

broken safety

Discussion Thread

Response (Chris)  
Dear Mr. Mason,

8/12/2003 12:53:37 PM

We cannot diagnose which parts will need to be replaced based on your email. The safety assembly is a restricted part. The repair centers listed may be able to replace parts. They will forward a quote if the repair is over \$75. If under \$75 they will repair and send back COD.

Customer (gary mason)

8/9/2003 2:11:36 PM

info@remington.com wrote:

Your reply did not process correctly. Please REPLY to this message and enter the text between the specified lines. Your message has been included below.

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info@Remington.com wrote:

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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broken safety

Discussion Thread

Response (Chris) - 08/11/2003 02:26 PM  
Dear Mr. Mason,

We apologize for any inconvenience you may be experiencing. We suggest taking or sending your firearm to a Remington Authorized Repair Center or our factory for evaluation.

You can locate your nearest repair center by visiting the Repair Information Center in our Support Section and selecting your model and state:

<http://www.remington.com/repairsvc/ModelSelection.asp>

Customer (gary mason) - 08/09/2003 02:11 PM

I found the safety on my 700ml broken after last hunting season. The cam that blocks the trigger on the end of the safety lever arm has broken off.

Can I get a new part or do I need to but a complete new trigger system?

Question Reference #030809-000045

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Topic: Firearms  
Sub-Topic: Muzzleloaders  
Contact Information: gdmason@yahoo.com  
Date Created: 08/09/2003 02:11 PM  
Last Updated: 08/11/2003 02:26 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=gdmason&p\\_enc\\_passwd=ZW5naW51ZXI=&p\\_next\\_page=myq\\_upd.php&p\\_refno=030809-000045&p\\_created=1060452696](http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct_login_submit.php?p_userid=gdmason&p_enc_passwd=ZW5naW51ZXI=&p_next_page=myq_upd.php&p_refno=030809-000045&p_created=1060452696)

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 <====

]No the issue has not been resolved. I'm not a rocket scientist be I know when a piece of the safety arm falls out into my hand the thing is probably broken so taking it to a service center does not't help me there. what I want to know prior to going to a service center is, can a new piece be purchased by who ever, or does the entire trigger need to be replaces. It seems to me a single part should be available but I'm not sure what your position is on replacement safeties. Your closest designated repair center is 1 1/4 hours away and I need to know approx. what I looking at price wise prior to going. Is this a \$5 or a \$70+ job. Is this something that is covered by a warranty? If not can my local gunsmith here in town purchase the part and do the work to spare me an entire day or two lost driving around.

Gary Mason

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

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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-P, 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!  
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our new Safety Section is a must for everyone.  
<http://www.remington.com/safety/safety.htm>

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