

Model 700 recall

Discussion Thread

Response (Laura) 3/11/2002 3:32:14 PM
Dear Mr. Hebert,
Thank you for the additional information. According to the serial number provided, there has not been a recall on your rifle.
However, 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 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 (Gary M. Hebert) 3/7/2002 10:19:58 AM
<html><div style='background-color:'>
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<DIV></DIV>
<DIV></DIV>>From: info@remington.com
<DIV></DIV>>To: gary_hebert@hotmail.com
<DIV></DIV>>Subject: [Incident 020307-000041] Model 700 recall
<DIV></DIV>>Date: Thu, 7 Mar 2002 13:48:11 -0500 (EST)
<DIV></DIV>>
<DIV></DIV>>Recently you requested personal assistance from our on-line support
<DIV></DIV>>center. Below is a summary of your request and our response.
<DIV></DIV>>we will assume your issue has been resolved if we do not hear from you
<DIV></DIV>>within 48 hours.
<DIV></DIV>>Thank you for allowing us to be of service to you.
<DIV></DIV>>
<DIV></DIV>>

<DIV></DIV>>Subject
<DIV></DIV>>-----

<DIV></DIV>>Model 700 recall
<DIV></DIV>>
<DIV></DIV>>
<DIV></DIV>>Discussion Thread
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<DIV></DIV>>Response (LAURA) - 03/07/2002 01:48 PM
<DIV></DIV>>Dear Mr. Hebert,
<DIV></DIV>>Thank you for your inquiry. We would need to know the
serial number of your firearm in order to properly answer your inquiry. We
are offering a Safety Modification Program for certain models bolt action
rifles. This is a voluntary program, it is not a recall. You can find more
information regarding this program through the front page of our website
or through the link below:
<DIV></DIV>>
<DIV></DIV>>http://www.remington.com/safety_modification_program/remington_safety.htm

<DIV></DIV>>
<DIV></DIV>>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!

<DIV></DIV>>
<DIV></DIV>>If you need a replacement copy of your Remington owners
manual, or safety booklet, you can download or request a copy from the
Support section of our web-site.
<DIV></DIV>>Owners manuals -
<http://www.remington.com/whatsnew/readroom.htm>
<DIV></DIV>>Safety Booklet - <http://www.remington.com/pdfs/sftybklt.pdf>
<DIV></DIV>>You may also obtain a copy by calling toll free
1-800-243-9700, and pressing option 1.

<DIV></DIV>>
<DIV></DIV>>Customer (Gary M. Hebert) - 03/07/2002 10:19 AM
<DIV></DIV>>Sir, I recently heard that you might be having a safety
recall on some older model 700 rifles. Please advise what years and or
serial numbers this includes. Also if necessary can I deal through my
local Remington dealer.

<DIV></DIV>> Kind regards,
<DIV></DIV>>
<DIV></DIV>> Gary M. Hebert
<DIV></DIV>> 120 Walker Hill Rd
<DIV></DIV>> Langdon, NH 03602

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<DIV></DIV>>
<DIV></DIV>>Question Reference #020307-000041
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<DIV></DIV>>Contact Information: gary.hebert@hotmail.com
<DIV></DIV>> Date Created: 03/07/2002 10:19 AM
<DIV></DIV>> Last Updated: 03/07/2002 01:48 PM
<DIV></DIV>> Status: waiting
<DIV></DIV>>
<DIV></DIV>>
<DIV></DIV>>If your issue remains unresolved, please update this
question at
<DIV></DIV>><http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct>

[illegible]

<DIV></DIV>>we hope that this information will be helpful to you. If we
<DIV></DIV>>can be of further assistance, please contact us at
<DIV></DIV>>1-800-243-9700, M-F, 9am-5pm EST.
<DIV></DIV>>
<DIV></DIV>>Remington Arms Co. -- America's oldest Gunmaker
<DIV></DIV>>870 Remington Drive, Madison, NC 27025
<DIV></DIV>>1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801
<DIV></DIV>>Visit us in Remington Country at <http://www.remington.com/>
<DIV></DIV>>
<DIV></DIV>>REMEMBER, FIREARMS SAFETY DEPENDS ON YOU!
<DIV></DIV>>Whether you are a beginner or an advanced user,
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<DIV></DIV>><http://www.remington.com/safety/safety.htm>
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