

Dear Remington, The deer season before last, while I was moving the safe on m...

Discussion Thread

Response (Laura)

7/8/2002 10:56:50 AM

Dear Mr. Long,

Thank you for your inquiry. The \$20 charge for the removal of the bolt lock safety is an opportunity to upgrade the firearm at a discount. Remington wanted to make people aware of the existence of the feature on the older guns and give a chance to upgrade. Mechanically, the safety is working the way it was designed.

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we strongly recommend that you do not use your firearm and 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, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
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 (Chris Long)

7/3/2002 1:42:43 AM

Dear Remington,

The deer season before last, while I was moving the safe on my rifle to the fire position, my .270 rifle discharged. Lucky for me I was keeping it pointed in a safe direction and no one was injured. Since this is definitely a flaw in your product, why are you charging us \$20.00 to have the bolt lock removed? I have discussed this with many people and I can tell you that there are many past supporters of yours (including me) that say this is not right. I personally know a few that have since decided to purchase other brands of rifles (including me-I bought three Winchester rifles last December, even though I WAS a life long Remington fan). You might consider making a three position safety that blocks the trigger and firing pin in the future. It's just not right!

C. P. Long

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