

After watching the CBS News tonight (2/07/01), I want to inform you that my R...

Discussion Thread

Response (Laura) 2/9/2001 4:02:08 PM

At 02/08/2001 03:35 PM we wrote -

Dear Mr. Clark,

This is response to your recent communication regarding the repair of your Remington firearm. We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility for evaluation.

Please follow these guidelines:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box.
3. Remove all accessories from your firearm to prevent loss or damage.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.
5. Ship your firearm by either United Parcel Service (UPS) or Parcel Post (US Post Office). Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Ship to:

Remington Arms Company, Inc.
Attn: Arms Services TPA
14 Hoefler Avenue
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

At 02/09/2001 01:01 PM we wrote -

Dear Mr. Clark,

Thank you for your response. We appreciate you giving us the opportunity to be of service to you.

Customer (Gary Clark) 2/8/2001 12:45:56 AM

After watching the CBS News tonight (2/07/01), I want to inform you that my Remington 30.06 model 700, fired inadvertently the very first time that I carried it in the field. I returned to camp and attempted to unload my rifle. I had it pointed into a roadside ditch and as I raised the bolt the rifle fired. I (and my rifle) are left-handed. My right hand was on the forestock and my left hand was on the bolt. Obviously I could not have reached the trigger with either hand. I felt like a complete idiot because everyone else in camp assumed that I was a complete greenhorn that was just being careless. At that time I assumed that it was the bolt that had malfunctioned and fired the gun. I did not even consider that it might have been the safety lever that was the problem. I seldom used the rifle after that and when I talked to the dealer where the gun was purchased he

was less than eager to help me get the gun repaired. Please advise as to how I can get the gun inspected and repaired.

Thank You
Gary D. Clark
1510 S Quillan
Kennewick, Wa. 99338
509 783-6990
gclark0722@aol.com

At 02/08/2001 06:30 PM you wrote -
I will be sending the rifle to your repair facility ASAP.