

okay tell me if i understand you correctly. Remington has a program to repair ...

Discussion Thread

Response (Laura)

6/12/2002 11:33:14 AM

Dear Mr. Adkins,

We regret that you are experiencing problems with your firearm. Based on the information you have provided, there has not been a recall on your rifles. However we strongly recommend that you do not use this firearm and that you send your firearm to our Ilion, NY facility.

There is a Safety Modification Program on these rifles which you can view from the front page of our website at www.remington.com.

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 Dept TPA
14 Hoefler 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 (marvin.adkins)

6/8/2002 10:52:33 PM

okay tell me if i understand you correctly. Remington has a program to repair these rifles but it will cost me \$20.00 each.

well i have three model 700 rifles:

222 serial# 122925

243 serial# A6701075

30-06 serial # 6580257

while hunting in Colorado the 30-06 went off when i pushed safty off shot a hole thru floor, bellhousing and sheared off torque converter(and the edge of my boot).

while hunting this year the 243 did same thing shot hole in deer stand.

I have not heard of any recall until last month and this is my 2nd email and i have tried to call but was told number was bad.

I have owned remington products most of my life but this is not right and i dont agree that i should pay for repair.

You never replied to my last email maybe this.

Marvin Adkins