

I want to know per the serial number (C6214868), if this rifle started out as ...

Discussion Thread

Response (Chris)

3/1/2002 12:39:02 PM

Dear Mr. Bell,

The firearm warranty is 2 years from the date of manufacture. Your firearm was not involved in a call-back. We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

For U.S. repairs, please follow these guidelines:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box.
3. Remove all accessories from your firearm to prevent loss or damage.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.
5. Ship your firearm by either United Parcel Service (UPS) or Parcel Post (US Post Office). Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoefler Avenue
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

Customer (Wayne Bell)

2/18/2002 7:36:57 PM

Thank you for your help. I was told this firearm has possibly not even been fired, and it does not show any signs of more than test firing. One thing about it is the safety. I have experienced the weapon "firing" without even touching the trigger. The scenarios:
1) The weapon cocked, flicking the safety on and off repeatedly has caused a "fire".
2) With the weapon cocked, place it on "safe". Depress the trigger in "safe". Remove my finger from the trigger area. Roll the safety off and "fire".
3) Sometimes just closing the bolt without even touching the trigger-"fire".
Is this weapon part of the ones "recalled" for a safety issue? Or is this just a sear engagement problem? Reference: serial number C6214868.
Please advise me if I could have this weapon adjusted or fixed under warranty. I have never fired ammo through it, yet.

info@remington.com wrote: