 weeks.

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, 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.

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.

Customer (Zapper Seven)

8/8/2002 4:37:18 PM

Dear Remington Firearms,

I have a Model 721 30/06 and a hunting trip set for November 25-30th. what length of time should one plan for in returning a rifle to Remington for this much needed safety alteration?

\*This rifle has discharged while unloading on a previous trip. Nearly invisible thread from a pair of gloves had wrapped around the trigger and when the bolt was lifted to eject the first round to empty the gun for lunch, the round discharged into the dirt. Fortunately the barrel was pointing in the right direction as there were three family members together just returning from a morning hunt in the frigid Blue Ridge Mountains of Bath County Virginia. I never could understand why this rifle had to be in the "fire" position to unload. I have since read one of the safety warnings