

When I slide the bolt assembly in and push down on the bolt handle, the bolt ...

Discussion Thread

Response (Laura) 1/22/2002 1:23:29 PM

At 01/22/2002 01:20 PM we wrote -

Dear Bob,

We regret you are experiencing a problem with your firearm. It appears that your bolt assembly may be in the fired position, or you may have your ISS system engaged incorrectly. Based on the information you have provided, we suggest that you send your firearm to our Iliom, 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
Iliom, 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 (Robert Rhinehart) 1/17/2002 10:13:06 PM

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When I slide the bolt assembly in and push down on the bolt handle, the bolt handle doesn't lie flat against the stock. The bolt handle is nearly parallel with the ground. When I push down on the bolt handle, after sliding it in, I might get it to move 10 degrees downward. I can feel the bolt "lock" down but it's not flush with the stock. I tried firing it in this position, the trigger worked and the bolt plug moved forward, but the rifle failed to fire. Suggestions?

Thank you,

BOB