

safety mechanism malfunction

Discussion Thread

Response (Bell)

8/20/2003 3:48:37 PM

Dear Samuel,

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, 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: Product Services
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.

If you have any questions as to the warranty on Remington firearms, please refer to our [Firearms Warranty](http://www.remington.com/support/warranty.htm).

Customer (Samuel Herrera)

8/17/2003 12:31:09 PM

I purchased my 223 varmint rifle approximately 2 years ago. After firing about 2 boxes of shells, I experienced an incident that I feel should be brought to your attention.

After attempting to fire at a target, the trigger would not release. After two attempts to squeeze trigger, I engaged the safety mechanism and attempted to diagnose the problem. With no success, I disengaged safety in order to unload the rifle. At the moment of disengagement, the rifle fired. Only because of years of experience in gun safety, was I able to avoid a tragedy. The rifle was aimed in the air at the time.

I will be contacting the dealer where I purchased this firearm. However, as I stated before, I feel as if your company should be made aware of this

incident.