

Safety mechanism on model 788

Discussion Thread

Response (Chris)

10/8/2004 12:48:04 PM

Dear Mr. Epps,

We regret that you are experiencing problems with your firearm and the delay in responding. Based on the information you have provided, we suggest that you send your firearm to our Iliou, 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  
Iliou, 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 <a href="http://www.remington.com/support/warranty.htm" target="\_blank">Firearms Warranty </a>.

Customer (Sheila Epps)

9/29/2004 7:34:32 PM

My rifle's safety does not work correctly. It moves into the fire mode with the slightest touch. I hunt with my husband and while we were walking, my coat must have caught the safety and somehow the gun fired off. We took the gun to a gun smith and he says that he cannot fix it = that this is a problem with some of the older remington rifles. I am now scared to hunt with it and my husband does not want me to hunt with it either. The safety just moves too easily which is not safe. Do you have any suggestions - I don't see where this has been recalled to be fixed.