

Doyle Hein

From: <info@remington.com>
To: <dkhein@polarcomm.com>
Sent: Friday, November 22, 2002 5:32 AM
Subject: [Incident 021118-000163] I bought my wife a Model 700 Youth rifle for Christmas and we sighted it in s...

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

I bought my wife a Model 700 Youth rifle for Christmas and we sighted it in s...

Discussion Thread

Response (Laura) - 11/22/2002 08:32 AM

Dear Mr. Hein,

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/Support/repairsvc/ModelSelection.asp>

Customer (Doyle Hein) - 11/18/2002 08:54 PM

I bought my wife a Model 700 Youth rifle for Christmas and we sighted it in she pushed the safety off to shoot and the rifle fired. I worked the safety several times and it would not repeat again. When we were hunting this last Saturday she went to push the safety off to shoot at a deer and the rifle went off again. My question is who or how do I get this rifle taken care of?

Question Reference #021118-000163

Topic: Firearms

Sub-Topic: Centerfire Rifles

Contact Information: dkhein@polarcomm.com

Date Created: 11/18/2002 08:54 PM

SERIAL # E-6795047

Doyle Hein
304 Elm Drive
PARK River, N.D.
58270

701-284-6818
Home phone # 11/29/02

Date 12-22 2001

Karen Hein

g. No.	Clerk	ACCOUNT FORWARD
	Rem. 700 ADL	
	Cal. 308	
		360.41
4	Sales Tax	18.03
5	City Tax	3.61
6	County Tax	.91
7		
8		382.96
9		
10		
11		
12		
13	15	
14		
15		

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FIRST E-mail on this
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