

[Fwd: 700 BDL Accidental Discharge]

Discussion Thread

Response (Laura) 11/19/2001 11:30:26 AM
At 12/12/2000 09:46 AM we wrote -
Dear Sir,
We cannot determine what steps will be necessary until we receive your
firearm and have it evaluated by our factory gunsmiths.
At 11/19/2001 11:29 AM we wrote -
Dear Mr. Nuich,
We have received your firearm at our factory. We could not duplicate the
noted discharge, however our gunsmiths are replacing the trigger assembly
at no charge.

Customer (Steve Nuich) 12/9/2000 2:45:30 PM
===== Message Attachment =====

"steve.nuich" wrote:

Subject:

Message-Id: <39CA5E17.000001.26112@rightnow01.up2.com>

Date: Thu, 21 Sep 2000 15:14:31 -0400 (EDT)

To: steve.nuich@tlcd.com
From: info@remington.com
Subject: I have a mid 1970's Model 700 BDL... [Incident:remington
000919-0078]

Content-Transfer-Encoding: quoted-printable

Recently you requested personal assistance from our on-line
support center. Below is a summary of your request and our=20
response.

If we do not hear from you within 48 hours we will assume your=20
issue has been resolved.

Thank you for allowing us to be of service to you.

Summary: I have a mid 1970's Model 700 BDL in .30-06... was hunting
this=

weekend and h...

SUGGESTED SOLUTION:

At 09/21/2000 03:12 PM we wrote - =0D

Dear Sir,=0D

=0D

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.=0D

=0D

Please follow these guidelines:=0D

=0D

1. Record the serial number of your firearm before sending it to us.=0D

=0D

2. Pack your firearm for safety and to prevent further damage in
shipping and handling. Preferably, ship in a firearm box.=0D

=0D

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

damage.=0D

=0D

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.=0D

=0D

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.=0D

=0D

Ship to:=0D

=0D

Remington Arms Company, Inc.=0D

Attn: Arms Services Division/Repairs=0D

14 Hoeftler Avenue=0D

Ilion, NY 13357=0D

=0D

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.

Incident Details:

Reference #: 000919-0078

Topic: Firearms

Sub-Topic: Centerfire Rifles

Contact: steve.nuich@t1cd.com

Date Created: 09/19/2000 08:09 PM

Last Updated: 09/21/2000 03:14 PM

Elapsed Time: 1 Day, 19 Hours

Status: Unresolved

Model_Number: Model 700 BDL

Description:

I have a mid 1970's Model 700 BDL in .30-06... was hunting this
weekend and had an accidental discharge when I released the
safety... the gun has less than 200 rounds fired through it... my
brother stated that the same thing had happened to him once
before... I posted a question about this on shooters.com message
board and received replies from others that had the same experience
and some said that Remington is aware of this and has a fix... if
you do have a fix I would greatly appreciate it so I can avoid a

tragic accident in the future... thanks for your assistance.

If your issue remains unresolved, please update your incident at

<http://remington.custhelp.com/cgi-bin/remington/r?11=3D000919-0078>
<<http://remington.custhelp.com/cgi-bin/remington/r?11=3D000919-0078&130=3D=> &130=3D=>

0969408566

You may also update this incident by replying to this message. Because
y=

our reply will be automatically processed, you MUST enter your reply in
t=

he space below. Text entered into any other part of this message will
be=

discarded.
Entering my reply at this location as directed... I would like to know
what you intend to do with the firearm to resolve the issue described...
I do not want to ship from CA just to have Remington look at the rifle
and send it back to me... can you give me an idea as to what your fix is
going to be before I pack up the rifle and send it off?
[=3D=3D=3D> Please enter your reply below this line <=3D=3D=3D]

[=3D=3D=3D> Please enter your reply above this line <=3D=3D=3D]

=0D

-----=0D

=0D

===== text File Attachment =====
Attachment #1, 6110 bytes, added to incident
===== text File Attachment =====
steve.nuich.vcf, 338 bytes, added to incident

----- 11/16/2001 12:01 PM -----
> I sent my rifle to your firearms service/repair shop which was delivered
last week or the week before... can you tell me what the status is?
Thanks, Steve
> steve.nuich.vcf, 195 bytes, discarded

----- 11/19/2001 12:13 PM -----
> Thank you for the reply. As I stated in a note sent with the firearm,

the trigger was worked on by a gunsmith at an authorized Remington dealer and was very crisp and clean at a 3lb trigger pull.
> The work done was an improvement to the factory trigger and I hope your gunsmith shop can duplicate the trigger job done and not just replace the trigger group with a factory trigger group. As I
> stated before, the work done by the gunsmith was not the cause of the accidental discharge as both my father and brother experienced an AD with the rifle before I had the trigger worked on. Thank
> you.
> steve.nuich.vcf, 195 bytes, discarded