

Consumer Concerns

Discussion Thread

Response (Laura)

5/28/2002 10:49:12 AM

Dear Mr. & Mrs. Moylan,

Thank you for your inquiry. We have a Safety Modification Program on certain model bolt action rifles including older Model 700 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. If you have a bolt lock safety, we strongly recommend that you take advantage of this offer.

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

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 (Tausha)

5/25/2002 2:05:13 AM

Dear Sir or Ma'am,

I am writing in regards to the recall on the model 700 rifle. I am an owner of one of these rifles and brought to my attention by a family member was this recall. I personally had an incident occur one of which to my knowledge has occurred to many of your consumers. All of which has happened before the recall. I am very interested in having this problem fixed on my rifle. But have some confusions how to approach this issue. I feel very uncomfortable shipping my rifle through are mail system to have it repaired by one of yours. And truly don't see how this could be possible after the problems that went along with the 9-11 incident. So if you could be so kind as to write back to me in regards to what I shall do I would be greatly appreciative. Thank-you for you time.

Sincerely,

Mr. & Mrs. Moylan