

I have read your Safty Reminder on the "Pre-1982 bolt-action rifles". I don't...

Discussion Thread

Response (Laura)

8/26/2002 11:32:37 AM

Dear Mr. Siegmund,

Thank you for getting back with us. The cost of this work is now \$20 through our Remington Authorized Repair Centers or our factory. We do not have any Remington Repair Centers in Los Angeles but you can locate your nearest repair center by visiting the Repair Information Center in our Support Section and selecting your model and state:

<http://www.remington.com/support/repairsvc/ModelSelection.asp>

Customer (William H. Siegmund)

3/8/2001 6:43:08 PM

Sorry for the delay in responding to your e-mail of 03-13-01.

Unfortunately

I took ill and as I was getting back on feet I then suffered a heart attack in April, 2002. The "bolt lock" problem on my "Pre-1982 bolt-action rifle" has not been resolved as of this date.

I am not pleased with your response for the following reasons:

It is hard to understand that I have to pay \$45.00 plus shipping and insurance to resolve a safety factor.

By the time I package the action & barrel, insure and send it along with a check for \$45.00 I will probably have invested close to \$80.00 - \$90.00 into

a 26 year old rifle. That is close to \$100.00 towards a new rifle.

Is there not a compentaint warranty station in the greater Los Angeles area that could perform this service?

Thank you advance for your understanding of my position and feeling in this matter.

Sincerely,

Wm. H. Siegmund