

A few months back I seen add and a on-line bulletin about Remington repair s...

#### Discussion Thread

Response (Laura)

12/11/2002 10:33:26 AM

Dear Mr. Sawyer,

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. 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](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 (Bruce Sawyer)

12/5/2002 11:35:20 AM

----- Original Message -----

From: <info@remington.com>

To: <xyzrocky\_abc@brightok.net>

Sent: Wednesday, December 11, 2002 9:33 AM

Subject: [Incident 021205-000050] A few months back I seen add and a on-line bulletin about Remington repair s...

> Recently you requested personal assistance from our on-line support  
> center. Below is a summary of your request and our response.  
> We will assume your issue has been resolved if we do not hear from you  
> within 48 hours.  
> Thank you for allowing us to be of service to you.

> Subject

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