

From: info@remington.com <info@remington.com>
To: lcpclp@prodigy.net <lcpclp@prodigy.net>
Date: Tuesday, October 29, 2002 4:45 PM
Subject: [Incident 021027-000143] Last year as I released the safety to eject my shell in the chamber, the gun d...

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

Last year as I released the safety to eject my shell in the chamber, the gun d...

Discussion Thread

Response (Laura) - 10/29/2002 04:45 PM

Dear Mr. Pentz,

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we strongly recommend that you do not use this firearm and 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.
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.

11/3/02

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 (Larry Pentz) - 10/27/2002 09:04 PM

Last year as I released the safety to eject my shell in the chamber, the gun discharged without my finger anywhere near the trigger. I understand this may be an inherited problem with Model 700 bolts? Please get back to me ASAP. I would like to get this problem corrected before hunting season.

Question Reference #021027-000143

Topic: Firearms

Sub-Topic: Parts & Repair

Contact Information:

Date Created: 10/27/2002 09:04 PM

Last Updated: 10/29/2002 04:45 PM

Status: Waiting

If your issue remains unresolved, please update this question at

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 <====]

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
11/3/02