

BARBER - RE 0011712

.270 Bolt Action Model 700

Discussion Thread

Response (Jonsie) 11/18/2006 8:38:49 AM

Dear Chris;

Thank you for visiting Remington Country! We certainly appreciate you taking the time to write in with your concerns regarding your 700. According to the number, your Custom Deluxe 700 was manufactured in 1990 and therefore not subject to the safety modification program that we have in place for models prior to 1982. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

You can print the factory repair form and instructions at the following section of our site.

http://www.remington.com/support/repair_services/factory_repair_form.asp

Or follow these guidelines if in the US:

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 the following section of our site.

http://www.remington.com/support/warranty/

Should you have additional questions, please feel free to contact our Consumer Services Department at 800-243-9700, 9:00 am 5:00 pm, EST, Monday through Friday.

Customer (Chris Zortman) 11/16/2006 6:45:26 PM

When I went to shoot at a deer I could not pull the trigger. It has done this before. So when I ejected the shell, I put another shell in and took the safety off and the gun fired without pulling the trigger. I then took all the shells out and flipped the safety off about 50 times and it fired the firing pin every time. And it then started to work. A friend told me that he had heard at one time that this style of gun may have been having this same problem. Is this true. Was there a recall? If not, what can I do to fix this problem. I'm not going to

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continue to use this gun do to it being unsafe.