

This message is for Tommy Millner, CEO and President ( If I don't get a  
respons

Discussion Thread

Response (Laura) 9/4/2002 11:30:39 AM  
Dear Mr. Shaffner,  
We apologize for the delay in response. This response is on behalf of Mr.  
Millner. The cleaning of the firearm that is included with the Safety  
Modification program includes cleaning of the action & trigger assembly.  
It does not include a complete cleaning of the entire firearm, just the  
parts involved with the program. We apologize for any miscommunication  
regarding this. We appreciate you taking advantage of the program and we  
appreciate your many years of support of our products.

Customer (Terry Shaffner) 8/20/2002 11:33:30 PM  
Dear Mr., Millner,

I am sure you are doing everything you can to enhance the image of  
Remington  
Arms to all hunters; however, I must tell you I am less than pleased with  
your "bolt action safety program". I responded to advertisement regarding  
the need to have the trigger assembly replaced on certain models of  
Remington bolt action rifles. I sent my 700 BDL into your NY location as I  
was directed to do. I was told that the \$20.00 I had to pay would cover  
the  
replacement of the trigger assembly and the overall cleaning of the rifle.  
Your customer service rep. was very emphatic that if I had not had the  
rifle  
apart and cleaned by a professional on a regular basis, I was running the  
risk of damaging my firearm. Now, I have own firearms for over 40 years  
and  
have never had a gunsmith take any of my guns apart to clean. I do clean  
the guns I don't use regularly on an annual schedule. My 700 BDL was  
nearing the schedule to use a cleaning agent and oil preservative on the  
gun  
as well as in the barrel; however, since I was told my gun would be  
thoroughly cleaned I sent it to Remington unclean. When I received the  
rifle today I looked down the bore and saw that it was in the same  
condition  
as when I sent it to the factory for repairs and cleaning.

I am not going to take the action apart to see if it was cleaned; however,  
I  
can only assume that if a simple task of swabbing the barrel with a cleaner  
and oil was not done, then the rest of the gun was not cleaned either. I  
always considered Remington one of the better firearm companies; however,  
based on how I received my firearm back, I certainly don't feel that way  
anymore.

Regards,

Terry Shaffner

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