

Re: Hello: My name and Address is ... [Incident:remington010209-0025]

Discussion Thread

Response (Laura) 2/13/2001 5:11:51 PM

At 02/13/2001 02:10 PM we wrote -

Dear Mr. Pribble,

This is in 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.

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 Dept 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.

Customer (Chester Pribble)

2/11/2001 3:00:20 PM

>From: info@remington.com
>To: cpribble@cub.kcnet.org
>Subject: Hello: My name and Address is ... [Incident:remington
010209-0025]
>Date: Fri, Feb 9, 2001, 1:47 PM
>

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

>Summary: Hello: My name and Address is Chester H. Pribble 252 Park Ave., P. O. Box...

>SUGGESTED SOLUTION:

>At 02/09/2001 01:46 PM we wrote -

>Dear Mr. Pribble,

>Thank you for your inquiry. The first Remington rifle was manufactured more than 180 years ago. Over this long history, Remington has taken great care in designing and manufacturing high quality firearms and ammunition and in educating hunters and other sport shooters in the safe use of those products.

>

>For nearly 40 years, the Remington Model 700 bolt-action rifle has been one of America's premier hunting rifles. Four million Model 700 s have been purchased by hunters, target shooters and law enforcement agencies across the United States, and it is widely considered the most accurate "out of the box" bolt action rifle on the market. When used following the rules of safe gun handling, including proper maintenance, always keeping the muzzle pointed in a safe direction and not inappropriately altering the mechanism, the Remington Model 700 is a safe and reliable rifle.

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>The entire Remington family is saddened by the tragic death of Gus Barber, and we extend our condolences to the Barber family.

>Remington prefers not to comment on pending or potential litigation. However, we do think it important to note that the rifle involved in the Barber shooting was manufactured in 1972 and, as we understand, acquired by Mr. Barber used 10 to 12 years ago.

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>Several weeks after the accident, representatives from Remington and the Barbers conducted a preliminary examination of both the condition and the performance of the rifle. Among other abnormal conditions, the inspection found the inside of the rifle to be heavily rusted, and the trigger engagement screw, safety lever and fire control mechanism all had been either adjusted or removed and reinstalled after the rifle left the factory. As to its performance, the rifle passed all the function tests performed in this preliminary inspection, and fired only when the mechanical safety was in the "fire" position and the trigger was pulled.

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>In light of this tragic accident, Remington will be redoubling its efforts to educate hunters in the safe use and proper maintenance of the rifle and of all firearms. In this regard, we urge our customers to consult our website at www.remington.com, and to contact Remington at 800/243-9700 if they have any questions about the safe use of any Remington product.

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>Incident Details:

>Reference #: 010209-0025

>Topic: Firearms

>Sub-Topic: Unspecified

>Contact: cpribble@cub.kcnet.org

>Date Created: 02/09/2001 11:10 AM

>Last Updated: 02/09/2001 01:46 PM

>Elapsed Time: 2 Hours, 36 Minutes

>Status: Researching

>Model Number: 700 30-06

>Serial Number: A6273163

>

>Description:

>Hello: My name and Address is Chester H. Pribble 252 Park Ave., P. O. Box 127, Woolrich, PA 17779 phone (570) 769 6409. I say the CBS News with Dan Rather concerning the safety of the Model 700 Remington Rifle. I purchased my rifle Model 700 30-06 Ser #A6273163 at least 20 years ago. Have harvested at least 15 nice white tail buck, several doe and a black bear. It shoots extremely

>accurate. Hunting friends tell me never to sell the rifle because
>it fires so consistant. Two years ago it fired twice as I released
>the safe. Fortunately no harm to anyone, but it scared the
>day-light out of me so to speak. I did not have my finger on the
>trigger. Took the rifle to a gun shope who dismantled the bolt,
>cleaned it good, and put it back together. without fail, I dry
>check the safety everytime I use the rifle, but still very uneasy
>about the whole situation. Let me hear from you, I would
>appreciate an evaluation of the condition by your home office if
>possible. Thank you. Chester H. Pribble
>
>If your issue remains unresolved, please update your incident at
><http://remington.custhelp.com/cgi-bin/remington/r?11-010209-0025&130=000981735056>
>
>You may also update this incident by replying to this message. Because
>your reply will be automatically processed, you MUST enter your reply in
>the space below. Text entered into any other part of this message will
be
>discarded.
>[==> Please enter your reply below this line <=
===== text File Attachment =====
Attachment #1, 7171 bytes,added to incident