

**BARBER - RE 0011734**

Re: Gun firing when safety is turned off or when closing the bolt [Incident:070120-000015]

Discussion Thread

Response (Norm) 2/14/2007 7:16:19 AM

Dear Brian:

Thank you for your response. We cannot stress enough the previous statement: When used following the rules of safe gun handling, including proper maintenance, and not inappropriately altered, the Remington Model 700 is a safe rifle. When we have been able to duplicate customer's concerns with this issue the guns were improperly maintained and/or had been altered. If you purchase a used gun we would advise you to have the gun thoroughly examined by a qualified gunsmith. Should you purchase the gun and want to have Remington examine the gun we will be happy to do so at either a factory in Iliion, NY or one of our many Remington Authorized Repair Centers. Whether or not there would be any charge to you for any repairs made by us would be dependent on the nature and cause of the problem.

Private (RightNow Administrator) 2/7/2007 6:05:52 AM

Incident created due to reply to expired incident 070120-000015.

Customer (Brian Resinger) 2/7/2007 6:05:52 AM

Incident created due to reply to expired incident 070120-000015.

I agree with your assessment of safe gun handling and proper maintenance. I am more concerned with this gun firing when switching off the safety before shooting my target or game. Have many guns been returned to Remington because of this problem? What steps will Remington take to correct the problem should it arise? Would there be any cost to the customer or would Remington fix the problem free of charge?

Thanks for your response.

Brian Resinger