

I have a 700 BDL 300 Win Mag. This gun has discharged accidentally twice. Onc...

Discussion Thread

Response (Laura) 2/15/2002 11:03:12 AM
Dear Mr. White,
Our gunsmiths will determine if there is a charge once they have the opportunity to evaluate your firearm.

Customer (Roderick White) 2/13/2002 5:30:45 PM
Is there a fee for this service, or is this work performed as a service from Remington to apply necessary safety modifications?

Thank you,

Rod White

-----Original Message-----
From: info@remington.com [mailto:info@remington.com]
Sent: Thursday, February 14, 2002 1:27 PM
To: roderick.white@amedd.army.mil
Subject: [Incident 020213-000079] I have a 700 BDL 300 Win Mag. This gun has discharged accidentally twice. Onc...

Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response. We will assume your issue has been resolved if we do not hear from you within 48 hours.
Thank you for allowing us to be of service to you.

Subject

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Discussion Thread

Response (LAURA) - 02/14/2002 02:27 PM
Dear Mr. White,
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.

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.
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.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoeftler 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.

Customer (Roderick White) - 02/13/2002 05:30 PM
I have a 700 BDL 300 Win Mag. This gun has discharged accidentally twice. Once, after clearing the magazine, I placed it on fire to unlock the bolt to clear the chamber, and immediately upon placing it to the fire position, it discharged. In another episode, the firing pin fell as the bolt was being closed.

I have had a gunsmith check the sear to insure it was not too close, and I have also increased the pull weight to insure that wasn't the problem. The second episode occurred after these adjustments were made.

A friend told me that he saw an ad in a magazine that stated that owners of 700 BDLs could return their rifles to Remington for a safety modification. I went to your website to get more details, but could find no more information.

Can you tell me more about this problem and Remington's help with a solution.

Thank you,

Rod White

Question Reference #020213-000079

Topic: Firearms
Sub-Topic: Centerfire Rifles
Contact Information: roderick.white@amedd.army.mil
Date Created: 02/13/2002 05:30 PM
Last Updated: 02/14/2002 02:27 PM
Status: Waiting

If your issue remains unresolved, please update this question at
http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct_login_submit.php?p_userid=roderick.white@amedd.army.mil&p_enc_passwd=bWFqMTEyMDAw&p_next_page=myq_upd.php&p_refno=020213-000079&p_created=1013639445

You may also update this question by replying to this message. Because your reply will be automatically processed, you MUST enter your reply in the space below. Text entered into any other part of this message will be discarded.

[====> Please enter your reply below this line <====]

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

we hope that this information will be helpful to you. If we
can be of further assistance, please contact us at
1-800-243-9700, M-F, 9am-5pm EST.

Remington Arms Co. -- America's Oldest Gunmaker
870 Remington Drive, Madison, NC 27025
1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801
Visit us in Remington Country at <http://www.remington.com/>

REMEMBER, FIREARMS SAFETY DEPENDS ON YOU!
Whether you are a beginner or an advanced user,
our new Safety Section is a must for everyone.
<http://www.remington.com/safety/safety.htm>

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