

Web-Notice



October 15, 2010
Bushmaster ACR Owner,

IMPORTANT BUSHMASTER ACR PRODUCT SAFETY NOTICE

We are notifying you as a result of information provided to us indicating that you are the owner of a Bushmaster produced ACR rifle.

Bushmaster Firearms International, LLC has become aware of a possible firearms performance issue that may develop with a small number of ACR rifles and we are requesting you discontinue the use of this rifle immediately, and contact us at your earliest convenience so that we can make the necessary arrangements to have the rifle returned to us for inspection and update if necessary.

****All Bushmaster produced ACR rifles are impacted by this notification.****
****This notice is not applicable to any other Bushmaster firearms.****

During routine test firing, Bushmaster discovered a design flaw which could result in multiple rounds firing continuously when the trigger is pulled. This unexpected firing of multiple rounds creates a potentially dangerous situation.

Since the safety and quality of our firearms is our utmost concern, Bushmaster is implementing the following corrective actions plans to correct the effected firearms as quickly as possible. Therefore, we are requesting your timely assistance with the following action:

- 1) Please immediately discontinue the use of your ACR rifle(s).
- 2) Contact our Customer Service Department at 1-800-883-6229, (Monday-Friday, 8:30 AM –6:00 PM EST). Please have the serial # of your firearm(s) available when you call.
- 3) We will provide you with return shipping instructions and issue you a RMA# (Return Authorization Number). This will assist us in processing, and updating of your firearm and returning to you as expeditiously as possible.
- 4) If you have sold your ACR rifles, please provide the full name, address, and phone number (*if known*) of the new owner so that we may can contact them as soon as possible.

****The shipping address for the return of your firearm is listed below****
****Please contact us prior to shipping****

Bushmaster Firearms International, LLC
Attention: Dept. ACR
999 Roosevelt Trail
Windham, ME 04062
customerservice@bushmaster.com

- 5) This process will be accomplished at no cost to you and will be completed as expeditiously as possible.

We apologize for any inconvenience this may cause you, and we will return your firearm to you as expeditiously as possible. If you have any further questions concerning this request, please call us on the above noted toll free number between the hours of 8:30 AM and 6:00 PM Eastern Standard Time.

Thank you for in advance for your cooperation in resolving this important matter.

Sincerely,

Customer Service Division

Customer Service Division
Bushmaster Firearms International, LLC

Safety First

Always observe the ten commandments of safe gun handling and wear approved eye and ear protection anytime you are shooting.