

Last fall I acquired a Model 700 in 7mm Remmag. It is one of the older models...

Discussion Thread

Response (Jason) 5/13/2003 8:09:33 AM  
Dear Bret:

our factory will be happy to perform the bolt lock modification on your firearm. You may ship it via UPS Ground. Make sure to get a tracking number and insure it. Call us at 800-243-9700 for updates on your firearm when you send it in. Thanks.

Customer (Bret Lawson) 5/9/2003 9:49:47 PM

> [Original Message]  
> From: <info@remington.com>  
> To: <nkl1990@earthlink.net>  
> Date: 5/12/03 7:29:40 AM  
> Subject: [Incident 030509-000101] Last fall I acquired a Model 700 in 7mm Remmag. It is one of the older models...

>  
> 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

> -----  
> Last fall I acquired a Model 700 in 7mm Remmag. It is one of the older models...

> Discussion Thread

> -----  
> Response (Jason) - 05/12/2003 09:29 AM  
> Dear Brett:

> Thanks for your inquiry. We definitely need to inspect your rifle. Please send it to the following address as soon as possible:

> Remington Arms Company  
> Attn: Arms Services FACTORY ONLY  
> 14 Hoefler Ave  
> Ilion, NY 13357

> Do NOT fire your rifle until you have sent it to us for inspection.

Please include a letter with your firearm detailing the exact problem you are having and listing your name, address, and day-time telephone number. Please let us know if we can be of further assistance.

> Customer (Bret Lawson) - 05/09/2003 09:49 PM  
> Last fall I acquired a Model 700 in 7mm Remmag. It is one of the older models with bolt lock. Recently it developed the problem of every time the bolt is opened and closed the firing pin falls. The only modification

tha=  
> t I know of to this rifle is the trigger pull has been lightened to  
about=  
> 2.5 lbs. by a gun smith. Any ideas on the problem? Also if needed, How  
w=  
> ould I go about sending it to Remington to have it fixed?  
>  
>

> Question Reference #030509-000101  
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> Topic: Firearms  
> Sub-Topic: Centerfire Rifles  
> Contact Information: nkl1990@earthlink.net  
> Date Created: 05/09/2003 09:49 PM  
> Last Updated: 05/12/2003 09:29 AM  
> Status: Waiting  
>  
>

> If your issue remains unresolved, please update this question at  
> [http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct\\_logi=  
> n\\_submit.php?p\\_userid=3DBRETLAWSON&p\\_enc\\_passwd=3DR09CQkxJTjE=3D&p\\_next\\_p=  
> age=3Dmyq\\_upd.php&p\\_refno=3D030509-000101&p\\_created=3D1052531387](http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct_logi=n_submit.php?p_userid=3DBRETLAWSON&p_enc_passwd=3DR09CQkxJTjE=3D&p_next_page=3Dmyq_upd.php&p_refno=3D030509-000101&p_created=3D1052531387)  
>  
>

> 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.  
> =20  
> =20

> [=3D=3D=3D> Please enter your reply below this line <=3D=3D=3D]  
I will send the rifle in as soon as possible. How do I need to ship it?  
UPS, FEDX, USMAIL or other means. Als even if I have to pay for it, I  
would like to have the bolt lock removed. I realize that you have in the  
recent past  
offered to fix this at no charge but I was not going to get this done  
alone.  
Thank you for your response to my question.

Bret Lawson

> [=3D=3D=3D> Please enter your reply above this line <=3D=3D=3D]  
>  
>

-----  
> We hope that this information will be helpful to you. If we=20  
> can be of further assistance, please contact us at=20  
> 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>  
-----

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> -----

This email has been scanned for viruses by McAfee Webshield and is clean.