

Pure Hogwash

Discussion Thread

Response (Laura)

8/8/2002 11:07:56 AM

Dear Mr. Bake,

We appreciate your opinion but we do not agree that this is a defect.

This feature does not make the firearm an unsafe gun. The "Bolt-lock" locks a firearm's bolt in the down or ready-to-fire position whenever the manual safety is in the "on" or "safe" position. Traditionally, the purpose of the feature was to prevent inadvertent lifting of the bolt while a rifle was being carried in the field. Users of the firearm need to be particularly cautious when unloading, however, because the safety must be in the off or fire position to raise the bolt and begin the unloading process. If you participate in the program your firearm will be modified to eliminate the bolt-lock feature and you will be able to unload your firearm while the safety is kept in the "S" or "on Safe" position. The operation of your firearm will not otherwise be affected.

When the rifle was first produced, most post WWII rifles were produced with the bolt lock safety, and (most) shooters were familiar with the feature. Now because firearm training is so different, and consumer demands have changed, we are providing an option for owners of pre '82 rifles to have the change made to their rifle and also to make people aware that the feature exists. We are doing this at a significant discount.

If you have any further questions, please contact our Consumer Service Department at 1-800-243-9700.

Customer (Ronald C. Bake)  
Reference: #020730-000030

8/2/2002 5:19:12 PM

I recently sent an e-mail to Remington to ask why on Model 700 bolt action rifles, of which I have one, purchased new circa 1964, Remington would charge \$20.00 to repair what I consider a design defect. As a result of my inquiry I received a ludicrous reply from a "Laura" stating in part "This is not a recall, it is a voluntary safety modification program. This is designed to remind people of the existence of the bolt lock feature and to offer customers the opportunity to modernize their products". I suppose I really shouldn't dignify that sort of complete absurdity with a reply. My Model 700 is a dangerous rifle, one can open the bolt and apply the safety prior to loading, which I do, but one has to put the gun on "FIRE" to unload it. That is a design defect which I would think Remington would be advertising to correct. And age of the rifle has nothing to do with it. I have a Thompson Center black powder rifle, which I put together from a kit. When the lock malfunctioned I contacted Thompson center, sent the lock back, they completely redid the lock and returned it to me, and guess what. They didn't charge me a penny. When I lost a thumb screw from a Ruger product and called them to request another I offered to pay, it was my fault, their reply "no charge" and they Fed Exed it to me. You guys need to wake up and understand your customers. I have been at the business of firing guns, of various shapes, sizes and brand names for well over fifty years, and with some luck I'll get to continue. Write this down though, any new purchases of this kind of gear won't be from Remington.

R. C. Bake