

why should I ever purchase another Remington rifle when I'm told that you wan...

Discussion Thread

Response (Laura) 12/17/2001 11:17:48 AM

At 12/13/2001 11:38 AM we wrote -

Dear Mr. Bowen,

Please contact our Parts & Repair Department at 1-800-243-9700. We would like to speak to you in more detail regarding your inquiry.

At 12/17/2001 10:38 AM we wrote -

Dear Mr. Bowen,

We regret you were not satisfied with our response. However this changed from the bolt lock safety to the non bolt lock safety is strictly a voluntary change. You do not have to have your firearm changed to this new style. We are simply informing the consumer that there are two different styles of safeties so that they can have it changed if they choose. We want to keep you as a customer. We feel that \$25 charge for work on a part that would normally cost \$75 is very fair and reasonable.

If you are having a problem with your firearm or if it has accidentally discharged, then we recommend that you send the firearm to us for evaluation or take it to a Remington Authorized Repair Center for evaluation.

With any firearm we always recommend following the <http://www.remington.com/safety/safety.htm> target="_blank">10 Commandments of Firearms Safety which you can view in our Remington Safety Center.

Customer (Mike Bowen) 12/10/2001 3:15:36 PM

----- 12/10/2001 03:15 PM -----

Why should I ever purchase another Remington rifle when I'm told that you want to charge me to stop the accidental discharges from the one I have? Since being told that, today, I have ordered a new Sako rifle and until you show me that you are willing to take care of your problems at no charge to me, why would I want to purchase another one of yours?

----- 12/13/2001 04:03 PM -----

I called your Parts & Repair Department, as requested, and received the same answer as I did the first time I called. That answer was "the rifle isn't defective, it is long out of warranty, and if you want the bolt lock removed we will do it for a \$25.00 charge." That unsatisfactory answer was what prompted my original question and still remains unresolved. If I am to pay to have this problem with accidental discharges repaired in this rifle I will pay a local gunsmith to change safeties rather than pay the manufacture of the product. My more likely solution will be to contact my state and federal consumer counsels, file a complaint, and leave this rifle sit in the gun vault as a reminder why I don't want another Remington firearm. If you have no different response to my question than I have received from two phone calls to your Parts & Repairs Department you might as well not waste your time or mine with further response to this unresolved question.