

**Allen, James MR**

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**From:** Remington Information [info@remington.com]  
**Sent:** Monday, November 22, 2004 10:06 AM  
**To:** allenja@wood.army.mil  
**Cc:** stephie22@hotmail.com  
**Subject:** MDL 700 Rem (.270) [Incident: 041121-000067]

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.

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 <==]

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

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=alljenja@wood.army.mil&p\\_enc\\_passwd=MDlKaWlib3k=&p\\_next\\_page=myq\\_upd.php&p\\_iid=177885&p\\_created=1101081897](http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct_login_submit.php?p_userid=alljenja@wood.army.mil&p_enc_passwd=MDlKaWlib3k=&p_next_page=myq_upd.php&p_iid=177885&p_created=1101081897)

Subject

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MDL 700 Rem (.270)

Discussion Thread

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Response (Jessica) - 11/22/2004 11:05 AM Dear Jim,

We regret that you are experiencing problems with your Model 700. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

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. Customer is responsible for shipping charges to the factory.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.  
Attn: Arms Services Division/Repairs  
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.

If you have any questions as to the warranty on Remington firearms, please refer to our [Firearms Warranty](http://www.remington.com/support/warranty.htm).

Customer (Jim Allen) - 11/21/2004 07:04 PM I bought a new synthetic stock 700 Rem (.270 cal) for my son in 2002. I didn't send in the warrant card, but still have it. The serial number is E6746746 Purchased from Lloyd Hahn in St. Louis. The gun is defective. When the gun is in S (Safe) and you push the safety forward (not touching the trigger), the gun fires. It's done it twice loaded and numerous times unloaded (although not everytime). Several others have seen it besides my son and me. I need to know what to do. I've read all of the instructions that came with the gun but it doesn't give me advice on fixing it or where to send it or whatever. Please help.

Question Reference #041121-000067

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Topic: Firearms  
Sub-Topic: Centerfire Rifles  
Date Created: 11/21/2004 07:04 PM  
Last Updated: 11/22/2004 11:05 AM  
Status: Waiting  
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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-F, 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!

Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone.

<http://www.remington.com/safety/safety.htm>

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