

I have a few problems I would like to ask. Both issues have got me REALLY coc...

Discussion Thread

Response (TODD) 12/5/2001 7:44:32 AM
At 12/03/2001 03:47 PM we wrote -
Dear Mr. Kukulis,

This is response to your recent communication regarding your Remington Model 700. 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 U.S. repairs, 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.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
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 12/05/2001 07:42 AM we wrote -
Dear Sir,

if you wish, you can take it to one of our Remington Authorized Repair Centers for evaluation.

You can locate your nearest repair center by visiting the Repair Information Center in our Support Section and selecting your model and state:

<http://www.remington.com/Support/repairsvc/ModelSelection.asp>

Customer (Bret Kukulis) 11/30/2001 8:46:38 AM
----- 11/30/2001 08:46 AM -----

I have a few problems I would like to ask. Both issues have got me REALLY cocerned. This past firearm deer season I had a problem the safety mechanism that quite frankly, scared me very bad. I was lucky that had the

experience personally because I have handled a firearm extensively and nobody got hurt. I loaded the gun racked the bolt forward and everthing seemed to be fine. When I got set on the shooting bench and finally flipped the safety off the gun discharged, without touching the trigger. I shook it off, scraped out my pants and racked the gun and tried it again. The second shot it performed flawlessly but, did it again on the third shot. I have not had it happen since then but the thought of that happening again deeply concerns me. The gun is about 3 years old and I bought it new. I have no idea what could have caused this PLEASE help me out here.

The second topic of concern is the shell casing. This particular year I decided to try shooting wihchester Ballistic Tips with 150 grain bullet. The casing is nickel and my buddy wanted them to reload because they looked "cool". He gave the casing to his Grandfather to reload. Upon inspecting the casing found that the case was expanded well beyond the tolerecne. This particular individual has been reloading for more than my 25 yaers of exsistance so I believe it is credible information. I would really like a response on these matters because I enjoy shooting and I totally happy with the gun minus the above issues.

Thank You,
Bret Kukulis

e-mail: brett.kukulis@gm.com
Phone: (517) 429-6823

----- 12/05/2001 06:50 AM -----
What kind of warranty coverage is on this gun? What do you charge for this service to look at my rifle? The reason is that I would rather not UPS my gun. I know of a few gunsmiths in Michigan and the Remington that I bought the gun from. The dealer was Jay's Sporting Goods in Clare, Michigan. Would it be acceptable to have them look at it? I would rather have you guys look at it personally but, I worked for UPS for a short while and seen how packages are treated, insured or not. Yikes!

Thanks,
Bret Kukulis