

Remington Recall

Discussion Thread

Response (Laura)

3/11/2002 11:28:19 AM

Dear Ms. Dentac,

We do not agree with CBS's characterization of this as a deadly defect. The removal of the bolt-lock so one does not have to move the safety to the "Fire" position while unloading, reduces the risk of accidental firing during the unloading process. With the "bolt-lock" removed, there is no reason for the safety to be in any position other than "safe" while unloading. This change also brings older rifles in conformity with Remington rifles produced after 1982.

The \$20 includes cleaning and inspection of the gun, removal of the bolt-lock, plus shipping and handling back to the consumer. It is a significant discount to the cost of cleaning and inspection particularly if additional repair is required. This is an appropriate charge for guns at least 20 years old.

This is a voluntary program. This is not a recall. This is designed to remind people of the existence of the bolt-lock feature and to offer customers the opportunity to modernize their product.

You can read more information regarding our firearms and our Safety Modification program through the front page of our website or the link below:

http://www.remington.com/safety_modification_program/remington_safety.htm

The safe use and performance of your firearm depends on correct assembly and routine maintenance, as well as adherence to the "10 Commandments of Firearm Safety." <http://www.remington.com/support/10comm.htm> It is critical that you familiarize yourself with the information in both the owners manual and safety booklet. Whether you are a veteran shooter with a collection of Remington firearms, or a first time shooter, take the time to review this important literature and be certain that you are practicing firearm safety!

If you have any questions, please feel free to contact us at 1-800-243-9700 or 1-877-387-6691.

Customer (Mary Ms DENTAC Besteiro)

3/8/2002 1:57:58 PM

If you guys messed up in the manufacturer of these guns, then you should make the fix for free. This deal of sending you \$20.00 and then you will send back a \$20.00 rebate towards buying something else of Remington's stinks! How do we know this is not just some concoction of your's to make people buy your products? If you screwed up in the manufacture of these guns, why then is the consumer having to pay you \$20.00, whether or not it is in case or rebate form?