

remington model 700

Discussion Thread

Response (TODD)

12/5/2003 1:16:01 PM

Dear Mr. Baugh,

We apologize for any inconvenience you may be experiencing. The problem that you are describing with your Model 700 has nothing to do with the Bolt Lock Modification that we are offering for \$20.00. We suggest that you send your rifle into our factory for evaluation, to find out what is causing this. Please follow the instructions below:

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 more questions, please feel free to contact us at 1-800-243-9700, M-F, 9:00am to 5:00pm, ET.

Customer (Christopher Baugh)

12/1/2003 10:33:47 PM

I already know that the fix you have for this rifle will not fix the problem that I have. Just like so many others that have the same problem. You already know about this problem. It's the same problem that killed Guss Barber. And even though you want to remove the bolt lock, how is that going to help me or anyone else with the same problem? Would removing the bolt lock had saved Guss Barber's life? I don't think so. I know that there is a bad problem with this gun, and a lot of other people I know have the same. I'm not going to pay a dime to have this fixed because it involves all the model 700's. You will pay the shipping, you will fix this for free, and it will resolve the problem. I have already talked to a lawyer about this and they like it. I have 7 people who will testify that their rifle has the same problem. What good is the safety if it fires when you set it to the fire position? You deny any problem with this. The next letter you get will be from my attorney if you can not do this. I have a