

Do I understand correctly that there is \$20 plus shipping and handling charge...

Discussion Thread

Response (Laura)

3/11/2002 2:52:00 PM

Dear Mr. Hartl,

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 (paul hartl)

3/11/2002 1:49:47 PM

Do I understand correctly that there is \$20 plus shipping and handling charge to make the bolt locking mechanism change to my rifle? If it is a safety issue on Remington's part, why would I be charged to make the correction?

Thank-you,

Paul Wm. Hartl