

Remington 243 Model 700 Serial # 6400476

Discussion Thread

Response (Laura) 11/7/2000 8:05:27 PM

At 11/06/2000 03:24 PM we wrote -

Dear Mr. Henson,

This is response to your recent communication regarding the repair of your Remington firearm. 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.

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.
3. Remove all accessories from your firearm to prevent loss or damage.
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.

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.

At 11/07/2000 05:00 PM we wrote -

Dear Mr. Henson,

We are sending you a prepaid UPS shipping label to send your firearm to the factory for evaluation. You should be receiving this in the next few days. If you wish to ship your firearm to us sooner, you can send us a copy of your shipping receipt and we can reimburse you for the ground shipping charges. You can mail or fax a copy of this receipt to the address below:

Remington Arms Co.
Attn: Parts & Repair
870 Remington Dr
PO Box 700
Madison, NC 27025
fax: 336-548-7801
1-800-243-9700

Thank you.
Sincerely,
Remington Arms Co.

Customer
Corporate Headquarters
Ref: Subject gun

11/5/2000 4:42:57 PM

On November 1, while hunting deer I had the following experience with my 243 Remington Model 700. I was taking aim at a very large buck deer [Mule Deer] when I took the gun off safety to shoot but was unable to pull the trigger. My wife standing nearby was whispering for me to shoot. Not being able to shoot I started to examine the problem and removed my finger from the trigger and pushed on the safety when all of a sudden it discharged scaring both my wife and I, plus the deer. By coincidence in reading today's Sunday paper, the Missoulian, from Missoula Montana, I found through an article that this is not the first time there has been a problem with subject gun. I was shocked to read of numerous accidents, including deaths as a result of this malfunction in the safety mechanism. [ref: Richard Barbers' 9 year old son shot and killed by his mother].

I purchased my gun used in 1994 and did not start using it until this year for deer hunting. Up to this time I had been using my Remington Model 700 serial # B6692817 30-06 but felt it was a bigger caliber than needed for deer. To date, I have not had a problem with the 30-06 but would like to know if there has been any problems reported or any service bulletins pertaining to my model / serial # 30-06. Also I would like to know what action Remington will take regarding subject gun as both my wife and I are afraid to use it. I am very mad and upset to have read that Remington has known of this problem for some time and has never done a recall according to Richard Miller, a lawyer from Springfield, Mo. and John T. Butters a gun expert from Texas.

Acknowledgement and response of this e-mail is requested
A.S.A.P.

Sincerely,

Don L. Henson

822 Promise Lane

Corvallis, Montana 59828

e-mail: hensondp@earthlink.net <<mailto:hensondp@earthlink.net>>

phone# 406-961-3704

At 11/07/2000 04:52 PM you wrote -

Since the problem that has occurred with my subject firearm, I feel the cost of shipping and repairing subject firearm is the responsibility of Remington Firearms. Therefore since you have not acknowledged acceptance of this cost and responsibility, that before I take further actions, I will contact an attorney to find what my options are. This was a very frightening experience for both my wife and I and we do not take it lightly.
Sincerely
Don Henson