

"Safety Modification Program"

Discussion Thread

Response (Laura)

3/25/2002 11:18:24 AM

Dear Mr. Von Linden,

Thank you for your inquiry. The Safety Modification Program that we are offering on certain model bolt action rifles is a voluntary program, it is not a recall. This is designed to remind people of the existence of the bolt-lock feature and to offer customers the opportunity to modernize their products at a low cost.

For all rifles except certain model 600's and 660's and some XP-100 target pistols, you will be charged \$20 for the cleaning and inspection of the gun, and removal of the bolt-lock, plus shipping and handling.

If you participate in this bolt lock removal program, you will also receive a transferable coupon good for up to \$20 towards the purchase of any Remington safety product, including gun locks, hearing and eye protection, and gun safes.

\$20 is significant discount to cost of cleaning and inspection particularly if additional repair is required. We feel this is an appropriate charge for guns at least 20 years old.

You can read more information regarding our firearms and our Safety Modification program through the front page of our website or the link below:

http://www.remington.com/safety_modification_program/remington_safety.htm

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!

If you have any questions, please feel free to contact us at 1-800-243-9700 or 1-877-387-6691.

Customer (Ryan von Linden)

3/22/2002 8:11:39 PM

While visiting your website today I saw your "Safety Modification Program" for the pre-82' bolt action rifles. I do not own any of these rifles but know some people that do. I do own several of your shotguns and have been very satisfied with your products and service until this point. From what I read it would appear that Remington is responsible for producing a faulty product with a serious safety issue but is unwilling to take responsibility for that fact. This is a problem that should be fixed at no cost to the consumer. Asking people to pay in order to fix your mistake is ridiculous at best. I am afraid that unless this policy is changed I will no longer be able to support the Remington brand. That is unfortunate because I have really enjoyed your products in the past. I was strongly recommending a Remington shotgun to one of my friends who is looking for a new pump, however now I feel I must tell him to take his business elsewhere. Please do the right thing and change your policy on this issue, so I can regain my faith in your company.

Thank you for your time,
Ryan von Linden