

Repair work

Discussion Thread

Response (Chris)
Dear Mr. Zagar,

3/19/2003 5:04:47 PM

We apologize for the inconvenience you have incurred. The firearm was test fired at the gallery before it was shipped. You should receive a UPS paid shipping label in a few days to cover shipping the firearm to the factory. Let me know which address you want the label mailed to, which will be the address the firearm will ship back to. Please include this email or write a note of the problem to include inside with the firearm stating the ammunition you used and your name, address, and a daytime phone number.

Customer (Frank Zagar)

3/17/2003 2:57:37 PM

I just had my gun returned from Remington on 1/29/03. Invoice number 40991340

Gun is Model 700 7MM Mag ADL s/n B6278583

I sent it to Remington to have the Bolt lock modification done. While it was there they claimed it had "excessive headspace" and needed a new bolt.

I thought headspace was "cured" by setting back the barrel rather than replacing the bolt. Nevertheless, I approved the extra work and subsequently paid \$161.19.

Last weekend was the first time I shot it. The first time I fired it the bolt refused to open and I had to tap it open with a MALLET. The shell did not extract and it had to be dislodged with a cleaning rod. Ditto, shot number two. Then I quit in disgust. I am NOT using reloaded ammo, I am using factory Winchester and Remington 150 grain ammo. Either the extractor is screwed up (it was replaced) or the head space is wrong.

What do I need to do? Do I need a Return Goods Authorization? Do you need the whole gun or just the bolt? I can't believe this firearm got out of Remington without firing it which would have quickly identified it was screwed up.

Frank P. Zagar
National Parts Manager
KCMA LLC
12755 South Kirkwood
Houston TX 77477
1-281-240-4913 X230
Fax 1-281-240-5025

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