

I sent an e-mail a few days ago. My e-mail center was not set up to accept yo...

Discussion Thread

Response (Chris)

6/3/2003 3:19:22 PM

Dear Mr. Tresslar,

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you discontinue using the firearm and send your firearm to our Iliion, NY facility. According to the serial number you provided, your firearm was produced around 1969 and has not been involved in a recall.

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, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
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. Customer is responsible for shipping charges to the factory.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoefler Avenue
Iliion, NY 13357
800-243-9700

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.

If you have any questions as to the warranty on Remington firearms, please refer to our Firearms Warranty .

Your rifle was originally installed with a bolt-lock, which means you have to put the safety switch on fire before you can open the bolt. We are offering a conversion at a special price if you would like your firearm converted, so that you can open the bolt at anytime with the safety on safe. To view more details regarding this modification, go to:

http://www.remington.com/Safety_Modification_Program/remington_safety.htm

Customer (Robert Tresslar)

5/30/2003 10:50:53 AM

I sent an e-mail a few days ago. My e-mail center was not set up to

accept your e-mail so I have corrected that.
The question was: has there been a recall on this rifle. It fires
unexpectedly.
Thanks.