

I have both a question and a comment about this weapon. This past Monday I wa...

Discussion Thread

Response (Laura)

12/11/2002 10:30:58 AM

Dear David,

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we strongly recommend that you do not use this firearm and 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 Dept TPA
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 (David Pallerino)

12/4/2002 7:41:17 PM

I have both a question and a comment about this weapon. This past Monday I was Deer hunting with this rifle. I had a shot at a Buck at about 30 yards. As I raised the gun I moved the safety to the fire position. The Gun FIRED!!! Luck was with me and no one was hurt with the bullet, but I did suffer a badly bruised thumb and wrist from the recoil as my thumb was on the safety lever. I unloaded the gun and tested the safety. Sure enough every time I cocked the bolt and worked the safety the firing pin would fire. I even had 2 other people try with the same result. First off has this ever happened before? Do you have any other reports of this problem. Did I miss a recall. I bought the gun second hand but it was like new. I have used the gun for 4 years. There have been a total of 10 shots taken with it. I am now stuck with a weapon that I am afraid to use and would not sell to anyone for fear it will kill someone. I own several of your products and have never had a problem before but when you are dealing with deadly weapons one problem is enough. Please get back to me. David