

Discharge of firearm

Discussion Thread

Response (Norm)

9/16/2003 9:48:12 AM

Dear Bill:

Thank you for visiting Remington Country. According to the information that you provided, your Remington Model 700 was produced in or around 2000. We do not have production totals for specific calibers. The Model 700 was introduced in 1962 and is still in production today. This model is widely recognized as the "most accurate out of the box production rifle" on the market today. 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.

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. Customer is responsible for shipping charges to the factory.

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.

If you have any questions as to the warranty on Remington firearms, please refer to our Firearms warranty .

Customer (Bill Sunderlin)

9/12/2003 9:45:14 PM

Sirs,

I have a customer whose Model 700 .308 has gone off on her twice when she moved the safety from safe to fire. I have looked the rifle over and can find no reason for it to do so. It has the new bolt lock on it which seems to do nothing but slow the firing pin down. Have you had a safety bulletin out on this rifle?
Thanks for any help
Bill Sunderlin