

I had a customer ask me about the Safety Modification Program. He has a rifle...

Discussion Thread

Response (Laura)

8/23/2002 2:54:27 PM

Dear Denny,

We apologize for the delay in response. If your customer has a bolt lock safety and would like to participate in the Safety Modification Program, then he would have to send the firearm to our factory or a Remington Authorized Repair Center. You can find a list of Repair Centers in the Support Section of our website. Or if you wish to send the firearm to us, we have included directions below:

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, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
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: Dept SMP
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 (Dennis Reinhardt)

8/17/2002 11:41:36 AM

I had a customer ask me about the Safety Modification Program. He has a rifle manufactured before 1982 and it sounds like it qualifies for this program. Being a licensed gunsmith would he be able to have me change the bolt lock assembly and can I get replacement parts directly from Remington? Thank for any help you can give me. Denny