

This message is for Tommy Millner, CEO and President (If I don't get a response)

Discussion Thread

Response (Laura) 9/4/2002 11:30:39 AM
Dear Mr. Shaffner,
We apologize for the delay in response. This response is on behalf of Mr. Millner. The cleaning of the firearm that is included with the Safety Modification program includes cleaning of the action & trigger assembly. It does not include a complete cleaning of the entire firearm, just the parts involved with the program. We apologize for any miscommunication regarding this. We appreciate you taking advantage of the program and we appreciate your many years of support of our products.

Customer (Terry Shaffner) 8/20/2002 11:33:30 PM
Dear Mr., Millner,

I am sure you are doing everything you can to enhance the image of Remington Arms to all hunters; however, I must tell you I am less than pleased with your "bolt action safety program". I responded to advertisement regarding the need to have the trigger assembly replaced on certain models of Remington bolt action rifles. I sent my 700 BDL into your NY location as I was directed to do. I was told that the \$20.00 I had to pay would cover the replacement of the trigger assembly and the overall cleaning of the rifle. Your customer service rep. was very emphatic that if I had not had the rifle apart and cleaned by a professional on a regular basis, I was running the risk of damaging my firearm. Now, I have own firearms for over 40 years and have never had a gunsmith take any of my guns apart to clean. I do clean the guns I don't use regularly on an annual schedule. My 700 BDL was nearing the schedule to use a cleaning agent and oil preservative on the gun as well as in the barrel; however, since I was told my gun would be thoroughly cleaned I sent it to Remington unclean. When I received the rifle today I looked down the bore and saw that it was in the same condition as when I sent it to the factory for repairs and cleaning.

I am not going to take the action apart to see if it was cleaned; however, I can only assume that if a simple task of swabbing the barrel with a cleaner and oil was not done, then the rest of the gun was not cleaned either. I always considered Remington one of the better firearm companies; however, based on how I received my firearm back, I certainly don't feel that way anymore.

Regards,

Terry Shaffner

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