

A few moonths back I seen add and a on-line bulletin about Remington repair s...

Discussion Thread

Response (Laura)

12/11/2002 10:33:26 AM

Dear Mr. Sawyer,  
Thank you for your inquiry. We have a Safety Modification Program on certain model bolt action rifles. This 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. If you have a bolt lock safety, we strongly recommend that you take advantage of this offer.

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](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 (Bruce Sawyer)

12/5/2002 11:35:20 AM

----- Original Message -----

From: <info@remington.com>

To: <xyzrocky\_abc@brightok.net>

Sent: Wednesday, December 11, 2002 9:33 AM

Subject: [Incident 021205-000050] A few moonths back I seen add and a on-line bulletin about Remington repair s...

> Recently you requested personal assistance from our on-line support  
> center. Below is a summary of your request and our response.  
> We will assume your issue has been resolved if we do not hear from you  
> within 48 hours.  
> Thank you for allowing us to be of service to you.

> Subject

> -----  
> A few moonths back I seen add and a on-line bulletin about Remington  
repair s...

> Discussion Thread

> -----  
> Response (Laura) - 12/11/2002 10:33 AM

> Dear Mr. Sawyer,

> Thank you for your inquiry. We have a Safety Modification Program on  
certain model bolt action rifles. This 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.  
If you have a bolt lock safety, we strongly recommend that you take

advantage of this offer.

>  
> 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](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 (Bruce Sawyer) - 12/05/2002 11:35 AM

> A few months back I seen add and a on-line bulletin about Remington repair stations doing up-dates to older model 700 reminton bolt action rifles allowing the rifles to be unloaded (the bolt can be operated) with the safety in the on position, rather than having to leave the safety in the off position when un-loading! I have some of the old style type and can you tell me where to find out about this Remington up-date offer??

> Thanks, Bruce Sawyer

> Question Reference #021205-000050

> -----  
> Topic: Firearms  
> Sub-Topic: Centerfire Rifles  
> Contact Information: xyzrocky\_abc@brightok.net  
> Date Created: 12/05/2002 11:35 AM  
> Last Updated: 12/11/2002 10:33 AM  
> Status: Waiting

> If your issue remains unresolved, please update this question at

[http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct\\_login\\_submit.php?p\\_userid=xyzrocky\\_abc@brightok.net&p\\_enc\\_passwd=cm9ja3k=&p\\_next\\_page=myq\\_upd.php&p\\_refno=021205-000050&p\\_created=1039106120](http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct_login_submit.php?p_userid=xyzrocky_abc@brightok.net&p_enc_passwd=cm9ja3k=&p_next_page=myq_upd.php&p_refno=021205-000050&p_created=1039106120)

> You may also update this question by replying to this message. Because your reply will be automatically processed, you MUST enter your reply in the space below. Text entered into any other part of this message will be discarded.

> [====> Please enter your reply below this line <====]

Thanks but I had already located the site by looking under SAFETY!  
Also, DO NOT FORGET MY FIRING PIN MAINSPRING THAT YOU'ALL SAY IS BACKORDERED

THAT IS A WARRENTY REPLACEMENT! i HAVE YOUR PROMISES IN WRITING BUT YOU DID NOT ASSIGN A BACKORDER ORDER #???? I AM NOT GOING TO LET YOU FORGET A PROMISE, ESPECIALLY WHEN I HAVE IT IN WRITING!

> [====> Please enter your reply above this line <====]

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

---

>  
>  
>  
>  
>  
>  
>