

Dear Sir or Madam, I have been a loyal Remington gun owner for over 25 years....

Discussion Thread

Response (Laura)

3/20/2002 1:53:00 PM

Dear Mr. Fromel,

Thank you for your inquiry. We have a Safety Modification Program on certain model bolt action rifles. This is a voluntary program, it is not a recall. This is designed to remind people of the existence of the bolt-lock feature and to offer customers the opportunity to modernize their products at a low cost.

You can read more information regarding our firearms and our Safety Modification program through the front page of our website or the link below:

http://www.remington.com/safety_modification_program/remington_safety.htm

You can also find a list of Remington Authorized Repair Centers through this link.

The safe use and performance of your firearm depends on correct assembly and routine maintenance, as well as adherence to the "10 Commandments of Firearm Safety." <http://www.remington.com/support/10comm.htm> It is critical that you familiarize yourself with the information in both the owners manual and safety booklet. Whether you are a veteran shooter with a collection of Remington firearms, or a first time shooter, take the time to review this important literature and be certain that you are practicing firearm safety!

If you have any questions, please feel free to contact us at 1-800-243-9700 or 1-877-387-6691.

Customer (John Fromel)

3/17/2002 12:01:27 PM

Dear Sir or Madam,

I have been a loyal Remington gun owner for over 25 years. I currently own 14 Remington firearms, all purchased new. My question is....I believe my rifle's bolt lock mechanism needs to be repaired under your "pre-1982" recall. Given my serial number of A6641388, can you confirm this? If so, can I have the work done locally by an authorized Remington dealer so I do not have to ship my rifle away? Finally, if this is a recall, why does this repair cost me anything? Your rebate coupon still requires me to spend money for this repair. Thank you for your attention in this matter and look forward to hearing from you soon.

Sincerely,

John R. Fromel