Remington Arms Co., Inc.
Product Service
Legal Case #:1766

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
136748	11/15/2007	11/16/2007	11/16/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mark	Abegglen	91 Desert Drive	Townsend	MT	59644		H 406-266-3629 E bluitright@peoplepc.com

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4038	Could Not Duplicate Concern		Unknown	
S	fires on safe release	Concern:1007	Fired on Safe Release			
C						

11/19/07-correspondence from repair-rifle fires when moving safety from safe to fire. .lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	27273	S6583063	BB	1/4/2007 6:57:10 PM

Date Purchased	Where Purchased	Accessories	Original Owner
3/20/2007	SIMMONS GUN SPECIALTIES I	TWO PIECE SCOPE BASE	Y

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at discount						

Repair/Replacement Cost	Repair/Replacement Date

11/19/07-quote sent to replace TA at discount.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/16/2007
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	SET SCREWS ALTERED
Barrel	Description		26" 300 WIN MAG SS
	Date Code		BB
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	BUFFED
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	BOLT HEAD HAS BEEN BUFFED
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	MUZZLE BRAKE REMOVED
	Stock Condition	Slightly Worn; Functioning	HAS BEEN BEDDED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 X-MARK PRO SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00136748

Verify Repair

Serial: S6583063 Model: 700 Center Fire Caliber: 300 WIN MAG SYN Produced: 01/04/2007

Repairman:

Status: New 11/15/2007 8:46:16 AM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: MARK ABEGGLEN	MARK ABEGGLEN
Address 1: 91 DESERT DRIVE	91 DESERT DRIVE
Address 2: PO Box:	PO Box:
City: TOWN SEND	TOWN SEND
State: MT Zip Code: 59644 Country: US	State: MT Zip Code: 59644 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
11/13/2007 11:0	skinnerti	Repair Added	
11/13/2007 12:0	ArmEmail	Repair Received	BLUITRIGHT
11/13/2007 12:0	ArmEmail	Receipt	BLUITRIGHT
11/14/2007 5:01	hairstonlm	Consumer Contact for Repair Status	
11/15/2007 8:43	valentds	Repair information change	
11/15/2007 8:44	valentds	Repair information change	
11/15/2007 8:45	valentds	From: Check In	To:
11/15/2007 8:46	valentds	Repair information change	

- Shipping Hold
- Inteiface Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

11/15/2007 8:46:16 AM

valentds

Check In

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryft 11/16/2007 8:15 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Arms Services Repair | Current Cases - Micro... | 8:15 AM

RECEIVED
NOV 19 2007
BY:

PS 8766

1766

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 SPS	**Serial Number:** S6583063
Are you the original owner?: ☑ YES ☐ NO	
Name: MARK Abegglen	**Date of Purchase:** MARch/20/07
Address (no PO Boxes): 91 Desert DRIVE	
City: Town Send	**State:** MT **Zip:** 59644
Phone (Daytime): 406-266-3629	**Fax:**
E-mail Address: Blwit Right @ PeoplePC.com ☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem: When moving safty From safe to Fire Rifle Goes OFF. It only seams to Do this after it's Been on safe for a Peroid of time 3-4 Hours it has Happen (twice) and with Rifle Not Loaded I was able to make it Happen (twice)

Ammunition Information:

Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	

136746

Handload Information:

Powder Used: RL-22	Powder Weight: 75 1/2
Case/Hull Used: Winchester	Primer Used: Federal 215
Bullet Type/Shot Size: Hornady 180 Interlock	Reloader Used: Hornady

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: MCM or Shooter's choice

How often do you clean the bore? (Months or Number of rounds) every 20 Round's - Everitime From Field

How often do you clean the action? (Months or Number of rounds) when Needed

How often do you clean the trigger assembly? (Months or Number of rounds) After Hunting Season

Wipe Exsterior

Brand of lubricant used: MCM or Shooter Choice

PS 8767

could not duplicate concern. TRIG set SCREWS ALTERED. Replace TPA, check overyclean AT 1/2 NORMAL COST. Quote

X-MARK PRO trigger assembly that the customer changed the engagement and made the blocker less effective.

BB 1/07
2.5#
26"
.013

How often do you lubricate the bore? (Months or Number of rounds) Monthly

How often do you lubricate the action? (Months or Number of rounds) when needed / I DONT

How often do you lubricate the trigger assembly? (Months or Number of rounds)

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☑ NO

Comments: I own Several of your Fire ARM's and Im More than Pleased thier Great, ACCurate - Depenable

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed? Its KNew; the one Im Sending in, only 202 Round's Fired Last 2 Were From (SaFe to Fire)

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for
rchase insurance from your carrier.

lines:

ed to you C.O.D. (To avoid C.O.D. Charges, please
your gun)

nate detailing the nature of the repair, applicable taxes
estimate. Repairs can be paid by check, money order,
r VISA). If you wish, you can expedite repairs over
lled to your credit card.

Serial Number: S6583063

Model: 700

RE00136748

PS 8768

when moving S-F Gun Has Fired
Twice, Rifle has Been Fired (200 Rnd's) 202-
Total - Last 2 mishap's

Can you please Fix
Safty problem as soon
as possible, I'm Hunting
in Montana From out of
State, season's over in
(Nov-26-07). Thank you
very much For your
speedy care,

sincerely Mark Algyfn

PS 8769

Remington Arms Co., Inc.
Product Service
Legal Case #:1205

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
127986	4/18/2007	4/19/2007	4/19/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Anthony Arms & Accessories			2980A Lebanon Church Rd	West Mifflin	PA	15122		W 412-469-9992 F 412-469-9994

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S Fires when safety is taken off	Concern:1007 Fired on Safe Release			
C				

4/20/07-correspondence from repair- Fires with live round in chamber when the safety is taken off.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	26366	TT000286	KV	5/17/2001 6:16:19 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	DAVIDSON SUPPLY CO	SCOPE,RINGS,BASE,HARD CASE	U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35	4/20/2007

4/20/07-replace TA at n/c as gesture of goodwill.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/19/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR SS
	Date Code		KV
	Bore Plugged	False	
	Bulged	False	

PS 8770

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,BASE,HARD CASE

PS 8771

Anthony Arms & Accessories

2980A Lebanon Church Rd.
West Mifflin PA 15122
phone - 412-469-9992
fax - 412-469-9994

1205

4.5#
KU 5/01
22" .015

Make : Remington

Model : 700 ti

Caliber : 30-06

Serial # : TT000286

Serial Number: TT000286
Model: 700
RE00127986

Customer Complaint : 12791

Fires with live round in chamber when the safety is taken off.

PS 8772

Thankyou

could not duplicate concern.
replace TPA, check over, clean,
function test at N/C
Good-will Gesture.
E230145

RECEIVED
APR 20 2007
BY:

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00127986
Verify Repair: High Priority
Serial: TT000286 Model:700 Center Fire Caliber: 3006 SS TITANIUM Produced: 05/17/2001
Repairman:
Status: New 4/16/2007 2:51:08 PM

Address Information

Customer: Received From
Name: ANTHONY ARMS ACCESSORIES
Address 1: 2980A LEBANON CHURCH RD
Address 2: PO Box:
City: WEST MIFFLIN
State: PA Zip Code: 15122 Country: US

Return To: Received From
ANTHONY ARMS ACCESSORIES
2980A LEBANON CHURCH RD
PO Box:
WEST MIFFLIN
State: PA Zip Code: 15122 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
4/13/2007 10:19:	New	championd	Repair Added
4/18/2007 2:51:0	Update	valentds	Repair information change
4/18/2007 2:52:1	Expedite	valentds	From: Check In

Shipping Hold
Interface Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has Been Approved
Internal Repair

Current Status
New
4/18/2007 2:51:09 PM
valentds
Product Services
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search | Refresh | Close

supryfl 4/18/2007 7:48 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Search for a Serial Nu... | Arms Services Repair... | 7:48 AM

PS 8773

Remington Arms Co., Inc.
Product Service
Legal Case #:1273

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
129194	5/11/2007	5/14/2007	5/14/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Baileys House of Guns	Bernard	Bailey	3626 Blue Bonnet (Off Alm	Houston	TX	77053		W 713-433-2475

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4038	Could Not Duplicate Concern		Unknown	
S	fired on safe release	Concern:1020	Fired on Bolt Opening			
C						

Could not duplicate concern, no fault found with rifle.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	27546	G6264250	KW	5/24/2002 1:07:43 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	SPORTS SOUTH INC		U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Ca Da AP

PS 8774

New TA
n/c

Repair/Replacement Cost	Repair/Replacement Date
65.00	5/14/2007

5/14/2007 No fault found with rifle. Replace TA to restore the customers faith in rifle n/c - charg 230145 fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/14/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		KW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	

PS 8775

	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 8776

1273

CLOSED MONDAY

BAILEY'S
HOUSE OF GUNS, INC.
3626 Blue Bonnet (off Almeda)
Houston, Texas 77053

713/433-2475

.011 6#
22"
KW 5/02

129194

MAY 3, 2007

Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Gentlemen:

We are sending a Remington Model 700 - 30-06 Springfield - Rifle - SN G6264250.

When safety was flipped off, the gun discharged twice without pulling the trigger.

Please repair or replace under warranty and return to us as soon as possible.

Sincerely,

Bernard Bailey

Bernard Bailey,
Vice-President

BAILEY'S HOUSE OF GUNS, INC.

BB:vh

could not duplicate concern
To restore confidence in rifle
replace trig. assm. check every
clean at no charge. Good-
luck operator-

Serial Number: G6264250

Model: 700

RE00129194

PS 8777

Remington Arms Co., Inc.
Product Service
Legal Case #:1806

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/30/2007					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Arthur	Barrett	417 US 41 N PO Box 94	Baraga	MI	49908		H 906-353-8289

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

11/30/07-purchased approx 5 yrs ago, never fired. Son sighting in, pushed safety off and gun fired.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270Win	25791	G6292695		2/17/2003 10:43:03 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	OUTDOOR SPORTS HDQRS		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

11/30/07-sending box, ars, ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 8778

1806

Case Information

Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/30/07				

Customer Information

	Reporter (Age)	Incident (Age)
Name	ARTHUR Barrett	
Address	417 US 41 N PO Box 94	
City, St Zip	BARAGA, MI 49908	
Home	906-353-8284	
Cell		
Work		

Incident Information

Personal Injury ☐ Property Damage ☐ Safety ☑ Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident: Purch approx 3 yr ago

Sighting in

pushed bolt forward - Safe, No malfunction

Replace TA

ARS - ✓

BOX - ✓

Firearm Information

Manufacturer	Type of Action	Model/Cal or Ga	Serial Number	Date of manuf
Rem	B/A	700	G6292695	

Date Purchased	Where Purchased	Original Owner

Ammunition Information

Manufacturer	Caliber/Gauge	Factory or Reloads

Bullet Type	Bullet wt	Lot#

Additional Ammo Info:

Other Products Information

PS 8779

Remington®

November 30, 2007

Arthur Barrett
417 US 41 N
PO Box 94
Baruga, MI 49908

Subject: Model 700 Serial #G6292695
RE: Case #1806

Dear Mr. Barrett,

We were sorry to learn about the unfortunate incident your son experienced with your Model 700. We are certainly glad no one was injured, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8780

ARTHUR BARRETT
417 US 41 N
BARAGA MI 49908

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6753 5694

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:ARTHUR BARRETT/LW
REF 2:ATTN: SERVICE DEPT/REF# G6292695
WS 9.0.49 LP2844 69.0A 07/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping places, call 1-800-782-7892. United Parcel Service, Louisville, KY

PS 8781

Remington Arms Co., Inc.
Product Service
Legal Case #:1751

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137888	12/11/2007	11/9/2007	12/18/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Partick	Barry	2795 Anderson Ave Suite 106	Klamath Falls	OR	97603		C 541-331-4317

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut thumb				
PD	Cause:4006 Altered Adjustments or Components		U	ok
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

11/9/07-cust was cycling action, pushed the safety forward and gun fired. He wasnt holding the gun firmly (not expecting it to fire) and the safety popped back and hit his thumb, ok now. He has not had any alterations to the rifle.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	27017	G6389767	CY	4/29/2004 5:14:23 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	MT SPORTS, LLC		Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35.00	12/18/2007

11/12/07-sending ars, box, ltr.lw 12/18/07-called cust to discuss findings, he was very surprised, claims he has not made any adjustments. He wants to contact his dealer to see if this was a used gun. He requested that I send him an email with our findings. Cust called back requesting that we put firearm to safe condition. He apologizing for wasting our time in that he thought it was something we did. He just purchased his 10th Remington. I offered to repair at n/c as goodwill gesture. Cust loves Remington and is strong supporter.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/12/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER PULL AND SEAR ENGAGEMEMT SCREWS ALTERED
	Description		24" 3006 SPR
	Date Code		CY

PS 8782

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	BBL BRACKET RUSTED
	Stock Condition	Slightly Worn; Functioning	FINISH LIFTING OFF GRIP CAP
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 8783

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00137888 Verify Repair

Serial: G6389767 Model:700 Center Fire Caliber: 30.06 SPRG Produced: 04/29/2004

Repairman:

Status: New 12/11/2007 7:29:08 AM

Address Information

Customer: Received From

Name: PATRICK BARRY

Address 1: 2795 ANDERSON AVE

Address 2: PO Box:

City: KLAMATH FALLS

State: OR Zip Code: 97603 Country: US

Return To: Received From

PATRICK BARRY

2795 ANDERSON AVE

PO Box:

KLAMATH FALLS

State: OR Zip Code: 97603 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	UserID	Desc1	Desc2
12/4/2007 1:18:5	skinnertl	Repair Added	
12/11/2007 7:25:	valentds	Repair information change	
12/11/2007 7:29:	valentds	Repair information change	
12/11/2007 7:29:	valentds	From: Check In	To:
12/12/2007 8:55:	supryfl	Placed in PS Back Rack	Holding for disposition

Shipping Hold
InterFace Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status: New
12/11/2007 7:29:08 AM
valentds
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number

Repair Search | Refresh | Close

supryfl 12/12/2007 8:56 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Microsoft Excel - PS H... | Arms Services Repair | 8:56 AM

Both trigger pull and sear engagement screw positions were altered. Holding for disposition -

pbarry@usa.net

PS 8784

Remington®

1751

.015
24"
C4 4/04
3.5#

November 12, 2007

Patrick Barry
2795 Anderson Ave
Suite 106
Klamath Falls, OR 97603

Serial Number: G6389767
Model: 700
RE00137888

Subject: Model 700
RE: Case #1751

Dear Mr. Barry,

We were sorry to learn about the incident you experienced with your Model 700 rifle. I can imagine that was quite a scare for you. We are certainly glad that your injuries were not any more serious, and we appreciate you contacting us so we can determine the cause of the incident.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8785

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 CDL	**Serial Number:** G 6359767
Are you the original owner?: ☑ YES ☐ NO	
Name: Patrick Barry	**Date of Purchase:**
Address (no PO Boxes): 1840 Worden Ave	
City: Klamath Falls	**State:** OR **Zip:** 97601
Phone (Daytime): 541-331-4317	**Fax:** 541-273-3892
E-mail Address:	
☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem: When I moved the safety nearly to the fire position, the rifle discharged, and the safety lever was imbedded under my thumb nail. I bled profusely and was 7 miles from the nearest road.	
Ammunition Information:	
Manufacturer: Federal	Type: Premium
Other (i.e. bullet weight/type, shot size, powder): 180 gr. Nosler Partition	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: Hoppes #9	
How often do you clean the bore? (Months or Number of rounds) after each trip to the range ~6 months	
How often do you clean the action? (Months or Number of rounds) after each trip to the range ~6 months	
How often do you clean the trigger assembly? (Months or Number of rounds) never cleaned internal assembly	
Brand of lubricant used: Rem-oil	

PS 8786

How often do you lubricate the bore? (Months or Number of rounds) lightly after each cleaning - gun stored barrel pointed down

How often do you lubricate the action? (Months or Number of rounds) lightly after each cleaning

How often do you lubricate the trigger assembly? (Months or Number of rounds) never

Action does not load up with oil

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☑ YES ☐ NO

Comments: I take VERY good care of all firearms.

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? never that I can recall

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8787

November 23, 2007

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Subject: Model 700
RE: Case #1751

Dear Ms. Watson,

I am extremely disappointed and still shaken up by the performance of this rifle. I do not want this rifle returned to me. I am still having bad dreams about that day, and I am happy that this firearm is leaving my collection.

I have purchased Remington rifles and shotguns since I began hunting 18 years ago. I saved my lunch money from school for more than two years to buy my first Remington 700 mountain rifle chambered in .243. I still hunt with that rifle today, have killed more than 20 whitetails with it, and would not part with that rifle for anything. I now own four model 700's, four 870's, and a very old Remington rolling block. I trust Remington, and I trust that you will do the right thing with this defective firearm. I consider myself extremely lucky that the situation did not cause any fatalities.

The events unfolded as follows: I and four other guys hunt 7 miles deep in a roadless area for elk every year. Rip and I are the only two that carry our own rifles into camp. Everyone else packs them on mules. We rely so heavily on our rifles, that we take the absolute best care of them, and do not let them out of our sight. Rip and I hunt together every day of the season. He always watches out for me because I am suffering from a rare degenerative liver disorder awaiting a transplant, and any injuries incurred can be life threatening if immediate action is not taken. Opening day of the season brought 11 inches of fresh snow, and Rip and I hunted about 75 yards apart, high man and low man, walking side hill on some steep slopes in heavy pine cover. I was careful to keep the snow out of my rifle action and put a piece of black electrical tape over my barrel to prevent moisture or debris from entering the barrel. It was about 20 degrees Fahrenheit that day. Back at camp that night I worked the action of the rifle and wiped down all of the metal parts with a rag sprayed with Rem-oil. I removed the bold and made sure that it was clean and lightly oiled. I do not over lubricate because the scent of the oil can get on my hands and clothing, so I am careful to only lightly wipe all surfaces. The second day saw another two inches of fresh snow and we were hunting farther apart at a lower elevation following fresh elk tracks. I opened my action to ensure a round was in the chamber and then eased off the safety to make sure that all parts were moving freely and smoothly. As I did, the rifle discharged and all I saw was blood all over the snow, scope, stock, and my jacket. I was so scared my knees were literally knocking together. I looked down and my hand was covered in blood and I could see blood pumping out of

PS 8788

my thumb. I thanked God that my initial thought that I had shot myself was not the case, and that the recoil of the gun had imbedded the safety about a half an inch under my thumbnail. I immediately opened the action and sat the rifle against a tree. Everyone in camp got on the radio to see if it was me that shot. I could not answer them because I was shaking too badly. I quickly opened my pack and began tearing into my first aid kit to bandage my thumb. Since my white blood cell count is so low, and my platelet count is a borderline hemophiliac level, I knew I had to work fast to slow my dropping blood pressure. I took a chance and did not sterilize the wound immediately out of fear of too much blood loss to make it the two miles back to camp. The rest was just purely miserable. I sat in camp for the next four days with a defective rifle, and a big red thumb while everyone else hunted.

I have not cleaned the gun since the incident. It is exactly as it was on that day. So, hopefully the problem can be diagnosed and that this will not happen to anyone else.

I have researched this problem and found out that Remington was aware of this in their model 700 safety mechanisms. I was not informed of this problem when I purchased the firearm, and would like to see Remington move sincerely in the right direction in keeping a more than loyal customer. As I stated before, I do not want this rifle returned to me. I expect to be compensated for the brake in period of the barrel, the time it took to sight in, the threat to my life and those of my hunting partners, and for my loss and expense of the most important week of my year, elk season. I am simply requesting a new Remington rifle in the make and model of my choosing. I feel that this request is more than fair, and would be much more feasible than elevating this matter any further.

Please feel free to contact me with any further questions or comments @ 541-331-4317.

Sincerely,

Patrick Barry
1840 Worden Ave
Klamath Falls, OR 97601

PS 8789

1751

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/9/07	1 wks ago			

Customer Information

	Reporter (Age)	Incident (Age)
Name	Patrick ~~[illegible]~~ Barry	
Address	2795 Anderson Ave	
City, St Zip	Suite 106	
Home	Klamath Falls, OR 97603	
Cell	541 331-7317	
Work		

Incident Information

Personal Injury ☒	Property Damage ☐	Safety ☐	Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident:

Misfires, injured
- 09 Elk camp cycling action
- misfired, safety pushed forward, fired

- wasn't holding firmly
safety into thumb
OK now

Dox -
AKS -

Ø alterations

Firearm Information

Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	700		

Date Purchased	Where Purchased	Original Owner

Ammunition Information

Manufacturer	Caliber/ Gauge	Factory or Reloads
Bullet type	**Bullet wt.**	**Lot #**

Additional Ammo Info:

Other Products Information

PS 8790

Remington®

November 12, 2007

Patrick Barry
2795 Anderson Ave
Suite 106
Klamath Falls, OR 97603

Subject: Model 700
RE: Case #1751

Dear Mr. Barry,

We were sorry to learn about the incident you experienced with your Model 700 rifle. I can imagine that was quite a scare for you. We are certainly glad that your injuries were not any more serious, and we appreciate you contacting us so we can determine the cause of the incident.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8791

PATRICK BARRY
2795 ANDERSON AVE
KLAMATH FALLS OR 97603

12 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6776 5874

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:PATRICK BARRY/LW
REF 2:ATTN: SERVICE DEPT

WS 9.0.49 LP2844 69.0A 07/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping please, call 1-800-782-7892. United Parcel Service, Louisville, KY

PS 8792

Remington Arms Co., Inc.
Product Service
Legal Case #:1398

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131326	7/12/2007	7/13/2007	7/13/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Bass Pro Shops	Bass Pro Shops		7970 East 49th Ave	Denver	CO	80238		W 720-385-3674 F 303-373-0504

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4006	Altered Adjustments or Components			
S	Gun fired w/o pulling the trigger	Concern:1025	Unexplained Discharge - No Mention of Safety Position		Unknown	
C						

7/18/07-correspondence from repair-customer states that gun fired without trigger pull. Factory update. Bolt stop does not work as well.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	20000	A6357690	DI	9/1/1976

Date Purchased	Where Purchased	Accessories	Original Owner
	J C PENNEY STATESVILLE N C	SCOPE BASE,RINGS,RECOIL PAD	U

CONCERN:FIRED WIYHOUT TRIGGER PULL

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Rplace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

7/18/07-quote to replace TA under SMP. $20. Trigger assem dirty/ sticky/ trigger set screws altered.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/13/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	SET SCREWS ALTERED,DIRTY/STICKY
	Description		24" 7MM REM MAG
	Date Code		DI
	Bore Plugged	False	
	Bulged	False	

PS 8793

Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	STICKY/BINDING
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,RINGS,RECOIL PAD

PS 8794

PS 8795

Customer states that gun fired without trigger pull.
Factory update. Bolt stop doesn't work as well.

DI 9/76
4#
.010
24"

TRIG. SET SCREWS ALTERED.
TRIG. ASSM. DIRTY/STICKY.
REPLACE TPA UNDER BOLT
LOCK PROGRAM FOR $20.00
Quote

Bass Pro Shops Outdoor World
SPRINGFIELD, MO

Gunsmith Performance Center

7970 East 49th Avenue
Denver, CO 80238
Direct 720-385-3674
Main 720-385-3600
Fax 303-373-0504

1398

Serial Number: A6357690

Model: 700

RE00131326

RECEIVED
JUL 18 2007
BY:

Arms Services Repair & Estimate System

File | Add Repair | Estimate Repair | Expedite Repair | Inquiry | Repair Tools | CSR Tools | Reports | Table Maintenance | System Maintenance | Help

Repair Inquiry

Repair Number: RE00131326

Verify Repair

Serial: A6357690 Model: 700 Center Fire Caliber: 7 MM REM MAG BDL Produced: 09/24/1976

Repairman:

Status: New 7/12/2007 2:33:12 PM

Address Information

Customer: (Received From)

Name: BASS PRO SHOPS
Address 1: 7970 EAST 49TH AVENUE
Address 2: PO Box:
City: DENVER
State: CO Zip Code: 80239 Country: US

Return To: (Received From)

BASS PRO SHOPS
7970 EAST 49TH AVENUE
PO Box:
DENVER
State: CO Zip Code: 80239 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
7/12/2007 2:33:1	New	sanguinegf	Repair Added
7/12/2007 2:40:5	Expedite	sanguinegf	From: Check In
7/13/2007 8:12:5	Expedite	pencerl	From: Product Services
7/13/2007 8:13:1	Maint	pencerl	Repair Maintenance
7/13/2007 8:14:2	Comment	supryfl	Returned to Arms Service for service

- [ ] Shipping Hold
- [ ] InterFace Hold
- [ ] Estimate Sent
- [ ] Parts Received
- [ ] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: New
7/12/2007 2:33:12 PM
sanguinegf
Repair Bench
Repair Location: IEN
Current Location: IEN
Transfer Number:

Repair Search | Refresh | Close

supryfl | 7/13/2007 | 8:14 AM | CAPS | NUM | INS | SCRL

Start | Inbox - Microsoft Out... | Arms Services Repair | Microsoft Excel | Current Cases - Micro... | 8:14 AM

PS 8796

Remington Arms Co., Inc.
Product Service
Legal Case #:1853

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138027	12/10/2007	12/11/2007	12/11/2007				

Customer Information

Type	Business	First Name Last Name	Street	City	State	Zip	Age	Contact
Reporter	Bayne's Army Store	Bayne's	118 South Wayne St	Milledgeville	GA	31061		W 478-452-2384

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

12/12/07-correspondence from repair-gun fired when safey pushed forward, delayed fired when trigger was pulled.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	A6271214	AI	3/11/1976

Date Purchased	Where Purchased	Accessories	Original Owner
	BECK & GREGG IND ATLANTA GA	TWO PIECE SCOPE BASE	U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

12/12/07-quote sent to replace trigger under smp.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/11/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM IS DIRTY,STICKY,RUSTY
Barrel	Description		22" 3006 SPR
	Date Code		AI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Worn; Functioning	
	Stop	Slightly Worn; Functioning	STICKS
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	STICKY
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY,RUSTY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

PS 8798

Non-Remington Components	Description		TWO PIECE SCOPE BASE

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00138027

Verify Repair

Serial: A6271214 Model:700 Center Fire Caliber: 3006 Produced: 03/11/1976

Repairman:

Status: New 12/10/2007 12:54:33 PM

Address Information

Customer	Received From	Return To	Received From
Name:	BAYNE'S ARMY STORE	BAYNE'S ARMY STORE	
Address 1:	118 SOUTH WAYNE ST	118 SOUTH WAYNE ST	
Address 2:	PO Box:	PO Box:	
City:	MILLEDGEVILLE	MILLEDGEVILLE	
State:	GA Zip Code: 31061 Country: US	State: GA Zip Code: 31061 Country: US	

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
12/5/2007 3:24:0	williamss	Repair Added	
12/10/2007 12:5	valentds	Repair information change	
12/10/2007 12:5	valentds	Repair information change	
12/11/2007 8:40	pencerl	From: Check In	To: Repair Bench
12/11/2007 8:56	supryll	Returned to AS for repair	Bolt Lock Modification Program

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

12/10/2007 12:54:33 PM

valentds

Repair Bench

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 12/11/2007 8:57 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Microsoft Excel | Current Cases - Microx... | Arms Services Repair... | 8:57 AM

PS 8800

1853

.010
AI 3/76
6#
22"

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** A6271214
Are you the original owner?: ☐ YES ☐ NO	
Name: Bayner's Arms Store Inc	**Date of Purchase:**
Address (no PO Boxes): 118 S. Wayne St	
City: Milledgeville	**State:** GA **Zip:** 31061
Phone (Daytime): 4784552384	**Fax:** 478 457 0014
E-mail Address:	
☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem: Customer said Gun Fired when he pushed safety forward + also delayed fired when trigger was pulled

could not duplicate concern. Trig. Assm very dirty, rusty & sticky replace TPA, check over, clean under bolt lock program

Ammunition Information: Rem $20.00 Quote

Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Care (Cleaning and Lubrication):

ounds)

rounds)

Number of rounds)

Serial Number: A6271214

Model: 700

RE00138027

PS 8801

Remington Arms Co., Inc.
Product Service
Legal Case #:1468

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
132386	8/10/2007	8/13/2007	8/13/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Beikirch	Beikirch		930 Linden Ave	East Rochester	NY	14445		W 585-248-3660

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4015	Improper Maintenance		Unknown	
S	Fires on bolt closing	Concern:1008	Fired on Bolt Closing			
C						

8/15/07-correspondence from repair-fires when bolt closes & when saftey is taken off.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006	25773	E6702434		2/12/2001 8:08:29 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	BEIKIRCH AMMUNITION CORP		U

No bbl date code marked during this time period

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c-goodwill						

Repair/Replacement Cost	Repair/Replacement Date
35	8/15/2007

8/15/07-Install new TA as gesture of goodwill.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		8/13/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4015	Improper	

PS 8802

		Maintenance	
Barrel	Description		Model 700 3006 caliber RS
	Date Code		
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		700 style safety - non bolt lock
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
			Internal parts rusted, trigger bent due

PS 8803

		Condition	Abused; Not Functioning	to force being applied to move trigger.
Pull	Trigger	---Select---	6.5 lbs	
Altered		False	Improper care moisture got inside and rusted the trigger.	
Sub-Assembly		M/700 Non-Bolt Lock		

PS 8804

1468

BEIKIRCH AMMUNITION CORPORATION

P.O. Box 151 • 930 LINDEN AVE. • EAST ROCHESTER, N.Y. 14445-0151
PHONES (585) 248-3660 248-3434 FAX (585) 248-3973 (800) 622-3006 ORDERS ONLY!

Invoice Date [illegible] Customer #

TO [illegible]

Order Date

TERMS: NET 20 DAYS FROM D.O.I.
1 1/2% PER MONTH AFTER 20 DAYS

INVOICE

PHONE

AMOUNT

[illegible]

[illegible]

[illegible]

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00132386

Verify Repair

Serial: E6702434 Model: 700 Center Fire Caliber: 30.06 SPRG Produced: 02/12/2001

Repairman:

Status: New 8/10/2007 11:46:06 AM

Address Information

Customer: Received From

Name: BIEKIRCH

Address 1: 930 LINDEN AVE

Address 2: PO Box:

City: EAST ROCHESTER

State: NY Zip Code: 14445 Country: US

Return To: Received From

BIEKIRCH

930 LINDEN AVE

PO Box:

EAST ROCHESTER

State: NY Zip Code: 14445 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc
8/8/2007 12:30:5	New	skinnertl	Repair Added	
8/10/2007 11:44	Update	valentds	Repair information change	
8/10/2007 11:46	Update	valentds	Repair information change	
8/10/2007 11:46	Expedite	valentds	From: Check In	To:

- Shipping Hold
- Interface Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New 8/10/2007 11:46:06 AM valentds

Product Services

Repair Location: LN

Current Location: LN

Transfer Number:

Repair Search | Refresh | Close

supryll 8/13/2007 10:57 AM CAPS NUM INS SCRL

start | Inbox - Microsoft O... | Microsoft Word | Microsoft Excel | Enter New Case - M... | Arms Services Repa... | 10:57 AM

PS 8806

Remington Arms Co., Inc.
Product Service
Legal Case #:1822

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137856	12/4/2007	12/5/2007	12/5/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Charles	Belt	114 W 15th Street	Sturgis	KY	42459		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S went off when bolt closed	Concern:1008 Fired on Bolt Closing			
C				

12/11/07-correspondence from repair- cust would like to have the safety modification. Gun has gone off when he closed the bolt.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	A6362168	EI	10/5/1976
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	MAURICE SPTG CHICAGO IL	SCOPE BASE,RINGS	U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						
	Repair/Replacement Cost	**Repair/Replacement Date**				

12/11/07-quote sent to replace trigger assem for $20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/5/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		EI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

PS 8807

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Missing	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
Tests		Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,RINGS

PS 8808

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00137856

Verify Repair

Serial: A6362168 Model 700 Center Fire Caliber: 270 WIN Produced: 10/05/1976

Repairman:

Status: New 12/4/2007 7:31:04 AM

Address Information

Customer: Received From

Name: CHARLES BELT

Address 1: 114 W 15TH STREET

Address 2: PO Box:

City: STURGIS

State: KY Zip Code: 42459 Country: US

Return To: Received From

CHARLES BELT

114 W 15TH STREET

PO Box:

STURGIS

State: KY Zip Code: 42459 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
12/4/2007 7:31:0	valentds	Repair Added	
12/4/2007 7:38:0	valentds	From: Check In	To:
12/5/2007 6:03:5	penceil	From: Product Services	To: Repair Bench
12/5/2007 7:45:1	supryfl	Returned to AS for repair	Bolt lock modification program

Shipping Hold
InterFace Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status: New
12/4/2007 7:31:04 AM
valentds
Repair Bench
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryfl 12/5/2007 7:45 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Arms Services Repair... | Microsoft Excel - PS H... | 7:45 AM

PS 8809

1822

EI 10/76
22"
5.5#
.009

Serial Number: A6362168

Model: 700

RE00137856

Head

WOULD LIKE TO HAVE THE SAFTY
MODIFICATIONS DONE TO MY GUN
IT HAS GONE OFF ON ME WHEN
I CLOSED THE BOLT

Charles Belt
114 W 16TH ST
STURGIS, KY. 42459

could not duplicate concern.
replace TPA, check over, clean
under BOLT LOCK program for
$20.00

Quote

PS 8810

Remington Arms Co., Inc.
Product Service
Legal Case #:1786

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138514	12/19/2007	11/27/2007	12/20/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Thomas	Biggerman	1898 Fairmount	St Paul	MN	55105		H 651-698-0613

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot window	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C				

11/26/07-cust has an ADL, unloading rifle-pointed upward, gun fired when cycling bolt to unload. Round shot through window, no injuries. Scared him. Sending in for SMP-$20-saw it on website.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	20000	A6772093		6/5/1979
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	KEI K MART LAWRENCE KS		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
BLM Program						
	Repair/Replacement Cost	**Repair/Replacement Date**				

11/27/07-sending box, ars, ltr.lw 12/20/2007 Check received with rifle for bolt lock modification program fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/20/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Could not duplicate any accidental discharge concern during bench tests.
Barrel	Description		Model 700 3006 22 inch
	Date Code		PV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8811

	Fired while Obstructed			
	Muzzle/Crown Condition	Slightly Worn; Functioning		
Bolt	Firing Pin	Slightly Worn; Functioning		
	Shroud	Slightly Worn; Functioning		
	Face	Worn; Functioning		
	Handle	Slightly Worn; Functioning		
	Stop	Slightly Worn; Functioning	Movement was free	
Extractor	Condition	Slightly Worn; Functioning		
	Cut Condition	Slightly Worn; Functioning		
	Ext/Eject Test	False		
Locking	Block Condition	---Select---		
	Lug Condition	Slightly Worn; Functioning		
	Notch Condition	---Select---		
Magazine	Condition	---Select---		
	Box Condition	Slightly Worn; Functioning		
Overall	Exterior Condition	Slightly Worn; Functioning		
	Stock Condition	Slightly Worn; Functioning		
	Fore End Condition	---Select---		
Receiver	Condition	Slightly Worn; Functioning		
	Bulged	False		
Safety	Description		Model 700 Safety	
	Function	Slightly Worn; Functioning		
	Sub-Assembly	Non-ISS		
Sear	Lift	---Select---	Did not measure	
	Notch	Slightly Worn; Functioning		
	Trigger	Condition	Slightly Worn; Functioning	Housing coated with dried lubricant and dust.
Pull		---Select---	5.75 lbs	
Altered		False		
Sub-Assembly		M/700 Bolt Lock		

PS 8812

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00138514 | Serial: A6772093 Model 700 Center Fire Caliber 3006 SPRG Produced 06/05/1979 | Repairman: | Status: New 12/19/2007 8:07:38 AM

Verify Repair

Address Information

Customer: (Received From)	Return To: (Received From)
Name: THOMAS E BITTERMAN	THOMAS E BITTERMAN
Address 1: 1898 FAIRMONT	1898 FAIRMONT
Address 2:	PO Box:
City: ST PAUL	ST PAUL
State: MN Zip Code: 55105 Country: US	State: MN Zip Code: 55105 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
12/19/2007 8:07:	valenlds	Repair Added	
12/19/2007 8:10	valenlds	From: Check In	To:
12/20/2007 10:2	supryll	Returned to AS for repair	Bolt lock modification program

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New 12/19/2007 8:07:38 AM valenlds

Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 12/20/2007 10:26 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Microsoft Excel | Arms Services Repair... | Enter New Case - Mic... | 10:26 AM

Pre-pad for bolt lock modification program. Repair as needed.

FLS 12/20/2007

PS 8813

PV
6/79

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	Serial Number: A6772093
Are you the original owner?: ☒ YES ☐ NO	
Name: THOMAS E. BITTERMAN	Date of Purchase: 1979
Address (no PO Boxes): 1898 FAIRMOUNT	
City: ST. PAUL	State: MN. Zip: 55105
Phone (Daytime): 651-698-0613	Fax:
E-mail Address:	
☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem:

UNLOADING RIFLE IT DISCHARGED OR FIRED BLEW OUT WINDOW
NO INJURIES NOV. 6-2007
WEATHER CLOUDY

THOMAS E. OR JOANNE A. BITTERMAN
1898 FAIRMOUNT
ST. PAUL, MN 55105

1401
17-7511/2910

10/9/07
DATE

PAY TO THE ORDER OF Remington $20.00

twenty & 00/100 DOLLARS

TWIN CITY CO-OPS FEDERAL CREDIT UNION
P.O. Box 130670 * Roseville, MN 55113
(651) 215-3500 * 1-800-331-8244

FOR

Joanne A. Bitterman

⑆291075116⑆ 112080410⑈ 1401

© LIBERTY

RLOC

TOUTHS 3 Rounds

ber of rounds) SAME

ths or Number of rounds) YEARLY 2

D 40

Serial Number: A6772093

Model: 700

RE00138514

PS 8814

Remington®

November 27, 2007

Thomas Biggerman
1898 Fairmount
St Paul, MN 55105

Subject: Model 700 Serial #A6772093
RE: Case #1786

Dear Mr. Biggerman,

We were sorry to learn of the unfortunate incident that you experienced with your Model 700 rifle. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination and **replacement of the trigger assembly under our Safety Modification program for $20.** I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8815

1786

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/26/07				

Customer Information

	Reporter (Age)	Incident (Age)
Name	Thomas Bloomerman	
Address	1898 Fairmount	
City, St Zip	St Paul, MN 55105	
Home	651-698-0613	
Cell		
Work		

Incident Information

Personal Injury ☐	Property Damage ☐	Safety ☐	Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident:

Unloading rifle ADC

fired on bolt closing, shot window. No Inj

Sent in for

SMP #20 box - 88.607

APS-V

Scared him

Firearm Information

Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	700 / 30-06	A6772093	

Date Purchased	Where Purchased	Original Owner

Ammunition Information

Manufacturer	Caliber/ Gauge	Factory or Reloads
Bullet type	**Bullet wt.**	**Lot #**

Additional Ammo Info:

Other Products Information

PS 8816

Remington®

November 27, 2007

Thomas Biggerman
1898 Fairmount
St Paul, MN 55105

Subject: Model 700 Serial #A6772093
RE: Case #1786

Dear Mr. Biggerman,

We were sorry to learn of the unfortunate incident that you experienced with your Model 700 rifle. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination and **replacement of the trigger assembly under our Safety Modification program for $20.** I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8817

THOMAS BIGGERMAN
1898 FAIRMOUNT
SAINT PAUL MN 55105

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6726 4941

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:THOMAS BIGGERMAN/LW
REF 2:ATTN: SERVICE DEPT/REF# A6772093
WS 9.0.49 LP2844 69.0A 07/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping claims, call 1-800-782-7892. United Parcel Service, Louisville, KY

PS 8818

Remington Arms Co., Inc.
Product Service
Legal Case #:1857

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/11/2007		12/10/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Brian	boccia	141 Cowhide Circle	Middle River	MD	21220		H 410-335-3298

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI buzzing in ear				
PD hole in roof	Cause:4079 Other - Unexamined		U	
S	Concern:1008 Fired on Bolt Closing			
C				

12/11/07-cust purchased a few years ago hasnt used gun. When he cambered a round, the bolt wouldnt close and lock down. He would have to force it. If he took the safey off, put the shell in, the bolt would lock down with Remington shells. When he tried some Weatherby round, the gun fired when he closed the bolt. Put a hole in the roof of his house. Slight buzzing in rt ear when it happened.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 Wby Ma	25903	C6400722		7/21/1989
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	JERRY'S SPORT CENTER INC.		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

12/12/07-sending box, ars, ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 8819

1857

Case Information

Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/11/07	12/10/07			

Customer Information

	Reporter (Age)	Incident (Age)
Name	BRIAN ~~[illegible]~~ Boccia	
Address	141 [illegible] Circle	
City, St Zip	Middle River, MD 21220	
Home	410-[illegible] 3298	
Cell		
Work		

Incident Information

Personal Injury ☐ Property Damage ☒ Safety ☐ Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident: Misfired -
when firing [illegible] when ejecting round, Close bolt, won't lock down.
[illegible] to close
Tried Remington shell, wouldn't lock down.
Safety off, [illegible] bolt locked down. w/ Remington gun fired - w/ wby round.
hole through roof, [illegible]

BOX 885350
ACS ✓

Firearm Information

Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	700/300 WBMA	C6400722	1989

Date Purchased	Where Purchased	Original Owner

Ammunition Information

Manufacturer	Caliber/Gauge	Factory or Reloads

Bullet type	Bullet wt.	Lot #

Additional Ammo Info:

Other Products Information

PS 8820

Remington®

December 12, 2007

Brian Boccia
141 Cowhide Circle
Middle River, MD 21220

Subject: Model 700 Serial #C6400722
RE: Case #1857

Dear Mr. Boccia,

We were sorry to learn about the unfortunate incident you experienced with your Model 700 rifle. As I understand it, you had difficulty getting the bolt to lock down. It would only lock down with the safety off and the gun discharged when you closed the bolt. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8821

REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6557 4735

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:BRIAN BOCCIA/LW
REF 2:ATTN: SERVICE DEPT/REF# C6400722
WS 9.0.49 LP2844 72.0A 10/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For stopping places, call 1-800-782-7892. United Parcel Service, Louisville, KY

PS 8822

Remington Arms Co., Inc.
Product Service
Legal Case #:1565

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
133929	9/20/2007	9/21/2007	9/21/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		David	Booe	1101 North Washington	Chanute	KS	66720		H 620-432-3945 E dbooe@cableone.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

9/26/07-correspondence from repair-gun hang fires and went off when safety moved.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	A6441724	CO	4/7/1977
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	T G & Y OKLAHOMA CITY OK		U			

CONCERN:HANG FIRES

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						
	Repair/Replacement Cost	**Repair/Replacement Date**				

9/26/07-replace TA for $20 under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/21/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER ASSM VERY DIRTY AND STICKY
Barrel	Description		22" 270 WIN
	Date Code		CO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

PS 8823

	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	CRACK ON RIGHT SIDE OF TRIGGER GUARD
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	FUNCTIONS SLOW
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY STICKY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

PS 8824

1565

I'm sending my Rifle to have you find out why it is hang firing. I've had trouble for the last few years with it occasionally hang firing . You never know when it will happen . Most of the time it fires in a few seconds after the trigger has been pulled , but it has fired after the safety was put back on and then took back off . Which scared the!@# out of me. I swore I would never take it back a field . I've had several so called gunsmith look at it , but none have fixed it! I've owned my gun since 1974 or 1975.* I bought the rifle because of the name brand , and because of how accurate it was said to be . Please check it over see if it was a factory problem and let me know how much it would cost to fix it! My Name is, David Booe .

4#
CO 4/77
22"
.00Y
STIL CRACKS

My Address is, 1101 North Washington
Chanute, Kansas 66720

My Phone # 620-432-3945

email dbooe@cableone.net

Model # 700 ADL Serial # A6441724
270 Cal.

David Booe
1101 N. Washington
Chanute, Ks 66720

TRIG. ASSM. very dirty + STICKY. CAUSING SEAR CAM to STICK to SIDE PLATES. Replace TPA, check over, clean under bolt LOCK PROGRESSION for $20.00 Quote

Serial Number: A6441724
Model: 700
RE00133929

PS 8825

RECEIVED
SEP 24 2007
BY:

Remington Arms Co., Inc.
Product Service
Legal Case #:1230

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128658	4/27/2007	4/27/2007	4/27/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Rick	Burnham	65 Tedford Rd	Topsham	ME	04086		H 207-729-5985

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S Fires on safe release	Concern:1007 Fired on Safe Release			
C				

5/1/07-correspondence from repair-sometimes when you take the safety off it will fire on its own. sometimes it works great bu other times you cant take the safety off without it firing.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	20000	6350999	XT	12/1/1970

Date Purchased	Where Purchased	Accessories	Original Owner
	EMERY WATERHOUSE PORTLAND, ME.	TWO PIECE SCOPE BASE	U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

5/1/07-Quote to replace TA under SMP for $20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/27/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIG ASSM DIRTY/STICKY
Barrel	Description		22" 308 WIN
	Date Code		XT
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8826

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	STICKS
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	DIRTY/STICKY
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8827

Sometimes when you take the Safety off it will fire on it's own. Sometimes it works great but other times you can't take the safety off without it firing.

If you have an questions Please Call

(207)729-5985

ask for Rick Burnham

Thanks

Rick Burnham
65 Tedford Rd.
Topsham, ME 04086

1230

SH

XT 12/70
.011
22"

Could not duplicate concern
TOTO. ASSM. IS VERY DIRTY AND
STICKY. replace TPA, check over
clean under bolt LOGIC PROGRAM
for $20.00. Quote

Number: 6350999

Model: 700

RE00128658

RECEIVED
MAY 01 2007
BY: [illegible]

PS 8828

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00128658

Verify Repair

Serial: 6350999 Model 700 Center Fire Caliber: 308 WIN Produced: 01/07/1971

Repairman: Bruce Travis

Status: ApprovalHold 4/27/2007 2:43:56 PM

PS 8829

Address Information

Customer: (Received From)		Return To: (Received From)	
Name:	RICK BURNHAM		RICK BURNHAM
Address 1:	65 TEDFORD ROAD		65 TEDFORD ROAD
Address 2:		PO Box:	
City:	TOPSHAM		TOPSHAM
State:	ME	Zip Code:	04086
Country:	US		

FFL:

Contact / Condition | **Problems** | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

could not duplicate concern trigger assm is very dirty and sticky replace trigger plate assm,check over,clean under bolt lock program for,$20.00

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

lmwatson 5/2/2007 9:22 AM CAPS NUM INS SCRL

Start | 2 Microsoft Of... | 3 Internet Exp... | 3 SAP Logon f... | Arms Services... | Microsoft Excel -... | FullShot 97 | 96% | 9:22 AM

Screen Capture. 9:22:49am - Wednesday, 5/2/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:1871

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138397	12/15/2007	12/17/2007	12/17/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Cabelas	Cabelas		10300 Cabela Dr	Kansas City	KS	66111		W 913-328-0322
Incident									

Incident Information

	Claims		Codes	Repair Est.	Medical Treatment	Medical Status
PI						
PD	hole in floorboard of truck	Cause:4038	Could Not Duplicate Concern			
S		Concern:1025	Unexplained Discharge - No Mention of Safety Position		Unknown	
C	Discharges Accidentally					

12/19/07-correspondence from repair-Discharges Accidentally.lw 1/11/08-followed up with Cabelas-Spoke to Jason in the gun library. Customer said the gun fired when the bolt closed. Could not duplicate it.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WSM	84013	S6588599	RA	11/28/2006 6:03:33 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	CABELA S INC/WAREHOUSE		U			

CONCERN:DISCHARGES ACCIDENTLY

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35	12/19/2007

12/19/07-could not duplicate, Replace TA at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		24" 270 WSM SS FL
	Date Code		RA

PS 8830

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD X-MARK PRO SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Cabela's

10300 Cabela Drive
Kansas City, Kansas 66111
(913) 328-0322
Fax (913) 328-0331

1171

RA 11/06
6#
6012
24"

DATE	ORDER NO.
12-/07/07	
SHIP TO	

TO Remington Arms
14 Hoefler Ave
ILION, NY 13357

SALESPERSON	DATE SHIPPED	SHIPPED VIA	F.O.B. POINT	TERMS

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
1	Remington 700 CDL .270 win		
	S6588599		
	907257 20089-000		
	Repair		
	Discharges Accidentally		
	could not duplicate concern		
	replace TPA, check over, clean		
	AT N/C WARRANTY		
	(SAFETPA for P.S.)		

Serial Number: S6588599

Model: 700

RE00138397

RCHASE AGREEMENT
I AFFILIATES ("CABELA'S")
/ARRANTY DISCLAIMER AND RELEASE

ictions prohibit this purchase. I understand that I am purchasing a pre-owned firearm "AS
his pre-owned firearm has not been fired or tested by Cabela's, by any gunsmith or by any
CLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGE, WHICH RESULTS FROM THE USE,
PROVIDES NO EXPRESS OR IMPLIED WARRANTIES FOR PRE-OWNED FIREARMS AND
HANTABILITY AND ANY AND ALL EXPRESS OR IMPLIED WARRANTIES OF FITNESS FOR
eirs, executors and assigns, I hereby discharge and release Cabela's, its affiliates, employ-

PS 8832

Signature

225

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00138397

Verify Repair

Serial: S6598599 Model 700 Center Fire Caliber: 270 WSM Produced: 11/28/2006

Repairman:

Status: Closed 12/17/2007 6:56:14 AM

Address Information

Customer:	Received From	Return To:	Received From
Name:	CABELAS	CABELAS	
Address 1:	10300 CABELA DRIVE	10300 CABELA DRIVE	
Address 2:	PO Box	PO Box	
City:	KANSAS CITY	KANSAS CITY	
State:	KS Zip Code: 66111 Country: US	KS Zip Code: 66111 Country: US	

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/17/2007 6:51	New	sanguinegf	Repair Added	
12/17/2007 6:56	Closed	sanguinegf	Closed at Expedite	
12/18/2007 7:59	Comment	supryfl	Returned to AS for repair	

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: Closed

12/17/2007 6:56:14 AM

sanguinegf

Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl 12/18/2007 7:59 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Microsoft Excel - F5 ... | Arms Services Repair.pro | 7:59 AM

X- MARK PRO TRIGGER

NO FAULT FOUND, COULD NOT DUPLICATE.

PS 8833

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00137213
Verify Repair

Serial: G6608033 Model 700 Center Fire with 24 inch barrel Caliber: 243 WIN CDL LEFT HAND Produced: 08/30/2006

Repairman:
Status: Closed 11/29/2007 11:56:08 AM

Address Information

Customer (Received From)	Return To (Received From)
Name: CABELAS	CABELAS
Address 1: 12901 CABELA DR	12901 CABELA DR
Address 2: PO Box:	PO Box:
City: FORT WORTH	FORT WORTH
State: TX Zip Code: 76177 Country: US	State: TX Zip Code: 76177 Country: US

FFL: 5 75 439 01 8F 02564 062008

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
11/21/2007 9:30	skinnerll	Repair Added	
11/29/2007 11:5	brygidowwr	Repair information change	
11/29/2007 11:5	brygidowwr	Repair information change	
11/29/2007 11:5	brygidowwr	Closed at Expedite	
11/30/2007 12:4	supryll	Returned to AS for repair	Quote at 1/2 normal charges

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: Closed
11/29/2007 11:56:08 AM
brygidowwr
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryll | 11/30/2007 | 12:45 PM | CAPS | NUM | INS | SCRL

Start | Inbox - Microsoft O... | Arms Services Repa... | Search for a Serial ... | FS Hold Guns AS | Current Cases & Mo... | 12:45 PM

RECEIVED
DEC 03 2007
BY: ....

PS 8834

1801

Cabela's

12901 Cabela Dr. Fort Worth, Texas 76177

Firearm Repair Form

2ND
WA 8/06
24"
.009

Manufacturer: Rem

SKU/Gun ID#: 2008000 / 882036

Serial #: G6608033

Note Defect or Service Needed:

GUN FIRES when BOLT IS CLOSED

When repairs have been completed, please return the firearm to:

Cabela's
12901 Cabela Dr.
Fort Worth, Texas 76177
(817)337-2400

Serial Number: G6608033

Model: 700

RE00137213

TRIG. ASSM set screws ALTERED. Will follow down. Replace TPA check over clean at 1/2 normal charges.

Quote

PS 8835

Cabela's Retail Inc., Fort Worth, TX (817) 337-2400

Dock Shipment Form

Associate Name B PAINE
Date 11-19-07
Customer #

Customer Name CABELAS
Mailing Address
City FT WORTH
State TX Zip Code 76177
Home Phone Contact Phone
E-mail Address
Shipping Address (If different):
Recipient's Name REMINGTON ARM'S (ATTN ARMS SERVICES)
Shipping Address 14 HOEFLER AVE.
City ILION
State N.Y. Zip Code 13357
Ship to Phone Contact Phone
POS Date Tran Reg

List Only Items Shipped

Quantity	UPC/SKU	Description	Price	Extended Price
1	20089000	SN. G 66 08033		
		ID 882036.		

137213

Oversize items? ____Yes ____No
Reason for Shipping Override
Overriding Manager
State Taxed ____% Charged ____
Associate Processing
Date Shipped
Tracking Number

Merchandise Total
Oversize fee
Shipping/Handling
Taxes
Total Order

2738

PS 8836

U.S. Department of Justice
Bureau of Alcohol, Tobacco, Firearms and Explosives

OMB No. 1140-0020

Firearms Transaction Record Part I - Over-the-Counter

WARNING: You may not receive a firearm if prohibited by Federal or State Law. The information you provide will be used to determine whether you are prohibited under law from receiving a firearm. Certain violations of the Gun Control Act are punishable by up to 10 years imprisonment and/or up to a $250,000 fine.

Transferor's Transaction Serial Number

Prepare in original only. All entries must be in ink. Read the Important Notices, Instructions and Definitions on this form. "Please Print."

Section A - Must Be Completed Personally By Transferee (Buyer)

1. Transferee's Full Name

Last Name	First Name	Middle Name *(If no middle name state "NMN")*
REMINGTON ARMS		

2. Current Residence Address **(Cannot be a post office box.)**

Number and Street Address	City	County	State	Zip Code
14 HOEFLER AVE	ILION		N.Y.	13357

3. Place of Birth		4. Height	5. Weight	6. Gender	7. Birth Date		
U.S. City/State	Foreign Country	Ft. ____ In. ____		Male ☐ Female ☐	Month	Day	Year

8. Social Security Number *(**Optional,** but will help prevent misidentification.)*

9. Unique Personal Identification Number *(UPIN)* if applicable *(See Instruction to Transferor 6.)*

10. Race *(Ethnicity) (Check one or more boxes.)*

☐ American Indian or Alaska Native ☐ Black or African American ☐ Native Hawaiian or Other Pacific Islander
☐ Hispanic or Latino ☐ Asian ☐ White

11. Answer questions 11.a. through 12 by writing *"yes"* or *"no"* in the boxes to the right of the questions.

a. Are you the actual buyer of the firearm(s) listed on this form? **Warning: You are not the actual buyer if you are acquiring the firearm(s) on behalf of another person. If you are not the actual buyer, the dealer cannot transfer the firearm(s) to you.** *(See Important Notice 1 for actual buyer definition and examples.)*	
b. Are you under indictment or information in any court for a **felony**, or any other crime, for which the judge could imprison you for more than one year? *(An information is a formal accusation of a crime by a prosecutor. See Definition 3.)*	
c. Have you ever been convicted in any court of a **felony**, or any other crime, for which the judge could have imprisoned you for more than one year, even if you received a shorter sentence including probation? *(See Important Notice 4, Exception 1.)*	
d. Are you a fugitive from justice?	
e. Are you an unlawful user of, or addicted to, marijuana, or any depressant, stimulant, or narcotic drug, or any other controlled substance?	
f. Have you ever been adjudicated mentally defective *(which includes a determination by a court, board, commission, or other lawful authority that you are a danger to yourself or to others or are incompetent to manage your own affairs)* **OR** have you ever been committed to a mental institution? *(See Important Notice 4 and Definitions 5 and 6.)*	
g. Have you been discharged from the Armed Forces under **dishonorable** conditions?	
h. Are you subject to a court order restraining you from harassing, stalking, or threatening your child or an intimate partner or child of such partner? *(See Important Notice 5.)*	
i. Have you ever been convicted in any court of a misdemeanor crime of domestic violence? *(See Important Notice 4, Exception 1 and Definition 4.)*	
j. Have you ever renounced your United States citizenship?	
k. Are you an alien **illegally** in the United States?	
l. Are you a nonimmigrant alien? *(See Definition 8.) If you answered "no" to this question, you are not required to respond to question 12.*	
12. If you answered "yes" to question 11.l., do you fall within any of the exceptions set forth in Important Notice 4, Exception 2? (e.g., valid State hunting license.) **(If "yes," the licensee must complete question 20c.)**	

13. What is your State of residence *(if any)*? _____ *(See Definition 7. If you are not a citizen of the United States, you only have a State of residence if you have resided in a State for at least 90 continuous days immediately prior to the date of this sale.)*

14. What is your country of citizenship? *(List/check more than one, if applicable.)*

☐ United States of America ☐ Other *(Specify)* _____

PS 8837

15. If you are not a citizen of the United States, what is your U.S.-issued alien number or admission number?

Note: Previous Editions Are Obsolete

ATF Form 4473 (5300.9) Part I
Revised May 2007

Telephone # _____

I certify that the answers to Section A are true and correct. I am aware that ATF Form 4473 contains Important Notices, Instructions, and Definitions. I understand that answering *"yes"* to question 11.a. if I am not the actual buyer of the firearm is a crime punishable as a felony. I understand that a person who answers *"yes"* to any of the questions 11.b. through 11.k. is prohibited from purchasing or receiving a firearm. I understand that a person who answers *"yes"* to question 11.l. is prohibited from purchasing or receiving a firearm, unless the person also answers "yes" to question 12. I also understand that making any false oral or written statement, or exhibiting any false or misrepresented identification with respect to this transaction, is a crime punishable as a felony. I further understand that the repetitive purchase of firearms for the purpose of resale for livelihood and profit without a Federal firearms license is a violation of law. *(See Important Notice 6.)*

16. Transferee's/Buyer's Signature	17. Certification Date
REPAIR TRANSFER	11/19/07

Section B - Must Be Completed By Transferor (Seller)

18. Type of firearm(s) to be transferred:

☐ Handgun ☒ Long Gun ☐ Both

19. Location of sale if at a gun show or other qualifying event. *(See Instruction to Transferor 15.)*

_____ *(City, State)*

20a. Identification *(e.g., driver's license or other valid government-issued photo identification.) (See Instruction to Transferor 1.)*

Type of Identification	Number on Identification	Expiration Date of Identification *(if any)* Month	Day	Year

20b. **Aliens only:** Type and dates of additional required identification *(e.g., utility bills or lease agreements.) (See Instruction to Transferor 2.)*

Type of Identification	Date(s)

20c. **Nonimmigrant aliens only:** Type of documentation showing an exception to the nonimmigrant alien prohibition *(e.g., hunting license/permit; waiver.) (See Instruction to Transferor 3.)*

Question 21, 22, or 23 Must Be Completed Prior To The Transfer Of The Firearm(s) *(See Instructions to Transferor 5-8.)*

21a. The transferee's identifying information in Section A was transmitted to NICS or the appropriate State agency on: _____ *(Date)*

21b. The NICS or State transaction number *(if provided)* was:

21c. The response initially provided by NICS or the appropriate State agency was:

☐ Proceed ☐ Delayed
☐ Denied *[The firearm(s) may be transferred on*
☐ Cancelled _____ *(MDI date provided by NICS) if State law permits (optional)]*

21d. If initial NICS or State response was *"Delayed,"* the following response was received from NICS or the appropriate State agency:

☐ Proceed _____ *(date)*
☐ Denied _____ *(date)*
☐ Cancelled _____ *(date)*
☐ No resolution was provided within 3 business days.

21e. *(Complete if applicable.)* After the firearm was transferred, the following response was received from NICS or the appropriate State agency on: _____ *(date).* ☐ Proceed ☐ Denied ☐ Cancelled

21f. The name and Brady identification number of the NICS examiner *(optional)* _____ / _____
(name) *(number)*

22. ☐ No NICS check was required because the transfer involved only NFA firearm(s). *(See Instruction to Transferor 8.)*

23. ☐ No NICS check was required because the buyer has a valid permit from the State where the transfer is to take place which qualifies as an exemption to NICS *(See Instruction to Transferor 8.)*

State Permit Type	Date of Issuance *(if any)*	Expiration Date *(if any)*	Permit Number *(if any)*

Section C

If the transfer of the firearm(s) takes place on a different day from the date that the transferee *(buyer)* signed Section A, the transferee must complete Section C immediately prior to the transfer of the firearm(s). *(See Instruction to Transferee 3 & Instruction to Transferor 9.)*

I certify that the answers I provided to the questions in Section A of this form are still true and correct.

24. Transferee's/Buyer's Signature	25. Recertification Date

Section D (See Instructions to Transferor 10-11.)

26. Manufacturer and/or Importer	27. Model	28. Serial Number	29. Type *(pistol, revolver, rifle, shotgun, etc.)*	30. Caliber or Gauge
REMINGTON	700	SN G6608033	RIFLE	.243
		ID 882036	PS 8838	

Complete ATF Form 3310.4 For Multiple Purchases Of Handguns *(See Instruction to Transferor 13.)*

31. Trade/corporate name and address of transferor *(seller)* *(Hand stamp may be used.)*	32. Federal Firearms License Number *(Complete 15 digit FFL Number.)* *(Hand stamp may be used.)*
Cabela's 12901 Cabela Drive Fort Worth, TX 76177	FFL# 5-75-439-01-8F-02564

On the basis of (1) the statements in Section A (and Section C if the transfer does not occur on the day Section A was completed); (2) my verification of the identification noted in question 20a (and my reverification at the time of transfer *if the transfer does not occur on the day Section A was completed)*; and (3) the information in the current State Laws and Published Ordinances, it is my belief that it is not unlawful for me to sell, deliver, transport, or otherwise dispose of the firearm(s) listed on this form to the person identified in Section A.

The Person Transferring The Firearm(s) Must Complete Questions 33-36. For Denied/Cancelled Transactions, The Person Who Completed Section B Must Complete Questions 33-35.

33. Transferor's/Seller's Name *(Please print.)*	34. Transferor's/Seller's Signature	35. Transferor's/Seller's Title	36. Date Transfer is Completed
BERT PAINE	Bert Paine	Owner	11/19/07

Important Notices

1. **Actual Buyer:** For purposes of this form, you are the actual buyer if you are purchasing the firearm for yourself or otherwise acquiring the firearm for yourself *(for example, redeeming the firearm from pawn/retrieving it from consignment, firearm raffle winner)*. You are also the actual buyer if you are legitimately acquiring the firearm as a gift for a third party. **ACTUAL BUYER EXAMPLES:** Mr. Smith asks Mr. Jones to purchase a firearm for Mr. Smith. Mr. Smith gives Mr. Jones the money for the firearm. Mr. Jones is NOT the actual buyer of the firearm and must answer "no " to question 11.a. The licensee may not transfer the firearm to Mr. Jones. However, if Mr. Brown goes to buy a firearm with his own money to give to Mr. Black as a present, Mr. Brown is the actual buyer of the firearm and should answer "yes" to question 11.a. Please note, if you are picking up a repaired firearm for another person, you should answer "n/a" to question 11.a.

2. **Purpose of the Form:** The information and certification on this form are designed so that a person licensed under 18 U.S.C. § 923 may determine if he or she lawfully may sell or deliver a firearm to the person identified in Section A, and to alert the buyer of certain restrictions on the receipt and possession of firearms. This form only should be used for sales or transfers where the seller is licensed under 18 U.S.C. § 923. The seller of a firearm must determine the lawfulness of the transaction and keep proper records of the transaction. Consequently, the seller must be familiar with the provisions of 18 U.S.C. §§ 921-931 and the regulations in 27 CFR Part 478. In determining the lawfulness of the sale or delivery of a long gun to a resident of another State, the seller is presumed to know applicable State laws and published ordinances in both the seller's State and the buyer's State.

3. **Background Checks:** The Brady law, 18 U.S.C. § 922(t), requires that prior to transferring any firearm to an unlicensed person, a licensed importer, manufacturer or dealer must first contact the National Instant Criminal Background Check System (NICS). NICS will advise the licensee whether the system finds any information that the purchaser is prohibited by law from possessing or receiving a firearm. For purposes of this form, contacts to NICS include contacts to State agencies designated to conduct NICS checks for the Federal Government. **WARNING:** Any seller who transfers a firearm to any person they know or have reasonable cause to believe is prohibited from receiving or possessing a firearm violates the law even if the seller has complied with the background check requirements of the Brady law.

4. **Prohibited Persons:** Generally, 18 U.S.C. § 922 prohibits the shipment, transportation, receipt, or possession in or affecting interstate commerce of a firearm by one who: has been convicted of a misdemeanor crime of domestic violence; has been convicted of a felony, or any other crime, punishable by imprisonment for a term exceeding one year *(this does not include State misdemeanors punishable by imprisonment of two years or less)*; is a fugitive from justice; is an unlawful user of, or addicted to, marijuana or any depressant, stimulant, or narcotic drug, or any other controlled substance; has been adjudicated mentally defective or has been committed to a mental institution; has been discharged from the Armed Forces under dishonorable conditions; has renounced his or her U.S. citizenship; is an alien illegally in the United States or a nonimmigrant alien; or is subject to certain restraining orders. Furthermore, section 922 prohibits the shipment, transportation, or receipt in or affecting interstate commerce of a firearm by one who is under indictment or information for a felony, or any other crime, punishable by imprisonment for a term exceeding one year.

PS 8839

Remington Arms Co., Inc.
Product Service
Legal Case #:1411

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131518	7/23/2007	7/24/2007	7/24/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jacob	Calkins	6478 Fairford Ct	Florissant	MO	63033		H 314-954-5210 E jacob.k.calkins@us.army.mil

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

7/25/07-correspondence from repair-firearm has the bolt lock and wants it removed. rifle has unintentionally discharged when disengaging the safety. The trigger has been adjusted.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	A6267945	LI	2/20/1976
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	K MART PLYMOUTH MI	TWO PIECE SCOPE BASE	U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						
	Repair/Replacement Cost	**Repair/Replacement Date**				

7/25/07-Quoted to replace TA under SMP. $20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/24/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPR
	Date Code		LI
	Bore Plugged	False	
	Bulged	False	

PS 8840

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8841

131518 1411

Remington

LF 2/96
22"
2.5#
.012

General Repair Form

Back to Repair Services

NOTE: Please complete and print this form, and then include it with your firearm

Model Number: 700		**Serial Number:** A6267945	
Name: Jacob Calkins		**Date of Purchase:** Pre-1982	
Address (no PO Boxes): 6478 fairford Ct.			
City: Florissant	**State:** MO	**Zip:** 63033	
Phone (Daytime): 314-954-5210		**Fax:** none	
E-mail Address: jacob.d.calkins@us.army.mil			

Please describe your problem:

This Rem 700 .30-06 was purchased before 1982 and still has the bolt locking mechanism on it which needs to be removed

It also has been known to unintentionally discharge upon disengaging the safety. The trigger has been adjusted since this problem started to occur, but it didn't do much good

203 characters left

NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.

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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

RECEIVED
JUL 25 2007
BY: [illegible]

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Other Sites

Remington

Serial Number: A6267945
Model: 700
RE00131518

Trig. set screws altered.
No trig. return left.
replace TPA, check over,
clean under bolt lock
program for $20.00
Quote

PS 8842

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00131518

Verify Repair

High Priority

Serial: A6267945 Model: 700 Center Fire Caliber: 30-06 SPRG ADL Procuced: 02/20/1976

Repairman:

Status: New 7/23/2007 10:49:32 AM

Address Information

Customer: Received From

Name: JACOB CALKINS

Address 1: 6478 FAIRFORD

Address 2: PO Box:

City: FLORISSANT

State: MO Zip Code: 63033-4706 Country: US

Return To: Received From

JACOB CALKINS

6478 FAIRFORD

PO Box:

FLORISSANT

State: MO Zip Code: 63033-4706 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
7/19/2007 2:32:5	williamssj	Repair Added	
7/20/2007 1:07:1	valentds	Repair information change	
7/20/2007 1:09:0	valentds	Repair information change	
7/23/2007 10:48:	penceil	Repair Maintenance	Status: New
7/23/2007 10:49:	valentds	Repair information change	
7/23/2007 10:50:	valentds	From: Check In	To:
7/24/2007 8:29:3	supryfl	Returned to Arms Service for repair	

Shipping Hold

Inter/Face Hold

Estimate Sent

Parts Received

Passed Inspection

Return As Received

Has been Approved

Internal Repair

Current Status: New

7/23/2007 10:49:32 AM

valentds

Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl 7/24/2007 8:29 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Microsoft Excel | Arms Services Repair... | 8:25 AM

PS 8843

Remington Arms Co., Inc.
Product Service
Legal Case #:1579

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
134389	9/24/2007	9/25/2007	9/25/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Richard	Carlson	3050 11th Ave So.	Minneapolis	MN	55407		H 612-729-5641

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S fires on safe release	Concern:1007 Fired on Safe Release			
C				

9/26/07-correspondence from repair-rifle fires on safe release after having it in storage for many months.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	6897093	WZ	8/26/1975
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	FARWELL OZMUN SO ST PAUL MINN		U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						
	Repair/Replacement Cost	**Repair/Replacement Date**				

9/26/07-replace TA for $20 under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/25/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		WZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

Richard L. Carlson
3050 11th Ave S
Minneapolis, MN 55407

Richard L. Carlson
3050 11th Ave S
Minneapolis, MN 55407

1579

W 28/35
7#
22"
.010

September 15, 2007

Dear Remington,

I inherited my Father's rifle it's a model 700 BDL 30-06 cal. sn# 67897093 Since I already had a 742 in the same cal. It sat for some time, until I sold the 742. My cousin and I were getting ready for the fall deer hunt about 10 years ago, I was preparing to shoot my rifle and it fired when I took it off safe, I was quit fortunate to have the muzzle pointed in a safe direction, it did it once more when the rifle was empty and then worked properly the rest of the season. I cleaned and stored the rifle until the next season, checking the rifle while it was empty the same thing happened, firing when taking it off of safe only failing once or maybe twice then working perfectly through out the season, I find myself constantly checking the safe and always wondering when I'm on my stand if my rifle is going to go off accidentally or not. This only seems to happen when it has been stored for long periods of time, months not days. I usually choose to use another rifle.

I've come to a point where I can't sell it and I wouldn't want a family member or friend to own it, you just can't trust it.

Could you please help me out?

Serial Number: 6897093
Model: 700
RE00134389

Sincerely,
Richard Carlson
3050 11th Ave. So.
Minneapolis, MN 55407

(612)729-5641

could not duplicate concern
Replace TPA, check over, clean
under bolt lock program
for $20.00
Quote

RECEIVED
SEP 26 2007
BY: _____

PS 8846

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00134389

Verify Repair

Serial: 6897093 Model 700 Center Fire Caliber: 30-06 SPRG BDL Produced: 08/26/1975

Repairman:

Status: New 9/24/2007 9:50:45 AM

Address Information

Customer: Received From

Name: RICHARD L CARLSON

Address 1: 3050 11TH AVE SOUTH

Address 2: PO Box:

City: MINNEAPOLIS

State: MN Zip Code: 55407 Country: US

Return To: Received From

RICHARD L CARLSON

3050 11TH AVE SOUTH

PO Box:

MINNEAPOLIS

State: MN Zip Code: 55407 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
9/24/2007 9:50:4	valentds	Repair Added	
9/24/2007 9:53:0	valentds	From: Check In	To:
9/24/2007 9:53:1	valentds	From: Product Services	To:
9/25/2007 8:06:3	pencell	Repair Maintenance	Status: New
9/25/2007 8:06:3	pencell	From: Product Services	To: Repair Bench

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has Been Approved
- Internal Repair

Current Status: New

9/24/2007 9:50:45 AM

valentds

Repair Bench

Repair Location: UN

Current Location: UN

Transfer Number:

Repair Search | Refresh | Close

supryfl 9/25/2007 11:32 AM CAPS NUM INS SCRL

Start | Microsoft Excel | Search for a Serial... | Inbox - Microsoft O... | Arms Services Repa... | Current Cases - Mic... | 11:32 AM

PS 8847

Remington Arms Co., Inc.
Product Service
Legal Case #:1541

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
133641	9/12/2007	9/13/2007	9/13/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Kyle	Cissell	521 Linda Lane	Wentzville	MO	63385		H 636-978-4588 C 314-581-0789

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S Fires on safe release	Concern:1007 Fired on Safe Release			
C				

9/17/07-correspondence from repair-rifle purchased 2005. Discharges when safety is released.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25955	G6254425	WW	8/20/2002 1:51:23 PM

Date Purchased	Where Purchased	Accessories	Original Owner
6/1/2005	WAL-MART DC 6003R-REGULAR		Y

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35	9/17/2007

9/17/07-replace ta at n/c as gesture of goodwill.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/13/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER AND TRIGGER PIN RUSTED
Barrel	Description		22" 3006 SPR
	Date Code		WW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8848

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG AND PIN RUSTED
	Pull	---Select---	10+#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 8849

Remington Firearms Co.

This is a Model 700 ADL
It was bought in June
2005 for a graduation gift.
The problem is that the
gun is discharging when you
release the safety. not
every time but more than
half of the time.
I talked by phone to one
of your employee's and he
said it should still be under
warranty.
I would appreciate it if
you could take care of
the problem.

Thank you
Bob Cissell
636-978-4588
314-581-0789

13364

1541

10 + #
.011
22"
WW 8/02

Follows down.
Trig. + Trig-pin rusted
replace TPA, check over, clean
AT N/C
#230145

Number: G6254425
Model: 700
RE00133641

PS 8850

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00133641

Verify Repair

Serial: G6254425 Model: 700 Center Fire Caliber: 3006 SPRG Produced: 08/20/2002

Repairman:

Status: New 9/12/2007 11:20:23 AM

Address Information

Customer: Received From

Name: KYLE CISSELL

Address 1: 521 LINDA LANE

Address 2: PO Box:

City: WENTZVILLE

State: MO Zip Code: 63385 Country: US

Return To: Received From

KYLE CISSELL

521 LINDA LANE

PO Box:

WENTZVILLE

State: MO Zip Code: 63385 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Des
9/7/2007 10:52:5	New	skinnertl	Repair Added	
9/12/2007 11:20:	Update	valentds	Repair information change	
9/12/2007 11:23:	Expedite	valentds	From: Check In	To:

Shipping Hold

Interface Hold

Estimate Sent

Parts Received

Passed Inspection

Return As Received

Has been Approved

Internal Repair

Current Status: New

9/12/2007 11:20:23 AM

valentds

Product Services

Repair Location: LN

Current Location: LN

Transfer Number:

Repair Search | Refresh | Close

supryll 9/13/2007 8:45 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | IPS Hold Guns AS | Arms Services Repair... | 8:45 AM

PS 8851

Remington Arms Co., Inc.
Product Service
Legal Case #:1237

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128291	4/27/2007	4/30/2007	4/30/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	City Pawn & Gun	Robert		3631 Main St	Moss Point	MS	39563		W 228-475-0006

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S Fires on safe release	Concern:1007 Fired on Safe Release			
C				

5/1/07-correspondence from repair-gun fires occasionally on safe release.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	27363	G6462677	LZ	2/10/2005 1:30:35 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	ELLETT BROTHERS INC		U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at 1/2 cost						
	Repair/Replacement Cost	**Repair/Replacement Date**				

5/1/07-Trig set screws altered. Replace TA, check over, clean at 1/2 normal cost. quote sent.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/30/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIG ASSM SET SCREWS ALTERED
Barrel	Description		24" 3006 SPR
	Date Code		LZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8852

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	COULD NOT CHECK SEAR ENGAGEMENT ADJUSTED TO FAR
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 8853

1237

LZ 2/05
24"
.014

Dear Sir,

I'm returning this on customer behalf. When the rifle was brought to my shop I immediately removed safety to check chamber & upon removal of safety the gun snapped and would have fired if loaded. Problem is one that happens on occasion not consistently, so would have been a unsafe thing if gun was loaded when it snapped on me.

Please fix this problem. this is not the first 700 model I've seen do this. Hopefully the last!

Thank you

228-475-0006
219-6549

T/19 - S.C.T. SCREWS ALTERED. REPLACE TRIG CHECK & CLEAN & FIRE. NORMAL COST

Quote

Serial Number: G6462677

Model: 700

RE00128291

RECEIVED
MAY 01 2007
BY: LW

PS 8854

I bought this MOD. 700 REM. I shot less than A Box of shell's out of it. I was going to check my scope to make sure it was still OWN AND THE gun went OFF WHEN I took it OFF SAFTY. THE gun has went OFF SEVERAL times when I RELEASE THE SAFTY without A shell in it.

I would LIKE to HAVE A NEW gun OR have it FIXED RIGHT. THE gun has NEVER BEEN WORKED ON AS FAR AS my KNOWLEGE. THE gun is NOT SAFE THE WAY it is BECAUSE you CAN'T TRUST THE gun ANYMORE.

William D. WINSTEAD
(228) 990-7067

128291

PS 8855

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00128291

Verify Repair

Serial: G6462677 Model 700 Center Fire Caliber: 3006 Produced: 02/10/2005

Repairman:

Status: New 4/27/2007 12:50:29 PM

Address Information

Customer:	Received From	Return To:	Received From
Name:	CITY PAWN GUN		CITY PAWN GUN
Address 1:	3631 MAIN STREET		3631 MAIN STREET
Address 2:		PO Box:		PO Box:
City:	MOSS POINT		MOSS POINT
State:	MS	Zip Code: 39563	Country: US	State: MS	Zip Code: 39563	Country: US

FFL:

Contact / Condition | **Problems** | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M992	FIRES WHEN SAFTEY IS TAI

Problems Found

Code	Desc

Repair Notes

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

PS 8856

lmwatson 5/2/2007 9:20 AM CAPS NUM INS SCRL

Start | 2 Microsoft Of... | 3 Internet Exp... | 3 SAP Logon f... | Arms Services... | Microsoft Excel -... | FullShot 97 | 96% | 9:20 AM

reen Capture. 9:20:04am - Wednesday, 5/2/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:1255

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128908	5/4/2007	5/7/2007	5/7/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Clydes Sport Shop Inc.			2307 Hammonds Ferry Road	Baltimore	MD	21227		W 410-2421-6108

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4038	Could Not Duplicate Concern			
S	Fired on bolt closing	Concern:1008	Fired on Bolt Closing		Unknown	
C						

Rifle received from gun shop with fired on bolt closing claim. No fault found. fls.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25813	B6631285	EE	10/1/1984

Date Purchased	Where Purchased	Accessories	Original Owner
	GRICE WHLSE CLEARFIELD PA		U

CONCERN:FBC,FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Ca Da AP

PS 8857

Clean action and install new TA at special price

Repair/Replacement Cost	Repair/Replacement Date

Could not duplicate concern. 1984 vintage rifle - no fault found. Clean action and install new TA at 1/2 normal charges to restore customers faith in rifle. fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/7/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	NO FAULTS FOUND
Barrel	Description		22" 3006 SPR
	Date Code		EE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	

PS 8858

Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	SOME MARS,DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	LOCKTITE BUILD UP ON REC
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 8859

1255

5.5#
EE 10/84
22"
.007

PRODUCT 301-1

REPAIR TAG O G 401875

FIRES SOMETIMES W/CLOSETNY BOLT
WHEN TAKEN SAFTLY OFF
PLEAS CK OUT + REPAIR

CLYDE'S SPORT SHOP INC.
2307 Hammonds Ferry Road
BALTIMORE, MARYLAND 21227
Phone (410) 242-6108

could not duplicate concern
To restore confidence, can often
to replace TPA, check owner
clean at 1/2 normal cost.
Dwyle

Serial Number: B6631285

Model: 700

RE00128908

PS 8860

Remington Arms Co., Inc.
Product Service
Legal Case #:1410

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131544	7/20/2007	7/24/2007	7/24/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mike	Crawford	PO Box 899	Craig	AK	99921		H 907-826-2168

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S gun fired on safe release	Concern:1007 Fired on Safe Release			
C				

7/26/07-correspondence from repair-shot fired by flipping the safety from s to f w/o touching the trigger. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27047	G6401769	PY	6/23/2004 11:26:17 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	JAY S SPORTING GOODS INC		U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35.00	7/26/2007

7/26/07-Trigger pull is heavy. Replacing TA, check over, clean at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/24/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER PULL HEAVY
Barrel	Description		26" 7MM REM MAG
	Date Code		PY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	10#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 8862

1410

.015
P4 6/04
26"
10#

Remington Arms
ATTN: Arms Services
14 Hoefler Ave.
Ilion, NY 13357

To whom it may concern,

While checking to see if my scope was still correct, my second and third shot was fired by flipping the safety from "S' to "F" and not by using the trigger. Please contact me about questions, repairs, repair cost, and turn around time. Thank you.

Mike Crawford

Mike Crawford
P.O. Box 899
Craig, Alaska 99921
(907) 826-2168

Serial Number: G6401769
Model: 700
RE00131544

RECEIVED
JUL 25 2007
BY: RW

could not duplicate concern.
Trig. pull is Heavy. Will replace
TPA, checkover, clean. AT
N/C #230145

PS 8863

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00131544

Verify Repair | High Priority

Serial: G6401769 Model: 700 Center Fire Caliber: 7 MM REM MAG Produced: 06/23/2004

Repairman: Bruce Travis

Status: Repairing 7/24/2007 6:45:06 AM

Address Information

Customer: (Received From)		Return To: (Received From)	
Name:	MIKE CRAWFORD		MIKE CRAWFORD
Address 1:	P.O. BOX 899		P.O. BOX 899
Address 2:	PO Box:		PO Box:
City:	CRAIG		CRAIG
State: AK	Zip Code: 99921	State: AK	Zip Code: 99921
Country:	US	Country:	US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
7/20/2007 10:39	valentds	From: Check In	To:
7/20/2007 10:39	valentds	Repair information change	
7/23/2007 8:48:4	Travisbw	Estimate Update	Status: Estimating
7/23/2007 11:35	valentds	Repair information change	
7/23/2007 11:41	valentds	Repair information change	
7/24/2007 6:41:4	Travisbw	Estimate Update	Status: PartsHold
7/24/2007 6:45:0	System	Immediate SAP Allocation	
7/24/2007 7:13:2	Travisbw	Estimate Update	Status: Repairing

- [ ] Shipping Hold
- [ ] InterFace Hold
- [ ] Estimate Sent
- [x] Parts Received
- [ ] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Repairing

7/24/2007 6:45:06 AM

Travisbw

Check In

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 7/24/2007 8:31 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Microsoft Excel | Arms Services Repair... | 8:31 AM

PS 8864

Remington Arms Co., Inc.
Product Service
Legal Case #:1593

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
134444	9/26/2007	9/27/2007	9/27/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mack's Sport Shop	Eddy Deleon		212 Lower Mill Bay	Kodiak	AK	99615		H 907-486-4276 F 907-486-2928

Incident Information

Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI					
PD floorplate components broken	Cause:4038	Could Not Duplicate Concern		Unknown	
S	Concern:1007	Fired on Safe Release			
C					

9/28/07-correspondence from repair-bolt wont stay cocked upon closing or fires from the safety going from safe to fire. Floor plate retaining spring latch broken. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	26287	S6404088	CV	4/20/2001 11:21:34 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	CYS SPORTING GOODS INC	TWO PIECE SCOPE BASE	U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair at 1/2 cost						

Repair/Replacement Cost	Repair/Replacement Date

9/28/07-Quote sent to replace ta, clean, check over for $74.50.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/27/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM DIRTY AND RUSTY
Barrel	Description		22" 3006 SPR MR SS
	Date Code		CV
	Bore Plugged	False	
	Bulged	False	

PS 8865

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	RUSTY
	Stock Condition	Worn; Functioning	SCRATCHED, FLOOR PLATE LATCH BROKEN
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY AND RUSTY
	Pull	---Select---	8#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8866

MACK'S SPORT SHOP
212 Lower Mill Bay
KODIAK, ALASKA 99615
Phone 907-486-4276 Fax 907-486-2928

REMINGTON
4732

☐ SERVICE ☐ INSTALL | ☐ WILL CALL ☒ WARRANTY | PHONE 942-3731 | DATE 9/20/07

NAME EDDY DELEON | MAKE REMINGTON

APT. | MODEL 700

1593 | SERIAL S6404088

ITEM TO BE SERVICED | NATURE OF SERVICE REQUEST

LW 4/01

QUAN.		DESCRIPTION OF PARTS OR MATERIAL	AMOUNT
		BOLT WON'T STAY LOCKED	8#
		WHEN CLOSING OR FIRES	
		FROM THE SAFETY GOING	.015
		FROM SAFE TO FIRE FLOOR-	22"
		PLATE RETAINING SPRING	
		LATCH BROKEN PLEASE	
		FIX OR REPLACE UNDER	
		WARRANTY	
		TRS	
		FRIR	
		could not duplicate concern.	

LABOR PERFORMED:
TRIG. ASSM VERY dirty + RUSTY
Replace TPA, check over, clean
At 1/2 cost. Quote

Total Material
Tax
Total Labor

Serial Number: S6404088
Model: 700
RE00134444

ONSIBLE FOR LOSS, OUR CONTROL.

4732

Ref. No: G 315702305

PS 8867

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00134444

Verify Repair

Serial: S6404088 Model 700 Center Fire Caliber: 30.06 SPRG Produced: 04/20/2001

Repairman:

Status: New 9/25/2007 8:14:30 AM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: MACK'S SPORT SHOP	MACK'S SPORT SHOP
Address 1: 212 LOWER MILL BAY	212 LOWER MILL BAY
Address 2:	
PO Box:	PO Box:
City: KODIAK	KODIAK
State: AK Zip Code: 99615 Country: US	State: AK Zip Code: 99615 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
9/25/2007 8:11:3	New	valentds	Repair Added	
9/25/2007 8:14:3	Update	valentds	Repair information change	
9/25/2007 8:14:5	Expedite	valentds	From: Check In	To:
9/27/2007 9:28:0	Expedite	pencerl	From: Product Services	To: Repair

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

9/25/2007 8:14:30 AM

valentds

Repair Bench

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryl 9/27/2007 11:02 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Arms Services Repair... | Microsoft Excel - PS H... | Search for a Serial Nu... | 11:02 AM

PS 8868

Remington Arms Co., Inc.
Product Service
Legal Case #:1361

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
130617	6/22/2007	6/22/2007	6/22/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jeff	DiPaola	10 Summit Ave	Montvale	NJ	07645		H 201-760-2600 C 201-951-5460

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S fires on safe release	Concern:1007 Fired on Safe Release			
C				

6/26/07-correspondence from repair-rifle discharged when safety is put to fire. This is a used firearm.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	20000	A6887450	CA	4/7/1980

Date Purchased	Where Purchased	Accessories	Original Owner
	UDISCO SALT LAKE UT	TWO PIECE SCOPE BASE AND RINGS	N

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

6/26/07-Replace TA under smp for $20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/22/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		CA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

PS 8869

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	MARS,DENTS,SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	3#
	Altered	True	TRIG PULL ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE AND RINGS

PS 8870

1361

Remington.

.008
24"
CA 4/80
3#

Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700 BDL lh

Serial Number: A 6887450

Are you the original owner?: __ YES ✓ NO

Name: P. Jeff DiPaola

Date of Purchase: april 2007

Address (no PO Boxes): 10 Summit Ave.

City: Montvale

State: NJ

Zip: 07645

Phone (Daytime): 10'-760-2600

Fax: 201-760-2550

E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)

jeff@starnet-media.ocm

130617

E-mail Address:

__ I would like to receive future e-mail updates from Remington.

Please describe your problem and date of ocurrence:

Rifle inadvertantly discharges when the safety is set to fire. Rifle discharged first time I loaded it at the range and pushed the safety to "F" positiion. I did not have my finger on the trigger. I was not able to reproduce the circumstances but I only put 6 rounds through the gun.

This is a used gun that I had just purchased. So I am clueless as to treatment and service history of this firearm.

please Contact me for shipping Address!!

99 characters left

Ammunition Information:

Manufacturer: igman

Type: 7 mm rem mag

Other (i.e. bullet weight/type, shot size, powder): 175 grain

Handload Information:

Powder Used:

Powder Weight:

Case/Hull Used:

Primer Used:

Bullet Type/Shot Size:

Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: hoppes

How often do you clean the bore? (Months or Number of rounds) whenever fired

How often do you clean the action? (Months or Number of rounds) 100 rounds

How often do you clean the trigger assembly? (Months or Number of rounds) 200 rounds

could not duplicate error
Trig. Pull set screw w/ Thread.
Trig. Assm. Dirty/sticky.
replace TPA check over clean
under sol'k lock program for
$20.00
Quote

PS 8871

Brand of lubricant used: Hoppes

How often do you lubricate the bore? (Months or Number of rounds)

How often do you lubricate the action? (Months or Number of rounds)

How often do you lubricate the trigger assembly? (Months or Number of rounds)

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ✓ YES __ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)
Unknown

What were the services performed?) Unknown

NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.

Ship your INSURED firearm by either UPS or Parcel Post to:

Remington Arms Co., Inc.
Attn: Arms Service Division
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

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Remington

Serial Number: A6887450
Model: 700
RE00130617

PS 8872

Supry, Fred L.

From: Supry, Fred L.
Sent: Friday, June 22, 2007 2:15 PM
To: 'jeff@starnet-media.com'
Subject: 700 Rifle A6887450

6/22/2007

Jeff,

We received the rifle you sent in and found the Trigger assembly to be contaminated with dried and sticky lubricant residue, also the trigger settings were adjusted outside of the factory specifications. Your firearm also has the bolt lock which means it has to be taken off safe to open the bolt. We have a program called the bolt lock modification program – we will clean the action and install a complete new trigger assembly without the bolt lock feature for $20. Once you receive the rifle you will be able to open the bolt with the safety in either the off or on position.

We were unable to read the first 3 digits of your phone number – please supply that number. You wanted us to contact you to get return shipping information – please supply that information.

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

PS 8873

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00130617

Verify Repair

Serial: A6887450 Model 700 Center Fire Caliber: 7 MM REM MAG Produced: 04/07/1980

Repairman:

Status: New 6/22/2007 10:22:42 AM

Address Information

Customer: Received From

Name: JEFF DIPAOLA

Address 1: 10 SUMMIT AVE

Address 2: PO Box:

City: MONTVALE

State: NJ Zip Code: 07645 Country: US

Return To: Received From

JEFF DIPAOLA

10 SUMMIT AVE

PO Box:

MONTVALE

State: NJ Zip Code: 07645 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Des
6/20/2007 10:55	New	donovands	Repair Added	
6/20/2007 12:05	EmailSent	ArmEmail	Repair Received	JEF
6/20/2007 12:05	EmailVerified	ArmEmail	Receipt	JEF
6/22/2007 10:22	Update	valentds	Repair information change	
6/22/2007 10:22	Update	valentds	Repair information change	
6/22/2007 10:23	Expedite	valentds	From: Check In	To:
6/22/2007 2:17:3	Comment	supryll	Returned to Arms Service for repair	

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New 6/22/2007 10:22:42 AM valentds

Product Services

Repair Location: IEN

Current Location: IEN

Transfer Number:

Repair Search | Refresh | Close

supryll 6/22/2007 2:17 PM CAPS NUM INS SCRL

start | Inbox - Microsoft Ou... | Arms Services Repai... | PS Hold Guns AS | Search for a Serial N... | Current Cases - Micr... | 2:17 PM

PS 8874

Supry, Fred L.

From: Jeff DiPaola [jeff@starnet-media.com]
Sent: Friday, June 22, 2007 3:53 PM
To: Supry, Fred L.
Subject: Re: 700 Rifle A6887450[Scanned]

Hi Fred:

Definitely do the $ 20.00 replacement. You can call me at work: 201-760-2600 or my cell: 201-951-5460 and I can give you a credit card or whatever it takes.

Shipping:

LM Message 6/26/2007 $21.20

To; Jeff DiPaola
c/o Starnet
50 Commerce Drive
Allendale, NJ 07401
201-760-2600

Thank you for everything

Jeff
On Jun 22, 2007, at 2:14 PM, Supry, Fred L. wrote:

6/22/2007

Jeff,

We received the rifle you sent in and found the Trigger assembly to be contaminated with dried and sticky lubricant residue, also the trigger settings were adjusted outside of the factory specifications. Your firearm also has the bolt lock which means it has to be taken off safe to open the bolt. We have a program called the bolt lock modification program – we will clean the action and install a complete new trigger assembly without the bolt lock feature for $20. Once you receive the rifle you will be able to open the bolt with the safety in either the off or on position.

We were unable to read the first 3 digits of your phone number – please supply that number. You wanted us to contact you to get return shipping information – please supply that information.

PS 8875

Fred Supry, Manager

Product Service and Law Enforcement Training

Remington Arms Company

14 Hoefler Avenue

Ilion, NY 13357

Phone: 315-895-3606

Fax: 315-895-3661

e-mail: fred.supry@remington.com

Message was spam and virus filtered by Vircom Modusgate appliance

PS 8876

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00130617

Verify Repair

Serial: A6887450 Model:700 Center Fire Caliber: 7-MM REM MAG Produced: 04/07/1980

Repairman: Robert Frink

Status: PartsHold 6/26/2007 10:47:35 AM

Address Information

Customer: Received From

Name: JEFF DIPAOLA

Address 1: 10 SUMMIT AVE

Address 2: PO Box:

City: MONTVALE

State: NJ Zip Code: 07645 Country: US

Return To: Received From

JEFF DIPAOLA

10 SUMMIT AVE

PO Box:

MONTVALE

State: NJ Zip Code: 07645 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
6/25/2007 7:33:4	Expedite	pencerl	From: Product Services
6/25/2007 10:12	Estimate	frinkre	Estimate Update
6/25/2007 11:28:	Expedite	pencerl	From: Repair Bench
6/25/2007 3:31:1	ApprovalHold	BatchJob	Quotation Control
6/25/2007 4:20:2	Comment	brennans	Left Message For Customer to Call
6/25/2007 4:21:1	Comment	brennans	Mailed Estimate to Customer
6/26/2007 10:47:	Approved	supryfl	E-mail

- [ ] Shipping Hold
- [ ] InterFace Hold
- [x] Estimate Sent
- [ ] Parts Received
- [ ] Passed Inspection
- [ ] Return As Received
- [x] Has been Approved
- [ ] Internal Repair

Current Status: PartsHold

6/26/2007 10:47:35 AM

frinkre

ApproveRack

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl 6/26/2007 10:49 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Microsoft Word | Arms Services Repair | PS Hold Guns AS | 10:49 AM

PS 8877

Remington Arms Co., Inc.
Product Service
Legal Case #:1250

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128874	5/2/2007	5/3/2007	5/3/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Dittes	PO Box 6	Los Molinos	CA	96055		H 530-384-1774 E jcdittes@scglobal.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S SMP	Concern:1025 Unexplained Discharge - No Mention of Safety Position			
C				

5/4/07-correspondence from repair-rifle purchased by his mother in 1970s. Discharged on 2 occasions either moving safety or bolt closing. Cust sending in for SMP.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	A6671045	DQ	9/1/1978

Date Purchased	Where Purchased	Accessories	Original Owner
	SLOANS SPT GD RIDGEFIELD CT	SCOPE BASE WITH BOTTOM HALF OF RINGS	U

CONCERN:FBC OR FSR (UNSURE)

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

5/4/07-Could not duplicate concern. Replace TA, check over, clean under bolt lock program. Quote sent.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/3/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		DQ
	Bore Plugged	False	
	Bulged	False	

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE AND BOTTOM HALF OF RINGS

PS 8879

John Dittes
P.O. Box 6
Los Molinos, CA
96055
(530) 384-1774
jcdittes@sbcglobal.net

Feb. 7, 2007

Dear Sirs,

I am sending this Remington 700 .30-06 for a safety-related repair issue. (Serial # A6671045)

This rifle, purchased new by my mother in the mid-to late 1970's, has spontaneously discharged twice on two seperate hunting trips. In both cases, my mother says she did not have her finger on the trigger. I can't remember exactly, but it fired either when she flipped the safety, or chambered a round. I'm not certain which, but it scared her enough that she packed the rifle away.

I recently inherited the rifle, and a friend told me about a Model-700 safety recall that he'd heard about on a T.V. News-show. I'd like to send you this rifle for the repair and certification mentioned on your web-page. I'd like to use this rifle again for deer and wild Pig hunting.

OVER

Thank you.
John Dittes

RECEIVED
MAY 14 2007
BY:

PS 8880

TO: Remington Arms Company
Att: Product Services

Serial Number: A6671045

Model: 700

RE00128874

could not duplicate concern.
replace TPA, check over, clean
under Bolt Lock program
Ron $20.00 Quote

PS 8881

Remington Arms Co., Inc.
Product Service
Legal Case #:1866

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138370	12/15/2007	12/17/2007	12/17/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Dunns Sporting Goods	Dunns		8733 commercial blvd	Pevely	MO	63070		W 636-475-4240

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S fires on safe release	Concern:1007 Fired on Safe Release			
C				

12/19/07-correspondence from repair-on occassion gun fires when safety is turned off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	A6439526	CO	4/12/1977
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	WYETH CO ST JOSEPH MO	TWO PIECE SCOPE BASE	U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date
25	12/19/2007

12/19/07-replace ta under smp.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		CO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8882

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	SOME WEAR FROM LEAKING PRIMERS
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.007
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8883

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00138370

Verify Repair

Serial: A6439526 Model 700 Center Fire Caliber: 270270 WIN. Produced: 04/12/1977

Repairman:

Status: Closed 12/15/2007 9:03:28 AM

Address Information

Customer: Received From

Name: DUNS SPORTING GOODS

Address 1: 8733 COMMERCIAL BLVD

Address 2:

PO Box:

City: PEVELY

State: MO Zip Code: 63070 Country: US

Return To: Received From

DUNS SPORTING GOODS

8733 COMMERCIAL BLVD

PO Box:

PEVELY

State: MO Zip Code: 63070 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
12/15/2007 8:58	Sanguinegf	Repair Added	
12/15/2007 9:03	Sanguinegf	Closed at Expedite	
12/18/2007 7:48	supryfl	Returned to AS for repair	Bolt lock modification program

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: Closed

12/15/2007 9:03:28 AM

Sanguinegf

Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl 12/18/2007 7:49 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Microsoft Excel - PS H... | Arms Services Repair... | 7:49 AM

PS 8884

REPAIR TAG OK 145862

DUNNS SPORTING GOODS, INC.
9755 Commercial Blvd.
Peoria, Illinois 61615
(309) 473-4293

CUSTOMER Kevin Swope
COPY NO. K 145862
ADDRESS Remington
MODEL OR SERIAL NO. 700
PHONE
DATE RECEIVED 11/30/07
TROUBLE REPORTED SN: L6439526
PROMISED
DELIVERED
On Occasion when safety is turned off gun fires

DESCRIPTION OF MATERIAL USED — AMOUNT

R 1-135

Sent 12/5/7

TOTAL MATERIALS	
LABOR	
TAX	
TOTAL	

RECEIVED BY

Thank You! CASH ON COMPLETION OF WORK →

Serial Number: A6439526

Model: 700

RE00138370

Could not duplicate concern
replace TPA check over clear
under bolt lock program
Ron $20.00 + ship.
Quote

PS 8885

1866

Form H

.007
CO 4/77
5#
-22"

Dunn's Sporting Goods Repair Form

P.O. Box 631 Highway 61-67
Pevely, MO 63070
Ph. (636)475-4240 Fax (636)479-7214

I, KEVIN SWOPE (print name) of 1456 Megan Hts. (street address)

PEVELY (city) Missouri (state) 63070 (Zip code)

636-475-7536 (phone days) 636-208-4432 (cell)* (phone evenings)

MODL (government issued photo ID type) 49674/078 (ID number) 4/23/2009 (ID expiration date)

hereby convey to Dunn's Sporting Goods for repair my firearm which is a:

Rem (make) 700 (model) AG439526 (serial number)

Rifle (type, i.e. shotgun) 270 Win (caliber/gauge)

I understand there is a minimum charge of $25 plus labor, parts and/or shipping fees as necessary. I also understand Dunn's cannot be held responsible for the length of time required for repairs or liable for any injuries caused by use or misuse of this firearm after it is returned.

X (signed) 11-30-2007 (date) Nato (name of employee receiving gun)

Dunn's Sporting Goods returned the above firearm to me on this date:

(signed) (date) (name of employee confirming ID)

OFFICE USE ONLY: repair tag number K145862 repair log number (1) R7-135

(2)

PS 8886

Over

Remington Arms Co., Inc.
Product Service
Legal Case #:1883

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138411	12/17/2007	12/18/2007	12/18/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Greg	Durban	312 Pfeifer Rd	Prospect	PA	16052		H 412-299-4277

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C fires on safe release				

12/19/07-correspondence from repair-rifle ucocks itself upon chambering a round or working the action about 50% of the time. This happens when safety is in the fire position. Flipping the safety to the fire position results in the rifle to fire about 50% of the time.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	26915	T6201505	XN	12/15/1993
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	NATIONAL RECREATIONAL SHOOTING SUPP		Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at discount						
	Repair/Replacement Cost	**Repair/Replacement Date**				

12/19/07-quote sent to replace TA at 1/2 price. Trig set screws altered.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/18/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED,NO TRIGGER RETURN, WILL FOLLOW DOWN
Barrel	Description		24" 3006 SPR SS
	Date Code		XN
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8887

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	RUSTY
	Pull	---Select---	2#
	Altered	True	TRIGGER SET SCREWS ALTERED WILL FOLLOW DOWN
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 8888

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00138411

Verify Repair

Serial: T6201505 Model 700 Center Fire Caliber: 30 06 SPRG Produced: 12/15/1993

Repairman:

Status: Closed 12/17/2007 9:19:55 AM

Address Information

Customer: Received From

Name: GREG DURBAN

Address 1: 312 PFEIFER RD.

Address 2: PO Box:

City: PROSPECT

State: PA Zip Code: 16052 Country: US

Return To: Received From

GREG DURBAN

312 PFEIFER RD.

PO Box:

PROSPECT

State: PA Zip Code: 16052 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/17/2007 8:57:	New	sanguinegl	Repair Added	
12/17/2007 9:19	Closed	sanguinegl	Closed at Expedite	
12/17/2007 12:0	EmailSent	ArmEmail	Repair Received	HUNT3R@EMBARQM
12/17/2007 12:0	EmailVerifie	ArmEmail	Receipt	HUNT3R@EMBARQM
12/18/2007 8:33	Comment	supryfl	Returned to AS for repair	

Shipping Hold
InterFace Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status: Closed
12/17/2007 9:19:55 AM
sanguinegl
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number

Repair Search | Refresh | Close

supryfl 12/18/2007 8:33 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Microsoft Excel - PS H... | Arms Services Repair... | CaseMgmt - Microsof... | 8:09 AM

PS 8889

1883

2#
XN
12/93
24"
.015

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 SSDM	**Serial Number:** T6201505
Are you the original owner?: ☐ YES ☒ NO	
Name: GREG DURBAN	**Date of Purchase:** About 8 years ago
Address (no PO Boxes): 312 PFeiFer Rd.	
City: Prospect	**State:** PA. **Zip:** 16052
Phone (Daytime): 412-299-4277	**Fax:**
E-mail Address: HUNT3R@EmbarqMail.com	
☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem: The RiFle uncocks itself
1) upon chambering a round or working the action about 50% of the time or more. The Happens when RiFle Safety is in Fire Position.
2) Flipping the safty to the Fire position results in the RiFle to Fire or the Firing Pin to release approximatly 50% of the time.

Ammunition Information:

Manufacturer: Remington, Howady	Type: 165 grn. Boattail
Other (i.e. bullet weight/type, shot size, powder):	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used:	Hoppes
How often do you clean the bore? (Months or Number of rounds)	After any use
How often do you clean the action? (Months or Number of rounds)	After any use
How often do you clean the trigger assembly? (Months or Number of rounds)	- Do not usually disassemble any parts to clean other than seperating stock from the chambered action.
Brand of lubricant used:	

PS 8890

- Rem.oil
- WD40

* I was advised this repair would

How often do you lubricate the bore? (Months or Number of rounds) After shooting

How often do you lubricate the action? (Months or Number of rounds) After any shooting

How often do you lubricate the trigger assembly? (Months or Number of rounds) N/A

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☒ YES ☐ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? N/A

What were the services performed? N/A

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused

Serial Number: T6201505

Model: 700

RE00138411

ost. Remington is not responsible for
purchase insurance from your carrier.

idelines:

urned to you C.O.D. (To avoid C.O.D. Charges, please
ith your gun)

stimate detailing the nature of the repair, applicable taxes
air estimate. Repairs can be paid by check, money order,
d, or VISA). If you wish, you can expedite repairs over
billed to your credit card.

Fir. pin will follow down.
Trig. set screws altered so
There's no trig return.
Replace TPA, check over, clean
AT 1/2 normal charges.

Quote

PS 8891

Remington Arms Co., Inc.
Product Service
Legal Case #:1669

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135301	10/19/2007	10/22/2007	10/22/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Joseph	Fonde	169 N Clearview Ave	Langhorne	PA	19047		H 215-752-1483 E joey@joefonde.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

10/24/07-correspondence from repair-rifle shoots when safety is flipped to fire. Sending in for SMP.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	A6365287	EI	10/1/1976
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	JERRYS SPT MONTDALE PA		U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

10/24/07-replacing TA under smp.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/22/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	SET SCREWS ALTERED,WILL FOLLOW DOWN
Barrel	Description		22" 270 WIN
	Date Code		EI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8892

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	APPEARS METAL HAS BEEN REFINISHED OUSIDE OF FACTORY
	Stock Condition	Slightly Worn; Functioning	SYNTHETIC
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		CROSS BOLT SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,HEAVY LUBE
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

PS 8893

Joseph Fonde

169 N. Clearview Ave.

Langhorne, Pa. 19047

joey@joefonde.com
<mailto:joey@joefonde.com>

215-752-1483

1669

EI 10/76
4H
22"
.010

Called customer for credit card info - working on call back

October 9, 2007

Hello Remington Arms,

The enclosed rifle has a serious safety issue. When the safety is flipped from the safe position to the fire position the rifle shoots. I fired the rifle several times from a bench position to duplicate the problem just to make sure it wasn't something I did to cause the firing. It did fail a couple more times.

I would like the rifle be upgraded thru your Safety Modification Program and contact me for credit card information for the cost of the repairs. Do not ship COD.

Thank You

Joseph Fonde

Follows Down N. very dirty. Trig-set screws altered upper TPA, check over, clean under bolt cock programmer $20.00 Quote

Serial Number: A6365287301

Model: 700

RE00135301

PS 8894

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00135301

Verify Repair

Serial: A6365287 Model: 700 Center Fire Caliber: 270 WIN SYN Produced: 10/13/1976

Repairman: Dale Lewis

Status: ApprovalHold 10/23/2007 9:58:00 AM

Address Information

Customer — Received From

Name: JOSEPH FONDE
Address 1: 169 N CLEARVIEW AVE
Address 2: PO Box:
City: LANGHORNE
State: PA Zip Code: 19047 Country: US

Return To — Received From

JOSEPH FONDE
169 N CLEARVIEW AVE
PO Box:
LANGHORNE
State: PA Zip Code: 19047 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
10/12/2007 10:5	skinnerll	Repair Added	
10/12/2007 12:0	ArmEmail	Repair Received	JOEY@JOEFONDE.COM
10/12/2007 12:0	ArmEmail	Receipt	JOEY@JOEFONDE.COM
10/17/2007 11:3	valentds	Repair information change	
10/23/2007 7:25	pencerl	From: Check In	To: Repair Bench
10/23/2007 9:54	lewisdb	Estimate Update	Status: Repairing
10/23/2007 9:58	lewisdb	Estimate Update	Status: ApprovalHold

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: ApprovalHold
10/23/2007 9:58:00 AM
lewisdb
Repair Bench
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryfl 10/23/2007 10:25 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | PS Hold Guns AS | Arms Services Repair... | 10:25 AM

RECEIVED
OCT 24 2007
BY: _____

PS 8895

Remington Arms Co., Inc.
Product Service
Legal Case #:1441

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
134301	9/26/2007	8/3/2007	9/27/2007	8/1/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Troy	Foster	5188 Hwy 49 N PO Box 245	Mariposa	CA	95338		W 209-966-2692 E nutsandbolts@sti.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI ears ringing PD Damaged door casing S C	Cause:4006 Altered Adjustments or Components Concern:1020 Fired on Bolt Opening		N	ok

8/3/07-email through right now-cust had firearm loaded in house, had to put it to fire to open bolt, gun discharged. Hit door casing and trim damaged a door. He has not had any adjustments made to trigger assembly. His wife, Shirley, was in same room and both had ringing ears for a bit but that seems better now. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	20000	A6385073	XI	12/3/1976
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	UDISCO SALT LAKE CITY UT	SCOPE BASE	U			

8/3/07-serial number not available at time of call.lw CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c-goodwill gesture						

Repair/Replacement Cost	Repair/Replacement Date
35	10/16/2007

8/3/07-sending box, ars, & ltr. In ltr, cust asked for reimbursed for damage to home and hearing test. He did not mention this in our conversation.lw 8/8/07-copy of file requested. Sent to Jessica Bismark at Swanson, Martin & Bell.lw 9/27/07-quote sent to replace trigger assembly for $20 under SMP.lw 10/16/07-offered to replace trigger at n/c but we could not cover any other damages. Explained that trigger had been adjusted well below our specifications.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/27/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGG ASSM SET SCREWS ALTERED

Barrel	Description		24" 22-250 REM
	Date Code		XI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	BRASS WASH ON FACE
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

PS 8897

QUOTATION

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700
www.remington.com *info@remington.com*

ESTIMATING REPORT

Parts/Repairs 800-243-9700
Fax 336-548-7801

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number	Description/Serial Number		
RE00134301	A6385073	Date Received -	9/26/2007
Account # - R-		Estimate Date -	9/27/2007
		Current Date -	10/16/2007

Customer
TROY FOSTER
5188 HWY 49 N

MARIPOSA. CA 95338 US

Return To
TROY FOSTER
5188 HWY 49 N

MARIPOSA. CA 95338 US

Phone (H) (209)-966-2692 **Fax**
Phone (W) **Email**

Please Circle One
VISA MC AMEX DISCOVER Card No._____ Exp. Date_____
PO Number _____
Daytime Phone (____)_____ Time To Call_____ Open Acct. R_____
Approval: Customer Signature _____ Date _____

☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box

Notice: We process checks electronically through Check 21

Reported		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M106	COULD NOT DUPLICATE CUSTOME
M995	UNOPENED PRODUCT SERVICES	M178	TRIG ADJ SCREWS RESET, CANNOT
		M240	BOLT LOCK SAFETY MODIFICATIO

Technician's Comments

ProblemNotes Check over replace trigger assb. under bolt lock safety progam for $20.

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote

Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt
Part						
F305570	700 X-MARK PRO TRIG ASSB RH BLACK	1	Y	$90.00	0%	$0.00
Service						
4000104	ARMS SERV SHIPPING & HANDLING	1	Y	$12.00	0%	$0.00
4000118	GR-CLEAN	1	Y	$20.00	0%	$0.00
4000119	GR-TEST	1	Y	$15.00	0%	$0.00
4000294	GR-CHECK TPA	1	Y	$15.00	0%	$0.00
				Sub Total:		**$0.00**
				Est. Sales Tax:		
				Grand Total:		**$0.00**

PS 8898

(MM).

Watson, Laura M.

From: norma.osteen@remington.com
Sent: Friday, August 03, 2007 12:02 PM
To: Watson, Laura M.
Subject: FWD: Unexpected firing 700 BDL 22.250 caliber[Scanned]

The following incident has been forwarded to you by:
Norma (norma.osteen@remington.com)

Sender's Comment

Laura,

This one's for you.
Contact Information

Email Address: nutsandbolts@sti.net
First Name: Troy
Last Name: Foster
Type:
Title:
Address: PO Box 245
Address_2:
City: Mariposa
State: CA
Zip: 95338
Country: USA
Phone: 209-966-2692
Fax:
Url:
Email Consent: Yes
Phone Number:

5188 Hwy 49N
MARIPOSA, CA
95338

When? - WED -
SERIAL? -
OK? Yes
Damage - casing, door trim
door in laundry.
NO adjustments to Trigger assem

Reference #070801-000098 Shirley

Summary: Unexpected firing 700 BDL 22.250 caliber
Rule State: End Progress
Product Level 1: Firearms
Date Created: 08/01/2007 10:05 PM
Last Updated: 08/03/2007 12:01 PM
Status: Unresolved
Assigned: Laura
Model_Number: Mod 700 BDL
Serial_Number:

ARS + BOX
857738

Discussion Thread

Note (Norma) - 08/03/2007 12:01 PM
Assigned & forwarded to Laura Watson

Customer (Troy Foster) - 08/01/2007 10:05 PM
Today I loaded a single shell into my model 700BDL(I never load more than that for safety reasons)set the safety to safe position, and stood watch where varmint activity had been occuring. After some while I elected to stop and entered the house. I aimed the gun away from any persons and unlatched the safety. When I attempted to eject the shell by activating the bold, the weapon discharged - in spite of having my fingers well away from the trigger or trigger guard. I own many dozens of firearms and have been shooting for over 45 years. This is the first time any firearm has unexpectedly fired. Condiderable damage was done to the interior of my house, and moreover, both my wife and I were in a close environment, and both of us are suffering ringing of the ears now.

PS 8899

My opinion is that this firearm is defective in design. I keep all my firearms clean, properly lubricated, and report any problems to a competent gunsmith. I had no reason to believe this arm was in any condition less than perfect.

I am now very concerned with my firearm, and other Remingtons I own. Please advise what action I need to take to a) get my firearm in safe operating condition, b) get re-imbursed for the damage to my home, and c) have a hearing test for both my with and me.

Thank you.
Troy Foster
209-966-2962

PS 8900

Remington®

August 6, 2007

Troy Foster
PO Box 245
5188 Hwy 49N
Mariposa, CA 95338

Subject: Model 700
RE: Case #1441

Dear Mr. Foster,

We were sorry to learn of the unfortunate incident that you experienced while varmint hunting at your home. As I understand it, the rifle fired in your home when you opened the bolt to unload it, striking a door and door casing. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8901

TROY FOSTER
5188 HWY 49 N
MARIPOSA CA 95338

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6659 8575

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:TROY FOSTER/LW
REF 2:ATTN: SERVICE DEPT

WS 9.0.49 LP2844 69.0A 07/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, sometimes or in all cases applicable to international shipments, govern and may limit the liability of UPS in connection with the loss or damage of shipments. Shipment Date Limited to U.S. and Canada.

PS 8902

Oakley, Anita B.

From: Watson, Laura M.
Sent: Friday, August 03, 2007 5:05 PM
To: Media Coordinator Schedule
Subject: ARS requests

www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST

DATE:	8/3/2007	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXX
DESCRIPTION:	REF: 700		

LABEL INFORMATION

MAIL LABEL TO: Troy Foster
PO Box 245
5188 Hwy 49 N
Mariposa, CA 95338

RETURN ITEM Ilion, NY
Attn: Product Service
Factory Only

(Need a label please)

```
4XX596          AUG 6, 2007      ALL CURR USD        1 OF 1
SERVICE GNDCOM          ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066598575
REF 1:TROY FOSTER/LW
REF 2:ATTN: SERVICE DEPT

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS:
DV 0.00                 COD   0.00          SVC  T/P
DC 0.00                 DG    0.00           RS  0.50
AH 0.00                 PR    0.00           SD  0.00
TOT PUB CHG 10.12             PUB+HANDLING   SP  0.00
                                             10.12
```

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

PS 8903

1441

Watson, Laura M.

From: norma.osteen@remington.com
Sent: Friday, August 03, 2007 12:02 PM
To: Watson, Laura M.
Subject: FWD: Unexpected firing 700 BDL 22.250 caliber[Scanned]

The following incident has been forwarded to you by:
Norma (norma.osteen@remington.com)

Sender's Comment

Laura,

This one's for you.
Contact Information

Email Address: nutsandbolts@sti.net
First Name: Troy
Last Name: Foster
Type:
Title:
Address: PO Box 245
Address_2:
City: Mariposa
State: CA
Zip: 95338
Country: USA
Phone: 209-966-2692
Fax:
Url:
Email Consent: Yes
Phone Number:

5188 Hwy 49 N
MARIPOSA, CA
95338

When? WED.
SERIAL?
OK? Yes
Damage - ceiling, door trim
door to laundry.
NO adjustments to Trigger

Reference #070801-000098 Shirley

Summary: Unexpected firing 700 BDL 22.250 caliber
Rule State: End Progress
Product Level 1: Firearms
Date Created: 08/01/2007 10:05 PM
Last Updated: 08/03/2007 12:01 PM
Status: Unresolved
Assigned: Laura
Model_Number: Mod 700 BDL
Serial_Number:

ARS + BOX
857[illegible]

Discussion Thread

Note (Norma) - 08/03/2007 12:01 PM
Assigned & forwarded to Laura Watson

Customer (Troy Foster) - 08/01/2007 10:05 PM
Today I loaded a single shell into my model 700BDL(I never load more than that for safety reasons)set the safety to safe position, and stood watch where varmint activity had been occuring. After some while I elected to stop and entered the house. I aimed the gun away from any persons and unlatched the safety. When I attempted to eject the shell by activating the bold, the weapon discharged - in spite of having my fingers well away from the trigger or trigger guard. I own many dozens of firearms and have been shooting for over 45 years. This is the first time any firearm has unexpectedly fired. Condiderable damage was done to the interior of my house, and moreover, both my wife and I were in a close environment, and both of us are suffering ringing of the ears now.

PS 8904

My opinion is that this firearm is defective in design. I keep all my firearms clean, properly lubricated, and report any problems to a competent gunsmith. I had no reason to believe this arm was in any condition less than perfect.

I am now very concerned with my firearm, and other Remingtons I own. Please advise what action I need to take to a) get my firearm in safe operating condition, b) get re-imbursed for the damage to my home, and c) have a hearing test for both my with and me.

Thank you.
Troy Foster
209-966-2962

PS 8905

Remington®

August 6, 2007

Troy Foster
PO Box 245
5188 Hwy 49N
Mariposa, CA 95338

Subject: Model 700
RE: Case #1441

Dear Mr. Foster,

We were sorry to learn of the unfortunate incident that you experienced while varmint hunting at your home. As I understand it, the rifle fired in your home when you opened the bolt to unload it, striking a door and door casing. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8906

TROY FOSTER
5188 HWY 49 N
MARIPOSA CA 95338

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6659 8575

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:TROY FOSTER/LW
REF 2:ATTN: SERVICE DEPT

WS 9.0.49 LP2844 69.0A 07/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the United States in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipments to/from Canada NOD-CSA-2002.

PS 8907

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 BDL 22 250	**Serial Number:** UNK

Are you the original owner?: ☐ YES ☒ NO

Name: TROY FOSTER	**Date of Purchase:** Approx 1986

Address (no PO Boxes):
4084 TRIANGLE ROAD

City: MARIPOSA	**State:** CA	**Zip:** 95338
Phone (Daytime): 209 966 2692	**Fax:** 209 966 6639	

E-mail Address: NUTSANDBOLTS @ STI, NET

☐ I would like to receive future e-mail updates from Remington.

Please describe your problem: UNIT discharged when attempt to operate BOLT WAS made. GUN HAD been on SAFETY, SAFETY WAS moved TO "FIRE" FIRED when bolt WAS lifted

Ammunition Information: cartridge included

Manufacturer:	Type:

Other (i.e. bullet weight/type, shot size, powder):
FACTORY

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Hoppes

How often do you clean the bore? (Months or Number of rounds) 2-3 x YR

How often do you clean the action? (Months or Number of rounds) 1 x YR

How often do you clean the trigger assembly? (Months or Number of rounds) HAVEN'T

Brand of lubricant used: BREAK FREE

PS 8908

How often do you lubricate the bore? (Months or Number of rounds)	2-3 x YR
How often do you lubricate the action? (Months or Number of rounds)	1 x YR
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1 x YR

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☒ NO

Comments: see above

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed? Never since I've owned it.

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8909

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00134301

Verify Repair

Serial: A6385073 Model 700 Center Fire Caliber: 22 250 REM Produced: 12/03/1976

Repairman:

Status: New 9/26/2007 10:54:40 AM

Address Information

Customer: Received From

Name: TROY FOSTER

Address 1: 5188 HWY 49 N

Address 2: PO Box:

City: MARIPOSA

State: CA Zip Code: 95338 Country: US

Return To: Received From

TROY FOSTER

5188 HWY 49 N

PO Box:

MARIPOSA

State: CA Zip Code: 95338 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
9/21/2007 9:20:0	New	skinnertl	Repair Added	
9/26/2007 10:52:	Update	valentds	Repair information change	
9/26/2007 10:54:	Expedite	valentds	From: Check In	To:
9/26/2007 10:54	Update	valentds	Repair information change	
9/27/2007 9:23:1	Expedite	pencerl	From: Check In	To: Repair

- Shipping Hold
- InteiFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

9/26/2007 10:54:40 AM

valentds

Repair Bench

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 9/27/2007 9:33 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Arms Services Repair... | Microsoft Excel - PS-H... | Search for a Serial Nu... | 9:36 AM

PS 8910

Remington Arms Co., Inc.
Product Service
Legal Case #:1431

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131846	8/3/2007	8/3/2007	8/3/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Charles	Gales	808 NW 5th St	Micanopy	FL	32667		H 352-466-4830

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1007 Fired on Safe Release			
C Fired on safe release				

8/6/07-correspondence from repair-when they take the safety off, the gun fires. Safety sticks.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25773	E6797860	RV	11/16/2001 1:36:10 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART WHSE 6003R - REG		U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35.00	8/6/2007

8/6/07-Trigg and trig pin rusted, causing trig piece to bind. Replace TA, check over, clean at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/3/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER AND TRIGGER PIN RUSTED TRIGGER PIECE BINDING
Barrel	Description		22" 3006 SPR
	Date Code		RV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8911

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Worn; Functioning	SCRATCHES/MARS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG AND PIN RUSTED
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 8912

1431

7#
22"
RV 11/01
,011

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 ADL	**Serial Number:** E6797860
Are you the original owner?: ☑ YES ☐ NO	
Name: Charles E Gales	**Date of Purchase:**
Address (no PO Boxes): 808 NW 5th St	
City: Micanopy	**State:** Florida **Zip:** 32667
Phone (Daytime): 352-466-4830	**Fax:**
E-mail Address:	
☐ I would like to receive future e-mail updates from Remington.	

1 31846

Please describe your problem:

When we take safty off the gun fires. After gun was fired it wouldn't go back on safty. Pull bolt half way back then it would go onto safty. then when you took safty off the gun would fire. Did it 3 times in a row. Wal-mart-Gainsville Florida Archer Road.

Ammunition Information:

Manufacturer: Remington	Type: 30-06 Spr / Bolt Action
Other (i.e. bullet weight/type, shot size, powder):	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Remington rim oil

How often do you clean the bore? (Months or Number of rounds)

How often do you clean the action? (Months or Number of rounds) Fired a few times

How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used:

PS 8913

Dean

How often do you lubricate the bore? (Months or Number of rounds)

How often do you lubricate the action? (Months or Number of rounds)

How often do you lubricate the trigger assembly? (Months or Number of rounds)

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☐ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper

Serial Number: E6797860

Model: 700

RE00131846

ost. Remington is not responsible for
purchase insurance from your carrier.

idelines:

urned to you C.O.D. (To avoid C.O.D. Charges, please
ith your gun)

estimate detailing the nature of the repair, applicable taxes
pair estimate. Repairs can be paid by check, money order,
d, or VISA). If you wish, you can expedite repairs over
e billed to your credit card.

TRIG. AND TRIG. PIN RUSTED, CAUSING TRIG. PIECE TO BIND. Replace TPA, check over, clean AT N/C # 230145

RECEIVED
AUG 06 2007
BY: [illegible]

PS 8914

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00131846

Verify Repair

Serial: E6797860 Model: 700 Center Fire Caliber: 30-06 SPRG Produced: 11/16/2001

Repairman:

Status: New 8/3/2007 7:12:45 AM

Address Information

Customer: Received From

Name: CHARLES GALES

Address 1: 808 NW 5TH STREET

Address 2: PO Box:

City: MICANOPY

State: FL Zip Code: 32667 Country: US

Return To: Received From

CHARLES GALES

808 NW 5TH STREET

PO Box:

MICANOPY

State: FL Zip Code: 32667 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
7/27/2007 11:12:	New	skinnertl	Repair Added
8/3/2007 7:12:45	Update	valentds	Repair information change
8/3/2007 7:14:05	Expedite	valentds	From: Check In
8/3/2007 9:07:52	Comment	supryfl	Returned to Arms Service for repair

- Shipping Hold
- Interface Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

8/3/2007 7:12:45 AM

valentds

Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl 8/3/2007 9:08 AM CAPS NUM INS SCRL

start | Inbox - Microsoft | PS Hold Guns AS | Arms Services Re | 2 Microsoft Offic | Microsoft Word | 9:08 AM

PS 8915

Remington Arms Co., Inc.
Product Service
Legal Case #:1344

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
130253	6/15/2007	6/18/2007	6/20/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gallenson's	Gallenson's		166 E 200 S	Salt Lake City	UT	84111		W 328-2016

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI					
PD		Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired with safety on when closing bolt	Concern:1008 Fired on Bolt Closing			
C					

6/20/07-correspondence from repair-Fired with safety on closing bolt.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/6 MM REM	20000	6571167	WP	8/1/1967

Date Purchased	Where Purchased	Accessories	Original Owner
	JC PENNEY STATESVLE NC	SCOPE,RINGS,TWO PIECE BASE,HARD CASE	U

CONCERN:FIRED WITH SAFETY ON CLOSING BOLT

Ammunition Information - None Defined
Other Products Information - None Defined
Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

6/20/07-Could not duplicate, trig set screws altered, replace TA, check over, clean under SMP.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/18/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 6 MM REM
	Date Code		WP
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8916

	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	SCRATCHES/MARS
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE,HARD CASE

PS 8917

Gallenson's

Hunting and Shooting Sports Specialist

166 East 200 South
Salt Lake City, Utah 84111
Phone 328-2016
Fax 328-1983

1344

Order # [illegible]

Date [illegible]

How Ship

Terms

WP 8/67
S.S.#
2211
.007

Remington

Quantity	Lot No.	Description	Unit Cost	Total
		700 6571167		
		ADL		
		Customer Said Gun		
		Fired with Safety on		
		Closing bolt.		
		Looped Image on Gun		
		MX-4V2 + Lubricating		

Serial Number: 6571167

Model: 700

RE00130253

253

could not duplicate concern
Trig. set screws Adjusted
Replace TPA, check over, clean
under bolt lock program for
$20.00 Quote

PS 8918

Buyer

Page No.

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00130253

Verify Repair

Serial: 657.1.167 Model:700 Center Fire Caliber: 6 MM REM Produced: 09/26/1972

Repairman:

Status: New 6/15/2007 8:45:13 AM

Address Information

Customer: Received From

Name: GALLENSON'S

Address 1: 166 E 200 S

Address 2: PO Box:

City: SALT LAKE CITY

State: UT Zip Code: 84111 Country: US

Return To: Received From

GALLENSON'S

166 E 200 S

PO Box:

SALT LAKE CITY

State: UT Zip Code: 84111 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
6/12/2007 10:51:	New	donovands	Repair Added
6/15/2007 8:45:1	Update	valentds	Repair information change
6/15/2007 8:54:4	Expedite	valentds	From: Check In

Shipping Hold

Inteiface Hold

Estimate Sent

Parts Received

Passed Inspection

Return As Received

Has been Approved

Internal Repair

Current Status

New

6/15/2007 8:45:13 AM

valentds

Product Services

Repair Location

LN

Current Location

LN

Transfer Number

Repair Search | Refresh | Close

supryll 6/18/2007 8:51 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | PS Hold Guns AS | Arms Services Repair | 8:51 AM

PS 8919

Remington Arms Co., Inc.
Product Service
Legal Case #:1221

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128185	4/21/2007	4/23/2007	4/23/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Daniel Richard	Gourley	49887 Calcutta Smith Ferry Rd	East Liverpool	OH	43920		H 330-385-2250

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI					
PD					
S	Fires when you close the bolt	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing		Unknown	
C					

4/24/07-corresp from repair-fires by self sometimes when you close the bolt.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25775	C6670584	DL	9/6/1991

Date Purchased	Where Purchased	Accessories	Original Owner
	ARKANSAS IMPORT & DISTRIB. CO.	TWO PIECE SEE THRU BASE	U

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair at 1/2 price						

Repair/Replacement Cost	Repair/Replacement Date

4/24/07-Quote sent to replace TA at 1/2 price to restore confidence in rifle.lw

Examination[Remington/CF/BA]

PS 8920

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		4/23/2007

Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 308 WIN
	Date Code		DL
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.016
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	MIN TRIG TO GUARD CLEARANCE
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SEE THRU BASE

PS 8921

1221

DL 9/91
5#
MIX CLEAN ON
TRY TO GUARD
2211
2016

Daniel Richard Gourley
49887 Calcutta smith Ferry Rd
East Liverpool, OH 43920
(330)385-2250
Model: Remington 700
Serial #: C6670584
Fires byself sometimes when you close the bolt

Daniel R. Gourley
49887 Calcutta Smith Ferry Rd
East Liverpool, OH 43920

Serial Number: C6670584
Model: 700
RE00128185

128185

Could not duplicate concern.
Can replace TPA at 1/2 normal cost,
to restore confidence in rifle.
Check over, clean.

Quote

RECEIVED
APR 24 2007
BY:

PS 8922

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00128185

Verify Repair

Serial: C6670584 Model 700 Center Fire Caliber: 308 WIN ADL Produced: 09/06/1991

Repairman:

Status: New 4/20/2007 3:00:22 PM

Address Information

Customer: (Received From)

Name: DANIEL GOURLEY

Address 1: 49887 CALCUTTA SMITH FERRY RD

Address 2: PO Box:

City: EAST LIVERPOOL

State: OH Zip Code: 43920 Country: US

Return To: (Received From)

DANIEL GOURLEY

49887 CALCUTTA SMITH FERRY RD

PO Box:

EAST LIVERPOOL

State: OH Zip Code: 43920 Country: US

FFL:

Contact / Condition | Problems | Estimate | **History / Status** | Shipping / Billing

Date	Code	User ID	Desc1
4/18/2007 1:31:4	New	donovands	Repair Added
4/20/2007 2:58:3	Update	valentds	Repair information change
4/20/2007 2:59:5	Expedite	valentds	From: Check In
4/20/2007 3:00:2	Update	valentds	Repair information change
4/23/2007 11:16:	Expedite	pencerl	From: Check In

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

4/20/2007 3:00:22 PM

valentds

Repair Bench

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

PS 8923

Repair

lmwatson 4/24/2007 2:07 PM CAPS NUM INS SCRL

Start | 2 Micr... | Enter N... | Arms S... | Part Se... | Serial N... | Microso... | P-touch... | 2 SAP... | FullShot... | 100% | 2:07 PM

Screen Capture. 2:07:38pm - Tuesday, 4/24/07. 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:1817

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/3/2007					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Bonnie	Grant	PO Box 447 35980 Hwy 9 E	Seminole	OK	74868		H 405-382-3911
Incident		Charles	Grant						

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI hearing damage				
PD	Cause:4079 Other - Unexamined		N	pending
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

12/3/07-cust claims husband took out rifle, in metal deer stand, gun went off when he took off the safety. Incident happened about 2 weeks ago, hearing still affected. Charles wears hearing aids, did not have them on at time of incident, on medicare. Gun repaired previously at RARC.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 Win	25939	G6251837		4/18/2002 6:59:19 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART DC 6003R-REGULAR		U

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

12/4/07-sending box, ars, ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 8924

1817

Case Information

Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/3/07				

Customer Information

	Reporter (Age)	Incident (Age)
Name	Bonnie GRANT	Charles GRANT
Address	PO Box 447 33930 - 79E	
City, St Zip	Sam... OK 74848	
Home	405-382-591	
Cell		
Work		

Incident Information

Personal Injury ☑ Property Damage ☒ Safety ☐ Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident: Purch for husb lawyers ...
Took out took off safety gun fired
Metal door stop - gun went off, took off safety
2 wks. hearing - Medicare

Gun reported through RARC DOX-883320
ARS-✓

Firearm Information

Manufacturer	Type of Action	Model/Cal or Ga	Serial Number	Date of manuf.
Rem	B/A	700/270	G6231837	2002

Date Purchased	Where Purchased	Original Owner

Ammunition Information

Manufacturer	Caliber/Gauge	Factory or Reloads

Bullet type	Bullet wt	Lot #

Additional Ammo Info:

Other Products Information

PS 8925

Arms Services - Remington Authorized Repair Centers (RARC)

File Add Repair Review Repair Inquiry Repair Tools Reports Table Maintenance Help

RARC Repair Inquiry

Repair Number: RP00061336 | Verify Repair | Current Repair Status: Paid 1/31/2006

Repair Center:
Sports World Inc.
6841 East 41 St.
Tulsa, OK 73450 US

Customer:
WAL MART 123
1500 S WRANGLER BLVD
SEMINOLE, OK 74868 US

Phone: ()
Email:

PS 8926

Repair Information | Repair Charge Breakdown | Repair History | Accounting

Reference Nbr: RP00061336
Repair Type: Firearm
Model ID: 700
Serial Nbr: G6251837 2002/04/18 Date Produced
Gauge/Caliber: .270 WIN
Barrel Date:
Date Received: 12/09/2005
Date Returned: 12/15/2005
Date to Factory:

Repair Codes:
M239 - REPLACE TRIGGER ASSEMBLY
M240 - BOLT LOCK SAFETY MODIFICATION

Parts:
F26345 - 700 TRIG ASSB RH

Repair Text:
replaced trigger assy - safety modification program - inspected, removed bolt lock, cleaned and oiled trigger assy - safety and test fired ok

Repair Search | Refresh | Close

lmwatson 12/3/2007 3:30 PM CAPS NUM INS SCRL

Start | 2 Micros... | 2 Intern... | Search fo... | P-touch E... | Arms Ser... | 2 Micros... | Arms Se... | FullShot 97 | 97% | 3:30 PM

Screen Capture. 3:30:52pm - Monday, 12/3/07. 1024w x 768h

Remington®

December 4, 2007

Bonnie Grant
PO Box 447
35980 Hwy 9 E
Seminole, OK 74868

Subject: Model 700 Serial #G6251837
RE: Case #1817

Dear Mrs. Grant,

We were sorry to learn about the unfortunate incident your husband, Charles, experienced with his Model 700 rifle. As I understand it, the rifle fired when he took the safety off while he was inside a metal deer stand. We hope his hearing returns to normal shortly as we work together to resolve this matter.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8927

BONNIE & CHARLES GRANT
PO BOX 447
SEMINOLE OK 74868

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6677 1154

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:BONNIE & CHARLES GRANT/LW
REF 2:REF#: G6251837

WS 9.0.49 LP2442 72.0A 10/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping claims, call 1-800-742-7582.
United Parcel Service, Louisville, KY

PS 8928

Remington Arms Co., Inc.
Product Service
Legal Case #:1561

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
136658	11/16/2007	9/17/2007	11/19/2007		X		

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Green	1917 Palmeto Dr. Apt D	Albemarle	NC	28001		H 704-232-0396 C 704-985-4239

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD hole through wall S C	Cause:4039 No Fault Found Concern:1008 Fired on Bolt Closing		Unknown	

9/17/07-cust claims accidental discharge. Had scope mounted on rifle. He was cycling rounds in it in his apt to see how it feeds. Closed the bolt and gun discharged. Not sure if his finger hit the safety or not. Claims he did not touch the trigger. Round went through the wall to another apt. No injuries. He called police as he was worried and wanted to be sure no one was hurt or worse. He may be charged with unlawful discharge of weapon. Police have his firearm. He will not get it back until after his court date in Oct. He also notated that when the magazine box is full, the rounds dont feed properly. Seems more concerned with getting it back for hunting season.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WSM	27333	G6544428		2/16/2006 2:22:01 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	ELLETT BROTHERS INC		Y			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
New TA n/c						

Repair/Replacement Cost	Repair/Replacement Date
35	11/19/2007

9/18/07-sending ARS label & box.lw 11/19/2007 install new X-Mark Pro trigger assembly and check the rifle over completely for feeding and jamming concern. Repair as needed under warranty fls. 11/20/07-left msg for cust w/ update on above notes.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		11/19/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4039	No Fault Found	No fault found for accidental discharge; the trigger assembly functioned properly in all tests ran during the examination. No signs of any alterations or outside adjustments.
	Description		24 inch Model 700 300 WSM

PS 8929

Barrel	Date Code		LA	
	Bore Plugged	False		
	Bulged	False		
	Fired	False		
	Fired while Obstructed			
	Muzzle/Crown Condition	Slightly Worn; Functioning		
Bolt	Firing Pin	Slightly Worn; Functioning		
	Shroud	Slightly Worn; Functioning		
	Face	Slightly Worn; Functioning	Brass shavings on bolt face	
	Handle	Like new; Functioning		
	Stop	Like new; Functioning		
Extractor	Condition	Slightly Worn; Functioning	Extractor dropped shells during ext/eject test.	
	Cut Condition	Slightly Worn; Functioning		
	Ext/Eject Test	True		
Locking	Block Condition	---Select---		
	Lug Condition	Like new; Functioning		
	Notch Condition	---Select---		
Magazine	Condition	---Select---		
	Box Condition	Like new; Functioning		
Overall	Exterior Condition	Slightly Worn; Functioning		
	Stock Condition	Slightly Worn; Functioning		
	Fore End Condition	---Select---		
Receiver	Condition	Slightly Worn; Functioning		
	Bulged	False		
Safety	Description		Model 700 Safety	
	Function	Like new; Functioning		
	Sub-Assembly	Non-ISS		
Sear	Lift	---Select---		
	Notch	Like new; Functioning		
	Trigger	Condition	Like new; Functioning	All sealant intact - functions properly in all tests during examination.
Pull		---Select---	4.75 lbs	
Altered		False		
Sub-Assembly		M/700 Non-Bolt Lock		

PS 8930

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00136658

Verify Repair

Serial: G6544428 Model 700 Center Fire Caliber 300 WSM Produced 02/16/2006

Repairman:

Status: New 11/16/2007 11:22:33 AM

Address Information

Customer	Received From	Return To	Received From
Name:	JOHN GREEN	JOHN GREEN	
Address 1:	1917 PALMETO DRIVE APT D	1917 PALMETO DRIVE APT D	
Address 2:	PO Box:		PO Box:
City:	ALBEMARLE	ALBEMARLE	
State:	NC Zip Code: 28001 Country: US	State: NC Zip Code: 28001	Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
11/12/2007 9:25	skinnerll	Repair Added	
11/16/2007 11:2	valentds	Repair information change	
11/16/2007 11:2	valentds	From: Check In	To:
11/19/2007 8:49	supryfl	Returned to AS for repair	Install X-Mark Pro trigger assembly
11/19/2007 8:49	supryfl	From: Product Services	To: Repair Bench

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

11/16/2007 11:22:33 AM

valentds

Repair Bench

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl 11/19/2007 8:50 AM CAPS NUM INS SERL

Start | Inbox - Microsoft Out... | Arms Services Repair ... | Microsoft Excel | Current Cases - Micro... | 8:50 AM

PS 8931

Remington®

September 18, 2007

No fault found
Could not duplicate
accidental discharge concern.
Install new X-mark-pro trigger
group at no as gesture
of goodwill under warranty.
Check feeding & function concern.
FLS 11/19/2007

John Green
1917 Palmeto Dr. Apt D
Albemarle, NC 28001

Subject: Model 700 Serial #G6544428
RE: Case #1561

Dear Mr. Green,

We were sorry to learn of the unfortunate incident that you experienced with your Model 700. As I understand it, you experienced an accidental discharge of your rifle when you were cycling some rounds in your apartment. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8932

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

700 SPS

Model Number: ~~G6544428~~	**Serial Number:** G6544428

Are you the original owner?: ☑ YES ☐ NO

Name: John Greene	**Date of Purchase:** September(?)
Address (no PO Boxes): 1917 Palmetto Drive (Apartment D)	
City: Albemarle	**State:** North Carolina **Zip:** 28001
Phone (Daytime): 704-985-4239	**Fax:**

E-mail Address: courtgreene@yahoo.com

☑ I would like to receive future e-mail updates from Remington.

Please describe your problem: When fully loaded (+Round chambered) 1st round ejects but 2nd round will not feed into chamber. Rounds pinch between the camp & the rail. While trying to figure out what the problem was I chambered a round and while closing the bolt (w/out touching the trigger) a round fired. I was in my apartment so weather was not a factor. Thank God No one was hurt (other than my hearing). The police just returned the rifle today.

Ammunition Information:

Manufacturer: Federal Cartridge Co.	Type: F 300 WSMF51

Other (i.e. bullet weight/type, shot size, powder):

165 Grain Fusion Soft points

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Remington

How often do you clean the bore? (Months or Number of rounds) 1/month

How often do you clean the action? (Months or Number of rounds) 1/month

How often do you clean the trigger assembly? (Months or Number of rounds) 1/month

Brand of lubricant used: Rem oil

PS 8933

How often do you lubricate the bore? (Months or Number of rounds) 1/month

How often do you lubricate the action? (Months or Number of rounds) 1/month

How often do you lubricate the trigger assembly? (Months or Number of rounds) 1/month

I had only cleaned the gun once because I only had it a few days when the incident occured & it had never been fired before this accidental discharge.

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☑ YES ☐ NO

Comments: based on the spent shell I know that the firing pin struck the primer so the gun was in fact the problem.

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8934

9/17 4:34 John Green
Accid discharge
G654[illegible]28
c. 704 785 4039
[illegible] 630-0390

(1561)

1917 Palmeto Dr
Apt D
Albemarle, NC
28001

bar-

- [illegible] pistol
- cycled rounds [illegible]
- [illegible] paper
- [illegible]
- [illegible]
- didn't touch trigger.
- round went through wall
  no injuries.
- Unlawful discharge of weapon.
- Police dept.
  Albemarle, NC
- [illegible]
- 3 in box, one in chamber

PS 8935

Remington®

September 18, 2007

John Green
1917 Palmeto Dr. Apt D
Albemarle, NC 28001

Subject: Model 700 Serial #G6544428
RE: Case #1561

Dear Mr. Green,

We were sorry to learn of the unfortunate incident that you experienced with your Model 700. As I understand it, you experienced an accidental discharge of your rifle when you were cycling some rounds in your apartment. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8936

JOHN GREEN
1917 PALMETO DR. APT D
ALBEMARLE NC 28001

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6721 0445

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:JOHN GREEN/LW
REF 2:ATTN: SERVICE DEPT/REF#: G6544428
WS 9.0.49 LP2442 69.0A 07/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping please, call 1-800-742-7892. United Parcel Service, Louisville, KY

PS 8937

Remington Arms Co., Inc.
Product Service
Legal Case #:1790

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/27/2007		11/19/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Richard	Grimes	PO Box 144	Hudson	NC	28638		H 828-320-6736

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut thumb				
PD	Cause:4079 Other - Unexamined		Y	stitches, ok
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

11/27/07-cust claims safety was sticking, moved the bolt handle, adjusted the safety and it went off. cut his thumb as gun jumped. has only been shot 6x. took to local gunsmith and he adjusted the trigger, claimed there was a rough spot on the safety. I strongly recommended that he send it in for evaluation. He wants to use it for hunting next week. He will have gunsmith send it in .lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	26129	D6271334		8/10/1998
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	CASTLE SPORTS UNLIMITED		Y			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

11/27/07-sending ars & ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 8938

1790

Case Information

Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/27/07	11/19/07			

Customer Information

	Reporter (Age)	Incident (Age)
Name	Richard GRIMES	
Address	PO Box 199	
City, St Zip	Hudson, NC 28638	
Home	828-320-6736	
Cell		
Work		

Incident Information

Personal Injury ☒ Property Damage ☒ Safety ☐ Concern ☐

Nature of Injury: Stitches on thumb

Medical Treatment:

Claim:

Incident:

Fired on safe, release

Shot 6x purch through LINDA POWELL - [illegible] through writers [illegible]

Trigger adjusted by gunsmith afterwards

Safety sticking, pushed forward went off.

rough spot on safety

He'll send in after season. Strongly warned to send in & be careful on [illegible] OK.

Firearm Information

Manufacturer	Type of Action	Model/Cal or Ga	Serial Number	Date of manuf
Rem	B/A	700	D6271334	1998

Date Purchased	Where Purchased	Original Owner

Ammunition Information

Manufacturer	Caliber/Gauge	Factory or Reloads

Bullet type	Bullet wt.	Lot#

Additional Ammo Info:

Other Products Information

PS 8939

Remington®

November 28, 2007

Richard Grimes
PO Box 144
Hudson, NC 28638

Subject: Model 700 Serial #D6271334
RE: Case #1790

Dear Mr. Grimes,

We were sorry to learn of the unfortunate incident that you experienced with your Model 700 rifle. We are certainly glad that your injuries were not any more serious, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8940

RICHARD GRIMES
PO BOX 144
HUDSON NC 28638

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6551 3103

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:RICHARD GRIMES/LW
REF 2:REF#: D6271334

WS 9.0.49 LP2442 69 0A 07/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the US in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping advice call 1-800-742-5877. United States of America

PS 8941

Remington Arms Co., Inc.
Product Service
Legal Case #:1851

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138094	12/10/2007	12/11/2007	12/11/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Roger	Hansen	1348 S Winterhaven Dr.	Pueblo West	CO	81007		H 719-251-5880 E r4jpblo@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S fired when locking bolt	Concern:1008 Fired on Bolt Closing			
C				

12/12/07-correspondence from repair-bolt is unsafe. Has fired 4 different times when locking bolt.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR		182767	XM	12/1/1965
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
			Y			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						
	Repair/Replacement Cost	**Repair/Replacement Date**				

12/12/07-quote sent to replace TA under smp. Trig assem very dirty & sticky causing searcam to stick to sideplates and will follow down.lw

Examination[Remington/CF/BA]

PS 8942

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/11/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
			TRIGGER ASSM IS VERY DIRTY/STICKY WILL

Cause	4015	Improper Maintenance	FOLLOW DOWN
Barrel	Description		22" 3006 SPR
	Date Code		XM
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	DOUBLE SEAR STYLE
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY STICKY/DIRTY
	Pull	---Select---	10+#
	Altered	False	

PS 8943

	Sub-Assembly	M/700 Bolt Lock

PS 8944

185)

XM 12/6
10 + II
2 11

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 30-06 SPRINGFIELD model 700	**Serial Number:** 182767
Are you the original owner?: ☒ YES ☐ NO	
Name: ROGER R. HANSEN	**Date of Purchase:** SUMMER OF 1966 I THINK IT
Address (no PO Boxes):	
1348 S. WINTERHAVEN DR	
City: PUEBLO WEST	**State:** CO. **Zip:** 81007
Phone (Daytime): 719-251-5880	**Fax:** 719-647-0421
E-mail Address: R45Pbic@Aol.Com	
☒ I would like to receive future e-mail updates from Remington.	

Please describe your problem:

Bolt is UNSAFE. HAS FIRED 4 different times WHEN LOCKING bolt.

138094

Ammunition Information:

Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: tri flow

How often do you clean the bore? (Months or Number of rounds) ONCE A YR

How often do you clean the action? (Months or Number of rounds) ONCE A YR

How often do you clean the trigger assembly? (Months or Number of rounds) ~~ONCE~~ A YR

Brand of lubricant used: tri flow

TRIG ASSM very dirty + sticky causing sear arm to stick to sideplates AND will follow down. Up back TRIG, check over + clean under bolt lock, no. 912 AM.
Ron $20.00 Quote

PS 8945

How often do you lubricate the bore? (Months or Number of rounds) ONCE A YR

How often do you lubricate the action? (Months or Number of rounds) ONCE A YR

How often do you lubricate the trigger assembly? (Months or Number of rounds) ONCE A YR

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☒ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed? NEVER NONE

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

Number: 182767

Model: 700

RE00138094

IN YOUR FIREARM OR IN THE SAME BOX WITH THE
IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
AME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ding it.
damage in shipping and handling. Preferably,
be returned.)
t loss or damage.
side the box. Shipments without a proper

Post. Remington is not responsible for
damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

the lady that I talked to, said that this was A RE-CALL problem. So there should be NO CHARGES.

Thanks
Roger

PS 8946

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00138094 | Serial: 182767 Model 700 Center Fire Caliber: 30-06 SPRG | Repairman: | Status: New 12/10/2007 1:29:47 PM

Verify Repair

Address Information

Customer (Received From)	Return To (Received From)
Name: ROGER HANSEN	ROGER HANSEN
Address 1: 1348 W WINTERHAVEN DR	1348 W WINTERHAVEN DR
Address 2:	PO Box:
City: PUEBLO	PUEBLO
State: CO Zip Code: 81007 Country: US	State: CO Zip Code: 81007 Country: US

FFL:

Contact / Condition | Problems | Estimate | **History / Status** | Shipping / Billing

Date	User ID	Desc1	Desc2
12/6/2007 1:06:4	skinnerll	Repair Added	
12/7/2007 8:21:2	ArmEmail	Repair Received	R45PBLO@AOL.COM
12/7/2007 8:21:2	ArmEmail	Receipt	R45PBLO@AOL.COM
12/10/2007 1:29	valentds	Repair information change	
12/10/2007 1:31	valentds	From: Check In	To:
12/11/2007 8:19	pencerl	From: Product Services	To: Repair Bench

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New
12/10/2007 1:29:47 PM
valentds
Repair Bench
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryll 12/11/2007 8:45 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Microsoft Excel | Current Cases - Micro... | Arms Services Repair... | 8:45 AM

PS 8947

Remington Arms Co., Inc.
Product Service
Legal Case #:1698

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
136660	11/16/2007	10/29/2007	12/6/2007	10/27/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ed	Herlson	1319 Waterline Rd.	Butte	MT	59701		H 406-494-3081 C 406-490-0284

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD shot truck S C	Cause:4015 Improper Maintenance Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	

10/29/07-cust had rifle in truck, gun discharged, cust was not touching rifle. Went through cab of truck and transmission of his Dodge Ram.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	25793	B6726507		1/1/1900
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	COAST TO COAST 59105		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c-goodwill, split cost of repairs to truck	Y	12/6/2007		1500		12/6/2007
	Repair/Replacement Cost	**Repair/Replacement Date**				

10/29/07-sending ARS & ltr.lw 11/27/07-explained to cust condition of trigger assembly. We cant cover $3K in damages. Will replace TA at n/c-goodwill gesture. He didnt know to take off stock. Thinks its a defect. I offered to help w/ deductible. He will check with insurance and get back w/ me.lw 11/28/07-Ins wont cover. Asked if we could cover 1/2 damages.lw 11/29/07-Agreed on $1500 and we would replace trigger. Sending release.lw 12/6/07-received release form, approved repair, apv issued for 1500.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		11/20/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4015	Improper Maintenance	Could not duplicate at bench. Trigger assembly is coated with sticky residue and the bolt stop sticks. Safetu button works hard.
	Description		22 inch 3006 caliber M/700

PS 8948

Barrel	Date Code		OF	
	Bore Plugged	False		
	Bulged	False		
	Fired	False		
	Fired while Obstructed			
	Muzzle/Crown Condition	Worn; Functioning		
Bolt	Firing Pin	Worn; Functioning		
	Shroud	Worn; Functioning		
	Face	Worn; Functioning		
	Handle	Slightly Worn; Functioning		
	Stop	Worn; Not Functioning	Sticking due to sticky residue	
Extractor	Condition	Slightly Worn; Functioning		
	Cut Condition	Slightly Worn; Functioning		
	Ext/Eject Test	True		
Locking	Block Condition	---Select---		
	Lug Condition	Slightly Worn; Functioning		
	Notch Condition	---Select---		
Magazine	Condition	---Select---		
	Box Condition	Abused; Functioning	Sticky residue on magazine insert	
Overall	Exterior Condition	Worn; Functioning		
	Stock Condition	Worn; Functioning		
	Fore End Condition	---Select---		
Receiver	Condition	Worn; Functioning		
	Bulged	False		
Safety	Description		Cross bolt	
	Function	Abused; Functioning		
	Sub-Assembly	Non-ISS		
Sear	Lift	---Select---		
	Notch	Slightly Worn; Functioning		
	Trigger	Condition	Abused; Functioning	Bolt stop sticks, safety works hard. Trigger has not been cleaned properly it is coated with stick r
Pull		---Select---	5.75 lbs.	
Altered		False		
Sub-Assembly		M/700 Non-Bolt Lock		
Non-Remington Components	Description		Lyman scope, scope rings, and scope mount.	

PS 8949

RELEASE

KNOW ALL PERSONS BY THESE PRESENTS:

That I, **Ed Herlson**, of **Butte, MT** being of full age, in consideration of and upon receipt of **$1500.00 Dollars (US$)**, do here-by release and forever discharge Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc., (formerly named Remington Arms Company, Inc.) (together, the "Releasees"), their successors, assigns, employees, officers, agents and directors from all debts, claims, demands, damages, costs, expenses, actions and causes of action what-so-ever, known and unknown (including claims for loss of consortium), on account of, resulting, or which may result from property damage or injury received by me on or about **October** of **2007** which I have claimed was caused while using products manufactured and/or sold by one or more of the Releasees.

I further state (a) that receipt by **Ed Herlson**, of the consideration described above constitutes a full and complete settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees (i) of any responsibility for the accident, or for an alleged defect in said product, or (ii) that any such defect exists and (b) that I have carefully read and understand the contents of this release and sign the same as my own free act; and (c) that this release shall be construed and interpreted according to the laws of the UNITED STATES and the state of NEW YORK.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and seal this 4th day of December, 20 07 at Butte, Montana

Mary Ann Worley

My Commission expires 4-15-2009

Signature

517-82-2928

Social Security Number

819 Waterline Rd

Address

Butte MT 59701

City, State, Zip

PS 8950

Remington Arms Company, Inc.

Madison, NC 27025

Purchase Order No.

Laura Watson
Name of Person Originating APV

Madison/ 8789
Location/Extension of Originator

12/6/2007
Date Prepared

Seller's Invoice No. _____ Seller's Invoice Date _____

Pay To: Ed Herlson

Street and No. 1319 Waterline Rd

City Butte State MT Zip Code 59701

____ % ____ Days; Net _____ Days or _____ Desired Pay Date

Vendor Code

Pmt Method

Description	Total Dollars	Cents
Settlement for property damages / PS case 1698/	1,500	00
Wire Transfer Information		
Bank:		
ABA:		
Pay to:		
Acct #:		

Distribution

8850050-230145 Cost Element/Cost Center

Tax

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed:

Signed: Daniel Orrens

Date: 12/6/07

Gross	1,500	00
Discount		
Net	1,500	00

For Treasury Use Only

Date Paid _____

Reference No. _____

Bank Acct _____

USD Amt _____
(If in Foreign Currency)

PS 8951

Remington®

November 29, 2007

Ed Herlson
1319 Waterline Rd.
Butte, MT 59701

Subject: Model 700 Serial #B6726507
RE: Case #1698

Dear Mr. Herlson,

This is in reference to our phone conversation earlier today. Per our agreement, Remington is willing to cover $1500 of the damages to your 1996 Dodge pickup as a goodwill gesture. We will also replace your trigger assembly on your rifle at no charge. In order to proceed with this settlement, I will need you to sign the enclosed release form before a notary and return to me in the preaddressed envelope. Once I receive the release, we will issue the settlement check to you.

We appreciate your cooperation and are glad we could come to an amicable resolution. We hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8952

RELEASE

KNOW ALL PERSONS BY THESE PRESENTS:

That I, **Ed Herlson**, of **Butte, MT** being of full age, in consideration of and upon receipt of **$1500.00 Dollars (US$)**, do here-by release and forever discharge Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc., (formerly named Remington Arms Company, Inc.) (together, the "Releasees"), their successors, assigns, employees, officers, agents and directors from all debts, claims, demands, damages, costs, expenses, actions and causes of action what-so-ever, known and unknown (including claims for loss of consortium), on account of, resulting, or which may result from property damage or injury received by me on or about **October** of **2007** which I have claimed was caused while using products manufactured and/or sold by one or more of the Releasees.

I further state (a) that receipt by **Ed Herlson**, of the consideration described above constitutes a full and complete settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees (i) of any responsibility for the accident, or for an alleged defect in said product, or (ii) that any such defect exists and (b) that I have carefully read and understand the contents of this release and sign the same as my own free act; and (c) that this release shall be construed and interpreted according to the laws of the UNITED STATES and the state of NEW YORK.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and

seal this _____ day of _____, 20____at _____

_____

_____
Signature

_____
Social Security Number

_____
Address

_____
City, State, Zip

PS 8953

Remington Arms Co., Inc.
Product Service
Legal Case #:1698

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
136660	11/16/2007	10/29/2007		10/27/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ed	Herlson	1319 Waterline Rd.	Butte	MT	59701		H 406-494-3081 C 406-490-0284

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD shot truck S C	Cause:4015 Improper Maintenance Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	

10/29/07-cust had rifle in truck, gun discharged, cust was not touching rifle. Went through cab of truck and transmission of his Dodge Ram.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	25793	B6726507		1/1/1900
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	COAST TO COAST 59105		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

10/29/07-sending ARS & ltr.lw 11/27/07-explained to cust condition of trigger assembly. We cant cover $3K in damages. Will replace TA at n/c-goodwill gesture. He didnt know to take off stock. Thinks its a defect. I offered to help w/ deductible. He will check with insurance and get back w/ me.lw

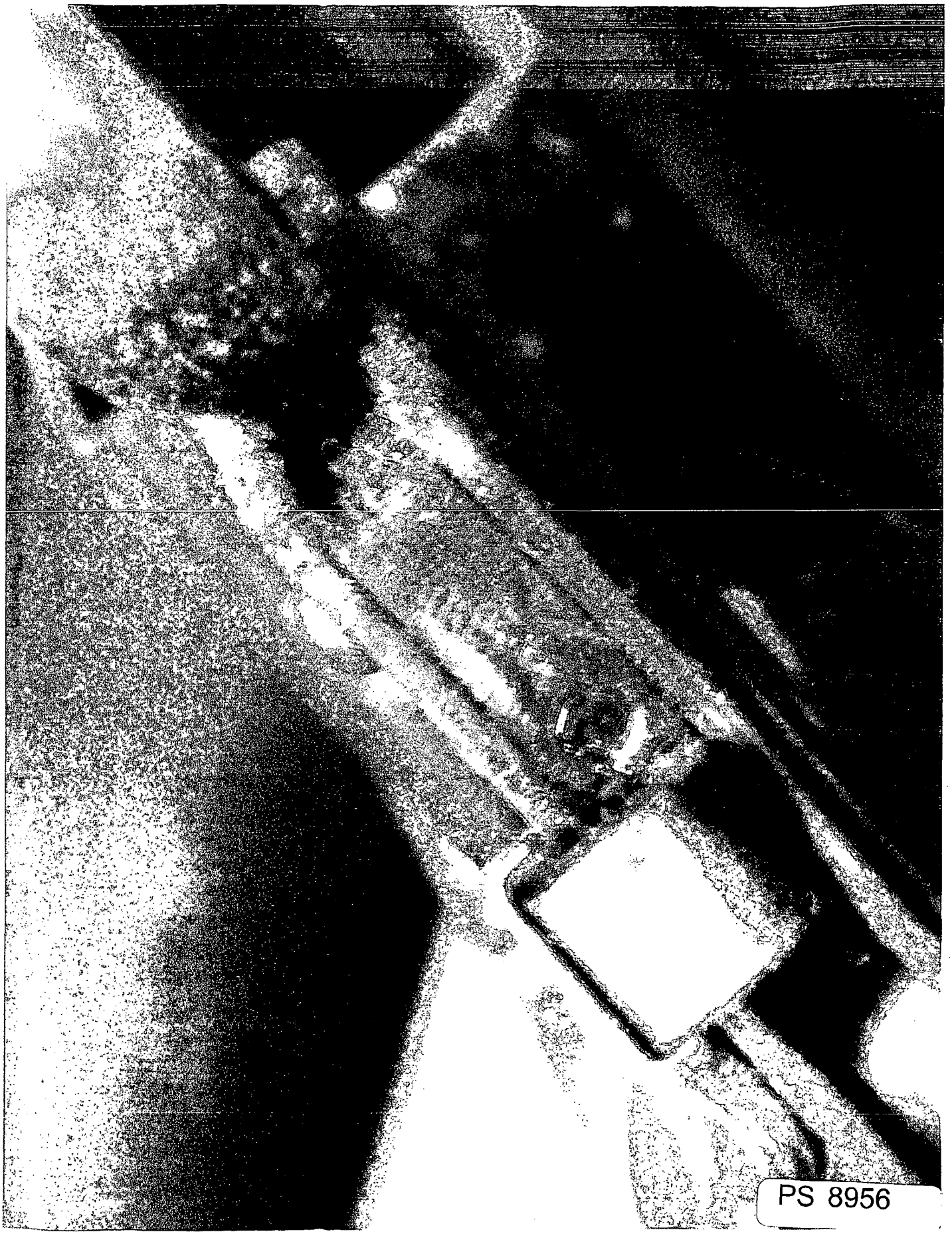
Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		11/20/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4015	Improper Maintenance	Could not duplicate at bench. Trigger assembly is coated with sticky residue and the bolt stop sticks. Safetu button works hard.
Barrel	Description		22 inch 3006 caliber M/700
	Date Code		OF
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

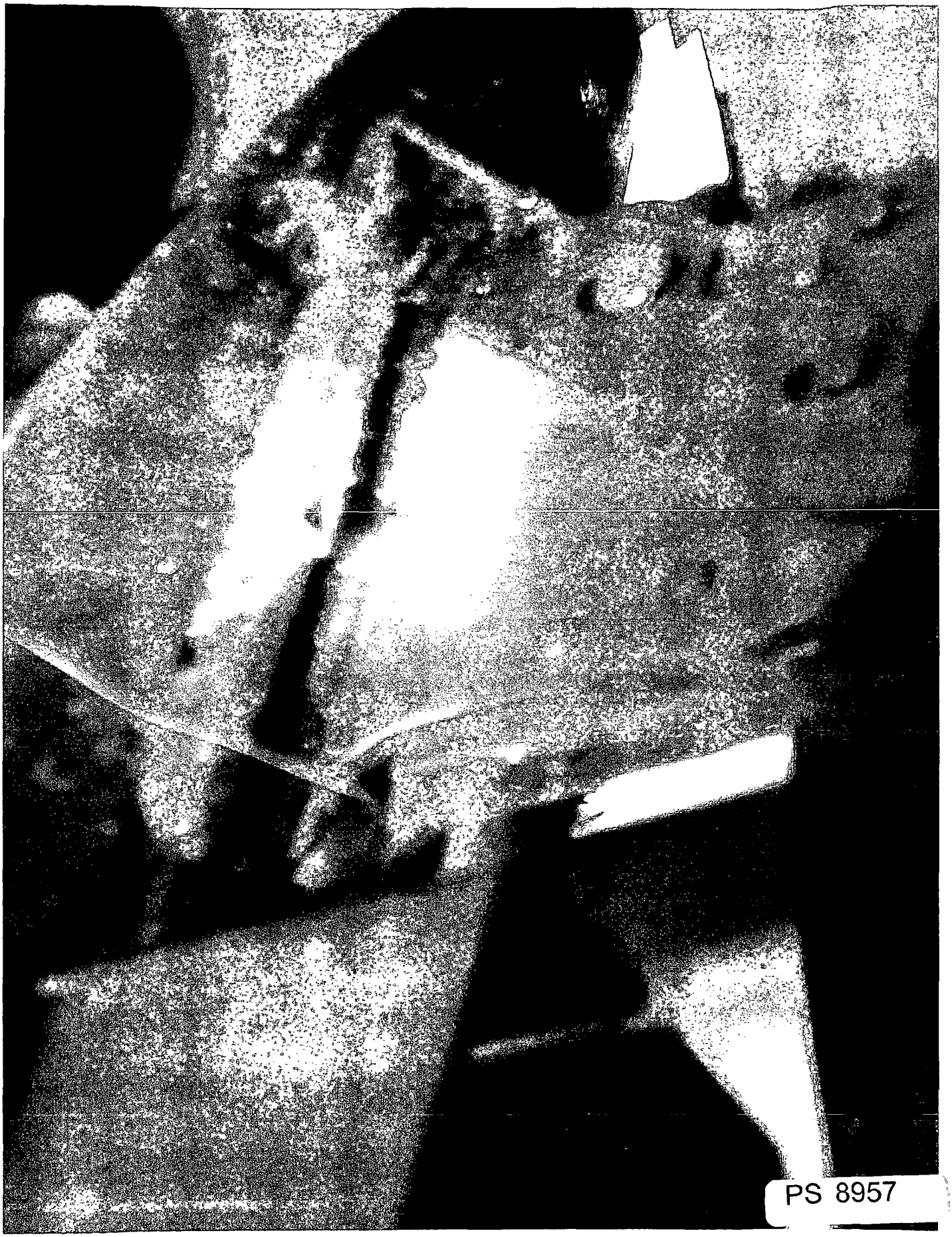
PS 8954

	Fired while Obstructed			
	Muzzle/Crown Condition	Worn; Functioning		
Bolt	Firing Pin	Worn; Functioning		
	Shroud	Worn; Functioning		
	Face	Worn; Functioning		
	Handle	Slightly Worn; Functioning		
	Stop	Worn; Not Functioning	Sticking due to sticky residue	
Extractor	Condition	Slightly Worn; Functioning		
	Cut Condition	Slightly Worn; Functioning		
	Ext/Eject Test	True		
Locking	Block Condition	---Select---		
	Lug Condition	Slightly Worn; Functioning		
	Notch Condition	---Select---		
Magazine	Condition	---Select---		
	Box Condition	Abused; Functioning	Sticky residue on magazine insert	
Overall	Exterior Condition	Worn; Functioning		
	Stock Condition	Worn; Functioning		
	Fore End Condition	---Select---		
Receiver	Condition	Worn; Functioning		
	Bulged	False		
Safety	Description		Cross bolt	
	Function	Abused; Functioning		
	Sub-Assembly	Non-ISS		
Sear	Lift	---Select---		
	Notch	Slightly Worn; Functioning		
	Trigger	Condition	Abused; Functioning	Bolt stop sticks, safety works hard. Trigger has not been cleaned properly it is coated with stick r
Pull		---Select---	5.75 lbs.	
Altered		False		
Sub-Assembly		M/700 Non-Bolt Lock		
Non-Remington Components	Description		Lyman scope, scope rings, and scope mount.	

PS 8955



PS 8956



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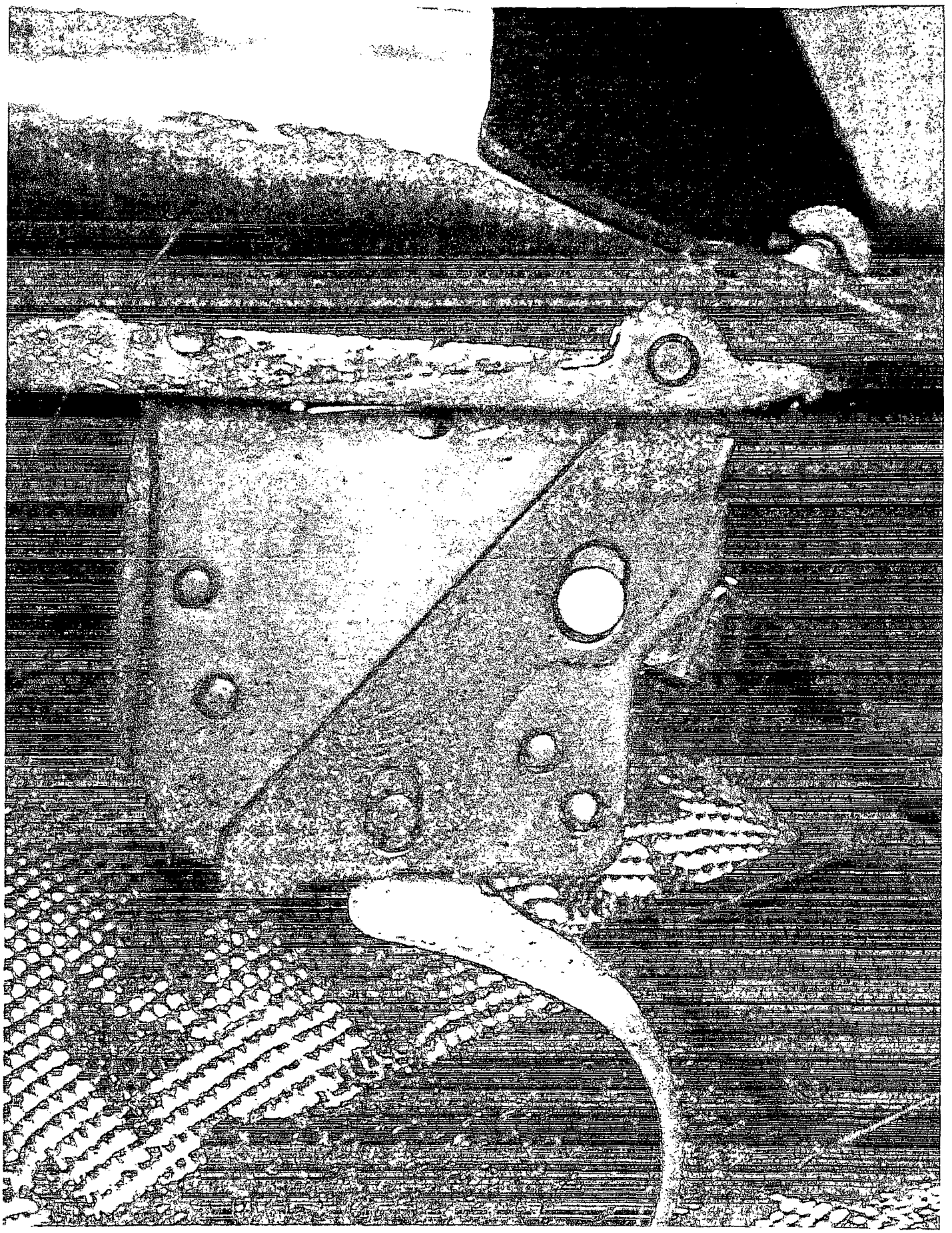

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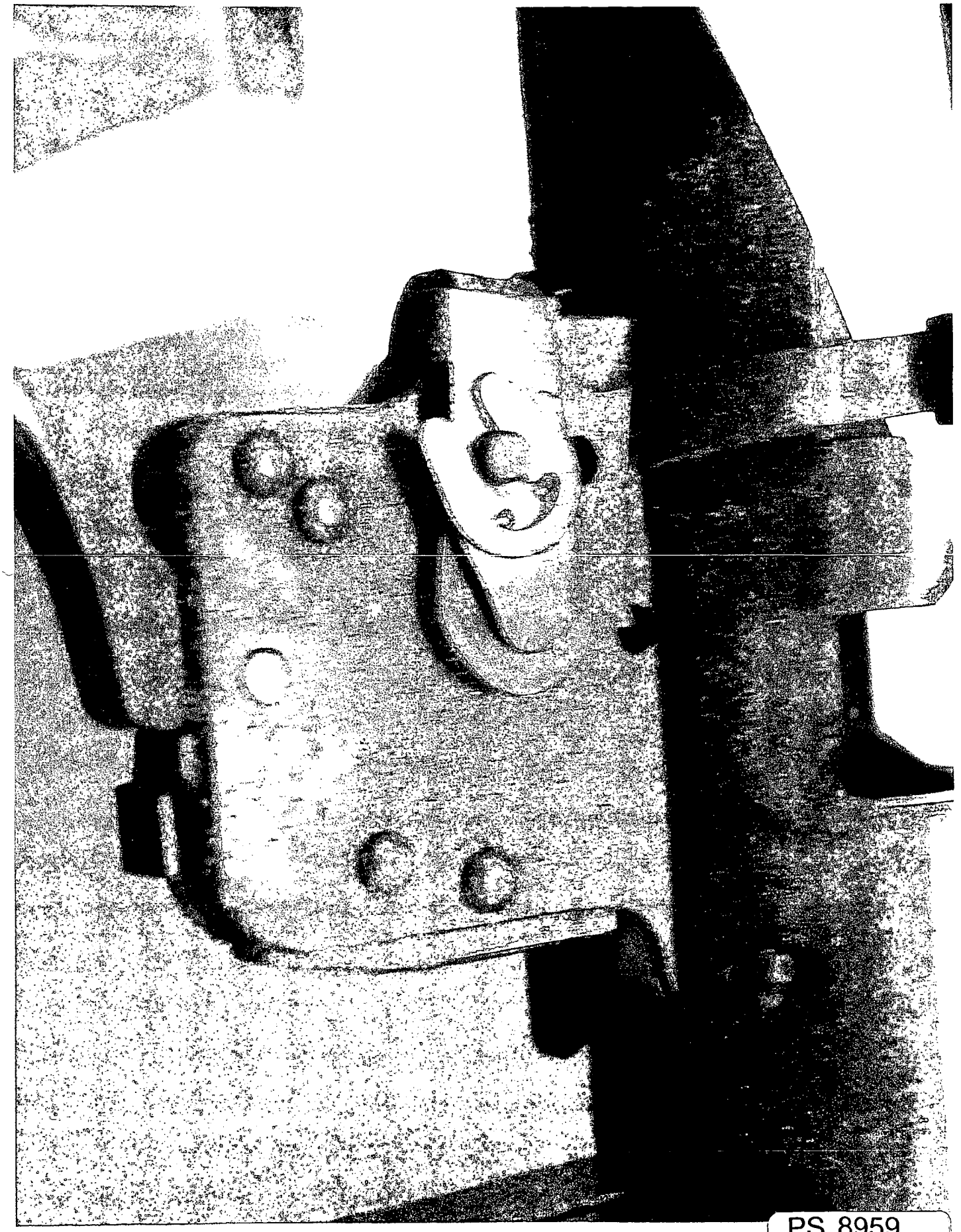
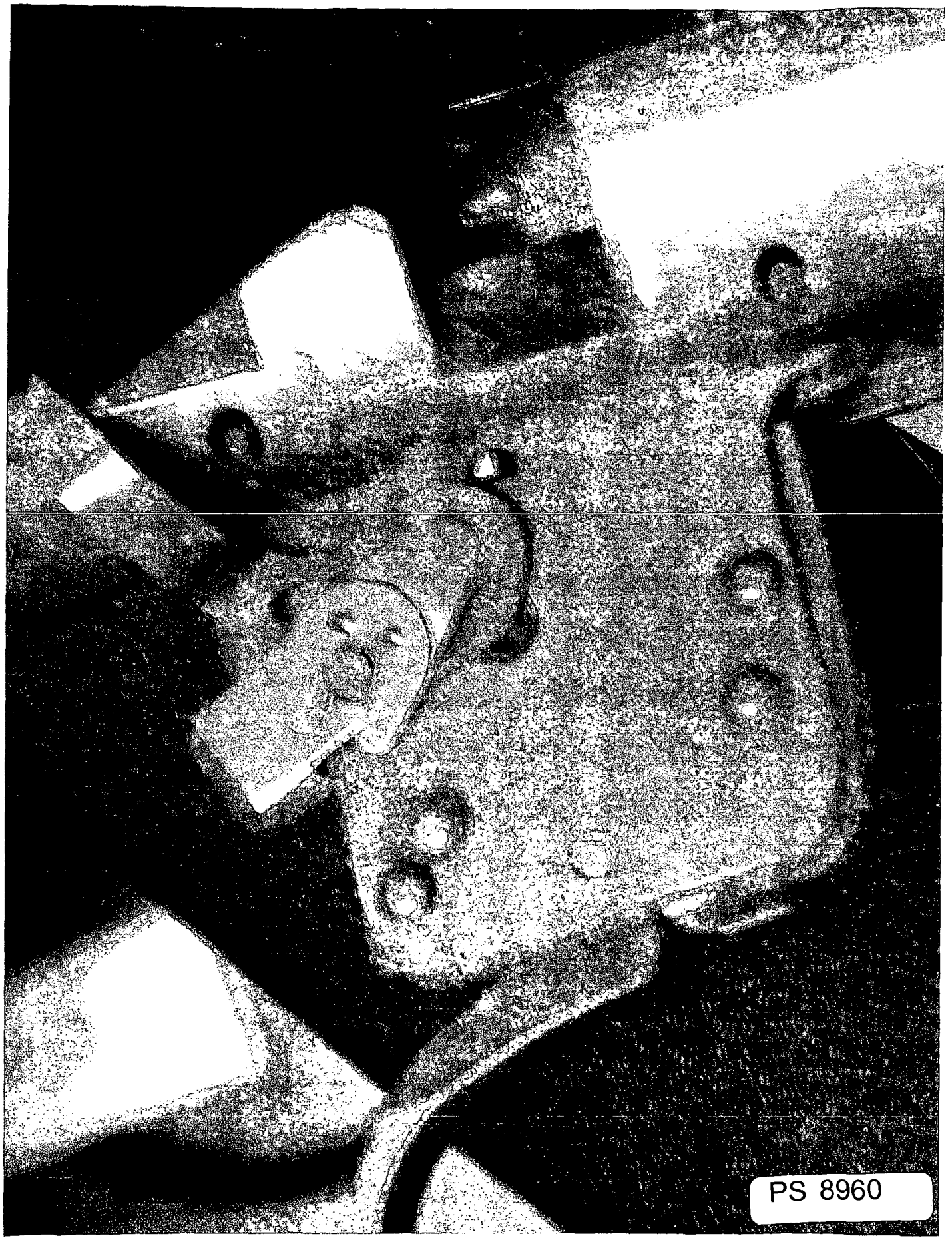


PS 8959



PS 8960

Watson, Laura M.

From: Supry, Fred L.
Sent: Wednesday, November 21, 2007 8:03 AM
To: Watson, Laura M.
Subject: RE: Herlson/ RE00136660
Attachments: Herlson 014.jpg; Herlson 013.jpg; Herlson 003.jpg; Herlson 001.jpg; Herlson 002.jpg

11/21/2007

Laura,

Attached are the pictures that I added to the data base. 001 shows the rust and debris on the underside of the rear of the trigger and housing. 001 shows the left side of the housing (slightly out of focus.) 003 shows the right side of the housing (you can see the sticky residue on the receiver and housing.) 013 shows another view of the right side. 014 shows another view of the left side (you can see the build up of residue on the bolt stop.)

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

From: Watson, Laura M.
Sent: Tuesday, November 20, 2007 1:44 PM
To: Supry, Fred L.
Subject: Herlson/ RE00136660

Fred,
Here's another one getting ancy on our findings. He shot his truck, $3,000 in damages, wants us to cover it. I told him we'd have to evaluate first.

Thanks!

Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Phone 800-243-9700 ext 8789
Fax 336-548-7890
Email laura.watson@remington.com

11/27/07 cust will check w/ [illegible]
[illegible]
- Offered to replace TPX N/C
Goodwill [illegible]
- Couldn't [illegible] $3000, maintenance issue. May help w/ [illegible]
- He didn't know [illegible]
[illegible]

PS 8961

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00136660

Verify Repair

Serial: 86726507 Model: 700 Center Fire Caliber: 30 06 SPRG Produced: 07/17/1985

Repairman:

Status: New 11/16/2007 8:05:18 AM

Address Information

Customer: Received From

Name: ED HERLSON

Address 1: 1319 WATERLINE ROAD

Address 2: PO Box:

City: BUTTE

State: MT Zip Code: 59701 Country: US

Return To: Received From

ED HERLSON

1319 WATERLINE ROAD

PO Box:

BUTTE

State: MT Zip Code: 59701 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
11/12/2007 9:33	skinnerll	Repair Added	
11/16/2007 8:05	valentds	Repair information change	
11/21/2007 9:16	supryll	Placed in PS Back Rack	Holding for disposition

Shipping Hold
InterFace Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status: New
11/16/2007 8:05:18 AM
valentds
Check In

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 11/21/2007 9:16 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Microsoft Excel - PS H... | Arms Services Repair... | 9:16 AM

PS 8962

Remington®

136660

October 30, 2007

Ierlson
) Waterline Rd
e, MT 59701

ect: Model 700 Serial #B6726507
Case #1698

· Mr. Herlson,

were sorry to learn of the unfortunate incident that you experienced this weekend with your el 700. As I understand it, you had the firearm loaded in your vehicle and it fired, shooting le through your transmission. We are glad to hear that no one was injured and appreciate getting in contact with us so we can determine the cause of the incident.

ve discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label ou to ship the firearm back to our factory for examination and repair. I have also included a · of this letter to put inside the shipping box. The letter inside is important as sometimes the ide label gets damaged in transit and we want to be sure the firearm is logged in correctly. he factory repair form, please provide additional information about the incident, including late of the last occurrence, type of weather, type of ammunition being used, etc.

apologize for the inconvenience that this incident has caused and we hope that our actions keep you as a loyal Remington customer.

erely,

Improper care TA coated with sticky residue - offer new x mark for trigger as gesture of goodwill. Mr. Herlson should turn the damages in to his insurance for this accident.

Fred

Laura Watson

a Watson
sumer Affairs Administrator
ington Arms Company

ne: 800-243-9700 ext 8789
336-548-7890
ail: laura.watson@remington.com

PS 8963

Remington®

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: Model 700	**Serial Number:** B6726507

Are you the original owner?: ☒ YES ☐ NO

Name: Ed Herbson	**Date of Purchase:** Way back

Address (no PO Boxes):

City: Butte	**State:** MT	**Zip:** 59701
Phone (Daytime): 406-494-3081	**Fax:**	

E-mail Address: elherbson@aol.com

☒ I would like to receive future e-mail updates from Remington.

Please describe your problem:

The gun fired without anything even getting close to the trigger. This happened once before. I do not trust this gun any longer. It needs the faulty trigger replaced.

Ammunition Information:

Manufacturer: Remington	Type:

Other (i.e. bullet weight/type, shot size, powder): 150 Grain

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: ?

How often do you clean the bore? (Months or Number of rounds) end of hunting each year

How often do you clean the action? (Months or Number of rounds) "

How often do you clean the trigger assembly? (Months or Number of rounds) "

Brand of lubricant used:

PS 8964

How often do you lubricate the bore? (Months or Number of rounds)	After each hunting year
How often do you lubricate the action? (Months or Number of rounds)	"
How often do you lubricate the trigger assembly? (Months or Number of rounds)	"
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☐ YES ☒ NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	N/A
What were the services performed?	N/A

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8965

Pitney Bowes

ShipRequest™

Ship To:	Ed Herlson
Company:	
Address 1:	1319 Waterline Rd
Address 2:	
Address 3:	
City:	Butte
State/Province:	Montana
ZIP/Postal Code:	59701
Country:	United States
email:	
Phone:	
Account:	36367
Package Type:	Letter
Address Type:	Residential
Deliver By:	Mon, December 3, 2007
Package ID:	1201

Special Instructions:

Sender Name:	Laura Watson
email:	
Prepared By:	Laura Watson
Phone:	ext 8789

Date: 11-29-07 0 lb 2.2 oz

Acct # : 36367
Cust # : ODL0000008339
Zip/Zone: 59701 / 8
Trk # : 790392307904
Pkg ID #: 1201
Service : FedEx 2Day®

Base :$	7.47
Spc S:$	2.86
Addl :$	0.00
Total $	10.33

PS 8966

Remington®

October 30, 2007

Ed Herlson
1319 Waterline Rd
Butte, MT 59701

Subject: Model 700 Serial #B6726507
RE: Case #1698

Dear Mr. Herlson,

We were sorry to learn of the unfortunate incident that you experienced this weekend with your Model 700. As I understand it, you had the firearm loaded in your vehicle and it fired, shooting a hole through your transmission. We are glad to hear that no one was injured and appreciate you getting in contact with us so we can determine the cause of the incident.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8967

ED HERLSON
1319 WATERLINE RD
BUTTE MT 59701

12 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6723 8434

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:ED HERLSON/LW
REF 2:REF#: B6726507

WS 9.0.49 LP2442 69.0A 07/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping places, call 1-800-742-5877. United Parcel Service, Louisville, KY

PS 8968

Remington Arms Co., Inc.
Product Service
Legal Case #:1418

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131648	7/25/2007	7/26/2007	7/26/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	True Value		Hoffman	119 East Bridge Street box 605	Saratoga	WY	82331		W 307-326-8383

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S Fires on bolt closing	Concern:1008 Fired on Bolt Closing			
C				

7/30/07-correspondence from repair-gun fires when bolt closes. Please replace trigger or whatever it needs. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25793	C6427500	WJ	8/26/1989
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	CLIFTON ARMS	SCOPE BASE	U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at 1/2 price						
	Repair/Replacement Cost	**Repair/Replacement Date**				

7/30/07-Could not duplicate. Trig set screw altered, trig assem has been painted over. replace ta, check over, clean at 1/2 normal cost. $72.61 quote.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/26/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPR
	Date Code		WJ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8969

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Worn; Functioning	BODY IS WORN/PITTED
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	HAS BEEN PAINTED OVER
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

PS 8970

True Value
SHIVELY HARDWARE COMPANY
119 EAST BRIDGE STREET • BOX 605 • SARATOGA, WY 82331-0605
TEL: 307-326-8383

PURCHASE ORDER

000345

THIS NUMBER MUST APPEAR ON ALL CORRESPONDENCE, INVOICES, SHIPPING PAPERS AND PACKAGES.

9-718

WS 8/89
1.55
22"
#010

TO	SHIP TO
Remington Arms Co. INC. ATTN Arms. Service Division 14 Hoefler Ave. Ilion, NY 13357	Hoffman

DATE ORDERED	DATE WANTED	SHIP VIA	TERMS	F.O.B.
	07-12-07			

PLEASE ENTER OUR ORDER FOR THE FOLLOWING — TO BE SHIPPED AS DIRECTED:

QTY. ORDERED	QTY. RECEIVED	DESCRIPTION	UNIT PRICE	AMOUNT
		Model 700 BDL 30/06 SN - C642 7500 gun fires when bolt closes please replace trigger or whatever it needs thanks		131648

CONDITIONS
GOODS ARE SUBJECT TO OUR INSPECTION AND APPROVAL. IF SHIPMENT WILL BE DELAYED FOR ANY REASON, ADVISE US IMMEDIATELY, STATING ALL THE NECESSARY FACTS. TO AVOID ERRORS, NOTE SPECIFICATIONS CAREFULLY AND IF UNABLE TO COMPLETE ORDERS AS WRITTEN NOTIFY US PROMPTLY.

BY Richard Hays
PURCHASING AGENT

POCC-704-3
PRINTED IN U.S.A.
RECOVER™

Serial Number: C6427500
Model: 700
RE00131648

could not duplicate concern. Trig. set screws at head. Trig. assm. has been painted over. Replace TPA, check over, charge at 1/2 normal cost.

RECEIVED
JUL 30 2007
BY:

PS 8971

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00131648

Verify Repair

Serial: C6427500 Model: 700 Center Fire Caliber: 30-06

Repairman:

Status: New 7/25/2007 11:42:36 AM

Address Information

Customer: Received From

Name: SHIVELY TRUE VALUE

Address 1: 119 EAST BRIDGE STREET

Address 2: PO Box:

City: SARATOGA

State: WV Zip Code: 82331 Country: US

Return To: Received From

SHIVELY TRUE VALUE

119 EAST BRIDGE STREET

PO Box:

SARATOGA

State: WV Zip Code: 82331 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
7/23/2007 1:11:4	New	skinnertl	Repair Added	
7/25/2007 10:48	Update	valentds	Repair information change	
7/25/2007 11:42	Update	valentds	Repair information change	
7/25/2007 11:43	Expedite	valentds	From: Check In	To:
7/26/2007 8:59:2	Comment	supiyfl	Returned to Arms Service for repair	

Shipping Hold
Interface Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status
New
7/25/2007 11:42:36 AM
valentds

Product Services
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search | Refresh | Close

supiyfl 7/26/2007 8:59 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Microsoft Word | Arms Services Repair... | 8:59 AM

PS 8972

Remington Arms Co., Inc.
Product Service
Legal Case #:1193

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
127436	4/13/2007	4/16/2007	4/16/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Home of Economy			1508 North Washington PO Box 13430	Grand Forks	ND	58208		W 701-772-6611

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4038	Could Not Duplicate Concern			
S		Concern:1025	Unexplained Discharge - No Mention of Safety Position		Unknown	
C	Gun goes off by itself					

4/18/07-correspondence from repair-Gun goes off by itself. Please repair.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	20000	B6613331	DE	9/1/1984

Date Purchased	Where Purchased	Accessories	Original Owner
	K MART ENTER SHAKOPEE MN	TWO PIECE SCOPE BASE,RECOIL PAD BOOT	U

CONCERN:GUN GOES OFF BY ITSELF

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Quote to replace TA at 1/2 price						

Repair/Replacement Cost	Repair/Replacement Date

4/18/07-quote sent for $57.04.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/16/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM VERY STICKY/DIRTY
	Description		22" 243 WIN
	Date Code		DE

PS 8973

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,RECOIL PAD BOOT

PS 8974

HOME OF ECONOMY

1508 North Washington – P.O. Box 13430
Grand Forks, ND 58208-3430

Phone: (701) 772-6611 Fax: (701) 772-6521

AFFILIATED WITH MIDSTATES DISTRIBUTING COMPANY

9/84 22"
DE S# 1773
CONTROL NUMBER
.013

7193

ORDER NUMBER

FIRM Remington Arms Co. DATE 3-23-07

ADDRESS 14 Hoefler Ave. Ilion, NY 13357

QUANTITY	PART NUMBER		COST	EXTENSION
		RETURNED GOODS		
		Mds. returned for warranty repair		
1	700 ADL	SN B6613331 Gun goes off by it self		

Serial Number: B6613331

Model: 700

RE00127436

436

RECEIVED
APR 18 2007
BY:

Please repair

Thank You

PS 8975

UPS Chgs. 10.20 could not duplicate concern Trig. Assm. contaminated with a partially dried + sticky lubrication residue, causing searcam to stick to sideplates. Replace TPA, check over, clean & 1/2 normal cost.

Quote 57.04

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00127436

Verify Repair

Serial: B6613331 Model 700 Center Fire Caliber: 243 ADL Produced: 09/11/1984

Repairman: Carl Cotton

Status: PartsHold 4/16/2007 8:46:04 AM

PS 8976

Address Information

Customer: (Received From)		Return To: (Received From)	
Name:	HOME OF ECONOMY		HOME OF ECONOMY
Address 1:	1508 N WASHINGTON ST		1508 N WASHINGTON ST
Address 2:		PO Box:	
City:	GRAND FORKS		GRAND FORKS
State:	ND	Zip Code: 58203	Country: US

FFL:

Contact / Condition | **Problems** | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M992	FIRES BY ITSELF

Problems Found

Code	Desc
M992	STICKY LUBRICANT

Repair Notes

Replaced trigger assy. at 1/2 price, per product service. Trigger assy's are not available at this time.

Repairman's Comments

HOLDING FOR TRIGGER ASSY.

CSR Comments

Repair Search | Refresh | Close

lmwatson 4/19/2007 10:34 AM CAPS NUM INS SCRL

Start | 2 Micr... | 2 Inte... | Arms S... | Part Se... | P-touch... | FullShot... | Search ... | Microso... | 2 SAP... | 100% | 10:34 AM

Screen Capture. 10:34:47am - Thursday, 4/19/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:1632

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/11/2007	10/30/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Tim	Horcoff	1500 Mt fisher Crescent Cranberk, BC	Canada		V1C 7J6		C 250-919-1278 E thorcoff@importautogroup.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Hole in truck roof	Cause:4079 Other - Unexamined		Unknown	
S gun goes off prematurely	Concern:1008 Fired on Bolt Closing			
C				

10/11/07-cust purchased gun on 12/12/07 through Wholesale sports. Gun went off prematurely as he closed the bolt and blew a hole in the roof of his truck. He is very shaken up but no injuries and does not want this gun. Claims no adjustments have been made to the rifle. Thinks it will cost approx $350 for repairs to the truck.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7mm UM	26305	S6438057		4/9/2002 1:25:33 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	WHOLESALE SPORTS (EDMONTO		Y			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replacing trigger through RARC						

Repair/Replacement Cost	Repair/Replacement Date

10/11/07-explained that we would need to see the rifle at one of our Canadian RARCs. Emailed him information on these centers and he will send the rifle to them. I asked for them to contact me after evaluation. At this point he has not asked for anything other than stating he did not want the gun.lw 10/30/07-Shane at Reliable Gun in Vancouver didnt see anything unusual with tpa. no adjustments, clean, dry. Offered to replace tpa. ok with cust.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 8977

Requestor/Approver Provided Information

Requestor Name	Laura Watson	Date of Request	10/31/2007
Requestor Phone#	548-8789	Purchase Order #	
Agency Principal Approval:		Date of Approval	
Director of Sales Approval:	[signature]	Date of Approval	11/2/07

TO: CUSTOMER SERVICE - SNC Rep

Customer Service Comments

Only to be completed by Cust Service

Date Received _____

Date Processed _____

Rem Order # _____

Ship To: **Rob Mcgregor**
c/o Tim Horcoff
206N 4th Ave pmb-g
Sandpoint, ID 83864

Mark For:

Requested Delivery Date:

Customer Service Notations

Special Instructions (processing, shipping, notification, other etc.)

FFL #_____

FFL Expiration Date _____

Shipping Approval if Required

QUANTITY	RAMAC NUMBER	UNIT OF MEASURE	DESCRIPTION	MSP-(Discount) / Unit	Extension
3	27914	ca/box	7mm Ultra Mag 175 gr Swift A Frame	$ 43.06	$ 129.18
				$ -	$ -
				$ -	$ -
				$ -	$ -
				$ -	$ -
				$ -	$ -
				$ -	$ -
				$ -	$ -
				$ -	$ -
				$ -	$ -
			Grand Total		**$ 129.18**

SNC Reason / Customer:

Goodwill, cust had gun in for new trigger, needs to site in-PS case 1632

Must be completed for Processing to Occur

Reasons for SNC	Check One
Advertising/Promotion	
Country Store	
Donation to IRC Sec 501 '(c) (3) org	
Field/Pro Staff	
Gifts	
Outdoor Writer	
Product Testing	
Replacement Goods for Defective Product	
Sample Allowance for Reps	
Tournament/Shoot	
Gallery	
Employee Stores	
Other - _____ *Goodwill*	X

Charge Code	Check - One

PS 8978

Watson, Laura M.

From: Tim Horcoff [thorcoff@importautogroup.com]
Sent: Tuesday, October 30, 2007 3:30 PM
To: Watson, Laura M.
Subject: RE: Model 700-Horcoff[Scanned]

Hi laura

The address in sandpoint Idaho is Rob Mcgregor 206n 4th ave pmb-g sandpoint Idaho 83864 3 boxes of 175 grain a-frame for the 7mm rum. A couple of hats would be nice too. Thank you for your help . Tim Horcoff

---

From: Watson, Laura M. [mailto:Laura.Watson@remington.com]
Sent: Tuesday, October 30, 2007 6:39 AM
To: thorcoff@importautogroup.com
Subject: RE: Model 700-Horcoff

Dear Tim,
I received your call on Friday. The Remington Repair center called me to let me know they have received your firearm. They have not called me yet with their findings. I should have more information later this week for you.

Sincerely,
Laura Watson

From: Watson, Laura M.
Sent: Thursday, October 11, 2007 11:55 AM
To: thorcoff@importautogroup.com
Subject: Model 700-Horcoff

Dear Tim,
We are sorry to hear about the unfortunate incident you experienced with your Model 700 rifle. We are glad that no one was injured and hope to resolve this matter for you amicably.

Since you are in Canada, we recommend that you send the firearm to a Remington Authorized Repair Center for evaluation. Please put a note in the box explaining what has occurred and also notate to them to contact me once they evaluate the rifle.

The link below will direct you to our website with all of our Canadian RARC's:
http://www.remington.com/support/repair_services/canadian_RARC.asp

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer. If you have any questions or concerns, please feel free to contact me. We are on EST so there is a bit of a time difference.

Sincerely,
Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Phone 800-243-9700 ext 8789
Fax 336-548-7890
Email laura.watson@remington.com

Message was spam and virus filtered by Vircom Modusgate appliance

Watson, Laura M.

From: Watson, Laura M.
Sent: Thursday, October 11, 2007 11:55 AM
To: thorcoff@importautogroup.com
Subject: Model 700-Horcoff

Dear Tim,
We are sorry to hear about the unfortunate incident you experienced with your Model 700 rifle. We are glad that no one was injured and hope to resolve this matter for you amicably.

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http://www.remington.com/support/repair_services/canadian_RARC.asp

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Sincerely,
Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Phone 800-243-9700 ext 8789
Fax 336-548-7890
Email laura.watson@remington.com

PS 8980

Support
Help Center
Retail Locator
Parts Information
Repair Services
Online Product Registration
Firearm Warranty

Canadian Authorized Repair Centers

Select Your Province:
AL | BC | MB | NB | NF | ON | PQ | SK

ALBERTA

D. HENRY GUNMAKERS LTD.
4527-50 Street
Bentley Alberta
Canada
TOC-OJO
Phone: 1-403-748-3030
Fax: 1-403-748-3183
http://www.dhenrygunmakers.com/

BRITISH COLUMBIA

Del Selin Gunsmith, Ltd.
2803-28th Street
Vernon, British Columbia V1T 4Z5
250-545-6413
250-545-6413 Fax

Reliable Gun & Tackle
3227 Fraser Street
Vancouver, British Columbia V5V 4B8
604-874-4710
604-874-4710 Fax

MANITOBA

Ultimate Accuracy
5 Karlovac ave
St. Andrews. Mb. Canada
R1A, 4C3
(204) 785-2609

NEW BRUNSWICK

Blue Mountain Sports Inc. - Gordon Whitman
209 Olinville road
P.O. Box 406
Brown's Flat, NB, Canada E5M 2S1
506-468-2919
bluemtnsports@netscape.ca

Casey's Gun Shop
P.O. Box 100
Rogersville, New Brunswick E0A 2T0
506-775-6822

Randy's Gun Repair & Sales
P.O. Box 1003
Tabusintac, New Brunswick E9H 1Z5
506-779-4768

NEWFOUNDLAND

Download a Catalog
Partners
Online Help Center
Retail Locator
About Us

PS 8981

Complete Gunsmithing
71 O'Leary avenue
St-Johns, NF
A1B, 2C9
(709) 738-6310
completegunsmithing@nf.aibn.com

ONTARIO

Tactical Ordnance
811 Graham Sideroad,
RR 2 Newmarket
Newmarket, Ontario, Canada
L3Y 4V9
905-775-1666
TacOrd@sympatico.ca
www.TacOrd.com

George Wortner Guns
433 Queen St P.O. Box 411
Chatham, Ontario N7M 5K5
519-352-0924
519-352-4380 Fax

W.R. Longs Gunmithing Ltd.
4992 Rice Lake Dr. North
Bewdley, Ontario K0L 1E0
905-797-2700 or 905-372-5955
905-797-2650 Fax

West Luther Gun Repair
R.R. #1
Conn, Ontario N0G 1N0
519-848-6260
519-848-6260 Fax

Wise Choice Sporting Goods
RR 2 Hwy 11 N
Kilworthy Ontario P0E 1G0
705-689-9473
705-689-9473 Fax

Ellwood Epps Sporting Goods
RR #3 HWY 11 North
Orillia, ON
L3V 6H3
(705) 689-5333
(705) 689-2279
info@ellwoodepps.com

QUÉBEC

Chasse & Peche Chicoutimi (Sport René Dumas inc.)
1120 Talbot
Chicoutimi, Québec, G7H 7R2
418-690-9620
418-687-9098 Fax

L'Armurier Alain Depot Enr.
1504 Principale
Granby, Québec J2G 8C8
450-777-5770
450-777-4875 Fax

Armurier Lavaltrie Inc.
111 St-Antoine Sud
Lavaltrie, Québec J5T-1C1
450-586-1305
450-586-1305 Fax

PS 8982

Magasin Latulippe Inc.
CP 54062
Quebec, QC G1N 4T1
418-529-0024
418-529-6381 Fax

Shipping:
Magasin Latulippe Inc.
637, rue Saint-Vallier Ouest
Quebec, QC G1N 1C6

SASKATCHEWAN

Saskatoon Gunsmith Shoppe, Ltd.
2310 Ave. C North
Saskatoon, Saskatchewan S7L 5X5
306-244-2023
306-244-4836 Fax

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PS 8983

Remington Arms Co., Inc.
Product Service
Legal Case #:808

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135657	10/24/2007	12/7/2006	10/25/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Richard	Howell	1121 Jackson Rd	Clearwater	FL	33755		C 813-486-3773

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI					
PD	Shot through truck fender several years ago.	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing		Unknown	
S					
C					

12/7/06-Tommy letter from customer. Gun fires while loading or unloading. Incident a few years ago, gun fired when it was set down in truck, blew hole in fender, shrapnel hit friend, no injuries. Cust does not want this gun.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243win.	20000	A6308040	PI	6/10/1976

Date Purchased	Where Purchased	Accessories	Original Owner
	TG&Y STORES OKLAHOMA CITY OK	TWO PIECE SCOPE BASE	U

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under smp						

Repair/Replacement Cost	Repair/Replacement Date
35.00	12/6/2007

12/7/06-Sending ARS, ltr, box to get gun in for evaluation. will call with options when gun gets in.lw 10/26/07-quote sent to replace TA under SMP.lw 12/5/07-cust not happy, wants replacement rifle. We cant agree to that, dont think that is fair. He claims hunt club wont let him bring this rifle there. lw 12/6/07-left msg, we cant replace rifle, we will reimburse for the $20 he paid on smp as goodwill. CSR offered him this previously but cust had already sent in check.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/25/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM DIRTY/RUSTY
	Description		22" 243 WIN
	Date Code		PI

PS 8984

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	STICKING
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	SCRATCHES
	Stock Condition	Slightly Worn; Functioning	SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8985

ORIGINAL

Remington Arms Company, Inc.

Madison, NC 27025

Purchase Order No.

Laura Watson
Name of Person Originating APV

Madison/ 8789
Location/Extension of Originator

12/6/2007
Date Prepared

Seller's Invoice No. _____ Seller's Invoice Date _____

Pay To: Richard Howell

Street and No. 1121 Jackson Rd

City Clearwater State FL Zip Code 33755

____ % ____ Days; Net _____ Days or _____ Desired Pay Date

Vendor Code

Pmt Method

Description	Total Dollars	Total Cents
Reimbursement for repair on RE135657/ PS808	21	20
Wire Transfer Information		
Bank:		
ABA:		
Pay to:		
Acct #:		

Distribution

8850050-230145 Cost Element/Cost Center

_____ Tax

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed:

Signed: Denise M. Cordero

Date: 12/6/07

Gross	21	20
Discount		
Net	21	20

For Treasury Use Only

Date Paid _____

Reference No. _____

Bank Acct _____

USD Amt _____
(If in Foreign Currency)

PS 8986

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00135657

Verify Repair

Serial: A6308040 Model: 700 Center Fire Caliber: 243 WIN Produced: 06/10/1976

Repairman:

Status: New 10/24/2007 10:59:22 AM

Address Information

Customer: Received From

Name: RICHARD HOWELL

Address 1: 1121 JACKSON ROAD

Address 2: PO Box:

City: CLEARWATER

State: FL Zip Code: 33755 Country: US

Return To: Received From

RICHARD HOWELL

1121 JACKSON ROAD

PO Box:

CLEARWATER

State: FL Zip Code: 33755 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
10/22/2007 9:43	skinnertl	Repair Added	
10/24/2007 10:5	valentds	Repair information change	
10/24/2007 11:0	valentds	From: Check In	To:
10/25/2007 8:59	supryll	Returned to AS for quote on	Bolt Lock Modification Program

Shipping Hold
InteiFace Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status: New
10/24/2007 10:59:22 AM
valentds
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryll 10/25/2007 8:59 AM CAPS NUM INS SCR

start | Inbox - Microsoft O... | Microsoft Word | Microsoft Excel | Arms Services Repa... | Current Cases - Mic... | 8:59 AM

RECEIVED
OCT 26 2007
BY: ____

PS 8987

Remington®

808

2211
P1 6/88
5th
.013

December 8, 2006

Serial Number: A6308040
Model: 700
RE00135657

Richard Howell
1121 Jackson Rd.
Clearwater, FL 33755

Subject: Model 700 Serial #A6308040
RE: Case # 808

Dear Mr. Howell,

We were sorry to learn of the unfortunate incident that you experienced with your Model 700 rifle. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. After our examination, I will contact you with our findings and available options. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Could not duplicate concern. Trig. assm. dirty/rusty. replace TPA, check over, clean under Bolt Lock Program for $20.00 Quote

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8988

Remington®

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** A6308040
Are you the original owner?: ☑ YES ☐ NO	
Name: Richard W Howell	**Date of Purchase:**
Address (no PO Boxes): 1121 JACKSON ROAD	
City: CLEARWATER	**State:** FLORIDA **Zip:** 33755
Phone (Daytime): 8134863773	**Fax:**
E-mail Address: RICK.DIVER@MINDSPRING.COM	
☑ I would like to receive future e-mail updates from Remington.	

Please describe your problem:

Gun Goes off while loading or unloading

VERY DANGEROUS AND NEEDS TO BE DESTROYED

PLEASE REPLACE AND DO NOT SEND THIS Rifle BACK TO me.

Ammunition Information:

Manufacturer: REMINGTON	Type: 243 WIN
Other (i.e. bullet weight/type, shot size, powder):	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size: 243 Remington	Reloader Used:

Firearms Care (Cleaning and Lubrication): Rem OIL WIPES

Brand of cleaning solution used:

How often do you clean the bore? (Months or Number of rounds)

How often do you clean the action? (Months or Number of rounds)

How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used:

PS 8989

How often do you lubricate the bore? (Months or Number of rounds)

How often do you lubricate the action? (Months or Number of rounds)

How often do you lubricate the trigger assembly? (Months or Number of rounds)

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☐ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8990

Remington Arms Co., Inc.
Product Service
Legal Case #:852

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
123271	1/9/2007	12/18/2006	4/20/2007	12/10/2006	X		

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Scott	Howland	166 Dunbar Road	Windsor	NY	13865		H 607-775-1837

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI					
PD	Shot hole in floor and grazed dog	Cause:4006 Altered Adjustments or Components Concern:1007 Fired on Safe Release		Unknown	
S					
C					

12/18/06-Customer had gun loaded in the house, took the safety off and the gun went off. The round hit/grazed his dog in the leg and put a hole in the kitchen tile floor. He stated that he knows he shouldnt have had a loaded firearm in the house. He heard there was a recall on the gun. Has read alot of information online about Model 700s firing, read info online from Rich Miller. He would like for us to check the gun and cover the vet bill for his dog $208.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/6mm Mag	20000	A6392929	XI	12/14/1976

Date Purchased	Where Purchased	Accessories	Original Owner
	SLOANS SPTG RIDGEFIELD CT	TWO PIECE SCOPE BASE AND BOTTOM OF RINGS	N

12/18/06-cust claims to be 2nd owner of firearm.lw CUST.CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair at n/c, cover damages as gesture of good will	Y	4/20/2007		766		4/20/2007

Repair/Replacement Cost **Repair/Replacement Date**

12/18/06-sending ARS, ltr & box to get gun in for evaluation. Will consider vet bills due to other information he has read.lw 1/30/07-called cust to discuss results of repair.Stated we couldnt duplicate but we did find altered components. He stated that this was a competition gun. He paid for the SMP which he thought would be covered and doesnt want to play games with us. I explained I was just stating the facts of what we found in our evaluation. He cited several statements from Rich Miller from online info about our triggers. He just wants damages to dog and floor covered. I asked him to send me copies of receipts and we can see what we can do.lw 3/15/07-Received ltr from cust requesting refund for repair $21, Vet charges $206.20, Kitchen tile $520, Trash can $118.80, & $1000 gift certificate for Remington products.lw 3/16/07-left msg requesting pictures of the damages.lw 3/23/07-received pictures of floor damages and trash can.lw 3/27/07-sending letter offering to cover incidental damages only in the amount of $766. Not to cover extra $1000. Sent release if they choose to accept.lw 4/20/07-received release form and letter from cust. He his not happy about this citing he will not buy another Remington and citing information he found online about Model 700 and Model 600 rifles firing. I will process APV today.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner		B.TRAVIS
	Exam Date		1/9/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	SET SCREWS ALTERED
Barrel	Description		24" 6MM REM HB
	Date Code		XI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.0065
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
Non-Remington Components	Description		TWO PIECE SCOPE BASE AND BOTTOM OF RINGS

Remington®

RELEASE

KNOW ALL PERSONS BY THESE PRESENTS:

That I, **Scott Howland**, of **Windsor, NY** being of full age, in consideration of and upon receipt of **$766 Dollars (US$)**, do here-by release and forever discharge Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc., (formerly named Remington Arms Company, Inc.) (together, the "Releasees"), their successors, assigns, employees, officers, agents and directors from all debts, claims, demands, damages, costs, expenses, actions and causes of action what-so-ever, known and unknown (including claims for loss of consortium), on account of, resulting, or which may result from property damage or injury received by me on or about **December** of **2006** which I have claimed was caused while using products manufactured and/or sold by one or more of the Releasees.

I further state (a) that receipt by **Scott Howland**, of the consideration described above constitutes a full and complete settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees (i) of any responsibility for the accident, or for an alleged defect in said product, or (ii) that any such defect exists and (b) that I have carefully read and understand the contents of this release and sign the same as my own free act; and (c) that this release shall be construed and interpreted according to the laws of the UNITED STATES and the state of NEW YORK.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and seal this April 13 day of April, 2007 at Hammond, NY Sue E Drake

St Lawrence Co
New York State

SUE E. DRAKE
Notary Public State of New York
St. Lawrence County #4919818
Commission Expires April 4 2010

Signature

XXX-XXX-XXXX
Social Security Number

166 DUNBAR RD
Address

WINDSOR, NEW YORK, 13865
City, State, Zip

PS 8993

April 11, 2007

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Subject: Defective Model 700 S/N #A6392929
RE: Case #852

Dear Ms. Watson

I have received your letter denying my reimbursement of damages. You are correct my request did change and it was all because of a $21.00 charge to repair my defective firearm. You said you would repair my firearm at no charge. You lied, but then again you have been lying about the Model 700 ever sense you recalled your Model 600 for the same design flaw. I include below a little something I found on line.

Cost/Benefit Analysis:
Remington knew about a problem in its bolt-action line when the fire control system was patented in 1950. The original patent application states that "we have found it to be essential that the safety means be so arranged that an inadvertent operation of the trigger while the safety is in the 'Safe' position will not condition the arm to fire upon release of the safety." In 1978, Remington settled a case brought by a man who was paralyzed when a Model 600 rifle suddenly discharged as the safety release was pushed into the "off" position. The company calculated that *50% of the 200,000 Model 600 rifles it had sold would fail.* Facing the threat of future multi-million dollar awards and the prospect of having its insurance canceled, the company recalled the Model 600 rifles within a few days of the settlement.
The company's cost/benefit analysis was very different for the Model 700 rifle. Remington has sold at least 10 times as many Model 700 rifles as Model 600 rifles; however, in a company Product Safety Subcommittee meeting held in January 1979, Remington decided that *only 1% of these rifles might be subject to the discharge problem. See* Exhibit 5. Therefore, despite the fact that the Model 600 rifles and the Model 700 rifles evidenced the same discharge problem leading to the same kinds of injuries, the Subcommittee decided against recalling the Model 700 rifles because "the recall would have to gather 2,000,000 guns just to find 20,000 that are susceptible to this condition."

You put in your response that you hope that I will remain loyal to Remington. Well I was going to remain loyal and take the $1000 gift certificate and buy my son a Remington Model 870 shotgun for his birthday next week. Your response to my request has changed my mind. I will be selling my Remington Model 870 & Model 700 guns and most likely buy a couple of Bennillies. Since it would be a loosing battle to sue your company for injuries to my dog, pain and suffering of me and my family I have no choice but to accept your pathetic offer. There is one small thing I will do for you. I will make sure that from this point forward I tell everyone I know along with everyone I meet and everyone I hunt with about Remington's disregard for its customer's safety. At age 44 I am guessing that I will tell my story countless times, those people will also tell my story countless times and the cost to Remington will be much more than the little amount I asked for.

Sincerely,

Scott N Howell

PS 8994

ORIGINAL

Remington Arms Company, Inc.

Madison, NC 27025

Purchase Order No.

Laura Watson
Name of Person Originating APV

Madison/ 8789
Location/Extension of Originator

4/20/2007
Date Prepared

Seller's Invoice No. _____ Seller's Invoice Date _____

Pay To: **Scott Howland**

Street and No. **166 Dunbar Rd**

City **Windsor** State **NY** Zip Code **13865**

____ % ____ Days; Net _____ Days or _____ Desired Pay Date

Vendor Code

Pmt Method

Description	Total Dollars	Total Cents
Refund for damages/ PS case 852	766	00
Wire Transfer Information		
Bank:		
ABA:		
Pay to:		
Acct #:		

Distribution

8850050-230145 **Cost Element/Cost Center**

Tax

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed: Laura Watson

Signed: Samuel L. Cousins

Date: 4/20/07

Gross	766	00
Discount		
Net	766	00

For Treasury Use Only

Date Paid _____

Reference No. _____

Bank Acct _____

USD Amt _____
(If in Foreign Currency)

PS 8995

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00123271

Verify Repair

Serial: A6392929 Model 700 Center Fire Caliber: 6 MM. REM. Produced: 12/14/1976

Repairman: Robert Frink

Status: Shipped 1/29/2007 4:00:02 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: SCOTT R. HOWLAND	SCOTT R. HOWLAND
Address 1: 166 DUNBAR RD.	166 DUNBAR RD.
Address 2:	
PO Box:	PO Box:
City: WINDSOR	WINDSOR
State: NY Zip Code: 13865 Country: US	State: NY Zip Code: 13865 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F26345	P	700 TRIG ASSB RH	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000116	S	GR-LABOR	20	20	0	0	0	N	1.00	0	20.00
4000118	S	GR-CLEAN	1	1	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts:	.00
Labor:	20.00
Ship/Handling:	.00
Est State Tax:	1.40
Total:	**21.40**

☑ Charge Taxes

Repair Search | Refresh | Close

PS 8996

lmwatson 4/20/2007 10:24 AM CAPS NUM INS SCRL

Start | 3 Microsoft O... | 2 Internet Ex... | Arms Service... | 2 SAP Logon f... | Search for a Se... | FullShot 97 | 100% | 10:24 AM

Screen Capture. 10:24:51am - Friday, 4/20/07, 1024w x 768h

Remington®

Remington Arms Company, Inc.
870 Remington Drive
PO Box 700 • Madison, NC 27025-0700

BINGHAMTON NY 139
17 APR 2007 PM 1 T

Remington Arms Co., Inc.
Attn: Laura Watson
870 Remington Dr.
PO Box 700
Madison, NC 27025

www.remington.com

27025+0700

PS 8997

Remington Arms Co., Inc.
Product Service
Legal Case #:1507

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
133379	8/30/2007	8/31/2007	8/31/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Richard	Huffines	200 Robert Ave	White House	TN	37188		H 615-417-2678

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S Fired on bolt closing	Concern:1008 Fired on Bolt Closing			
C				

Sear would not respond due to sticky residue, trigger would not reliably return under the sear.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243	25767	C6800666	PN	6/8/1993
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	K MART DISTR CENTER #8298	Scope Bases	N			

Stock damaged in shipment

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
New TA n/c						

Repair/Replacement Cost	Repair/Replacement Date
65.00	8/31/2007

Customer contacted and we agreed to install the new Mark Pro TA at no charge. The stock was damaged in transit so we will touch up the damage.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		8/31/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry

PS 8998

Cause	4015	Improper Maintenance		
Barrel	Description		243 caliber Model 700	
	Date Code		PN	
	Bore Plugged	False		
	Bulged	False		
	Fired	False		
	Fired while Obstructed			
	Muzzle/Crown Condition	Slightly Worn; Functioning		
Bolt	Firing Pin	Slightly Worn; Functioning		
	Shroud	Slightly Worn; Functioning		
	Face	Slightly Worn; Functioning		
	Handle	Slightly Worn; Functioning		
	Stop	Abused; Not Functioning	Sluggish movement due to sticky residue	
Extractor	Condition	Slightly Worn; Functioning		
	Cut Condition	Slightly Worn; Functioning		
	Ext/Eject Test	True		
Locking	Block Condition	---Select---		
	Lug Condition	Slightly Worn; Functioning		
	Notch Condition	---Select---		
Magazine	Condition	---Select---		
	Box Condition	Slightly Worn; Functioning		
Overall	Exterior Condition	Slightly Worn; Functioning		
	Stock Condition	Abused; Functioning	Stock got damaged in shipment - fresh scrap along grip area.	
	Fore End Condition	---Select---		
Receiver	Condition	Slightly Worn; Functioning		
	Bulged	False		
Safety	Description		700 style safety - non bolt lock	
	Function	Slightly Worn; Functioning		
	Sub-Assembly	Non-ISS		
Sear	Lift	---Select---	not measured	
	Notch	Slightly Worn; Functioning		
				Sticky residue is

PS 8999

	Trigger	Condition	Abused; Not Functioning	holding the sear down.
Pull		---Select---	Not measured	
Altered		False		
Sub-Assembly		M/700 Non-Bolt Lock		
Non-Remington Components	Description		Scope base and rings	

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00133379

Verify Repair

Serial: C6800666 Model: 700 Center Fire with 22 inch barrel Caliber: 243 WIN ADL L/SIGHTS Produced: 06/08/1993

Repairman:

Status: Closed 8/30/2007 8:26:15 AM

Address Information

Customer: Received From

Name: RICHARD HUFFINES

Address 1: 200 ROBERT AVE

Address 2: PO Box:

City: WHITE HOUSE

State: TN Zip Code: 37188 Country: US

Return To: Received From

RICHARD HUFFINES

200 ROBERT AVE

PO Box:

WHITE HOUSE

State: TN Zip Code: 37188 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
8/30/2007 8:24:1	New	brygidowwr	Repair Added	
8/30/2007 8:26:1	Closed	brygidowwr	Closed at Expedite	

Shipping Hold
Interface Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status: Closed
8/30/2007 8:26:15 AM
brygidowwr

Product Services

Repair Location: IUN

Current Location: IUN

Transfer Number:

Repair Search | Refresh | Close

supryll 8/31/2007 11:56 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft O... | PS Hold Guns AS... | Arms Services Repa... | Part Search by Mat... | Enter New Case - M... | 11:56 AM

Serial Number: C6800666

Model: 700

RE00133379

1507

Install new TA
N/C - Also Stock was
damaged in shipment - repair,
touch up damage N/C.
Check over completely.
FLS 8/30/2007

PS 9001

1507

Richard D. Huffines
200 Robert Ave.
White House, TN 37188
Phone: (615) 417-2678

Hello,

I called your company and told them about what this firearm was doing and they explained to me to write this letter and return the gun.

Me and my 10 yr. old son were hunting at my Grandmothers and we was about to go to the woods, so we got every thing together and after doing so I preceeded to load the gun and when I chambered a shell as I was SECureing the bolt into its position the gun discharged scaring me & my son we did not hunt with this gun that day and also since this time the safety sometimes will stick in the firing position and will not go to safety. So we have not used this gun since that day. I have several rifle's and I have never had one discharge that way. I don't know if

PS 9002

there is something wrong with the bolt or firing mechanism or the safety features. I just want to make sure that it is corrected and safe to use.

Thank you very much for your time & attention when I called your company.

Sincerley,
Richard Huffines

PS 9003

Remington Arms Co., Inc.
Product Service
Legal Case #:1270

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
129031	5/9/2007	5/19/2007	5/10/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Jims Trading Post			#10 Southwest Plaza	Pine Bluff	AR	71613		W 870-534-8591

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI PD		Cause:4038	Could Not Duplicate Concern			
S C	Accidental Discharge	Concern:1025	Unexplained Discharge - No Mention of Safety Position		Unknown	

As received we could not duplicate the concern. We did find the set screw positions were altered.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	A6554990	BQ	1/1/1978

Date Purchased	Where Purchased	Accessories	Original Owner
	SPORTS INC SHREVEPORT LA	SCOPE BASE,SCOPE,RINGS	U

CONCERN:GONE OFF ON TWO DIFFERENT OCCASIONS

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Ca Da AP
BLM						

PS 9004

Program

Repair/Replacement Cost **Repair/Replacement Date**

Clean action and install new TA under the bolt lock modification program. Quote $20.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/10/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIG ASSM SET SCREWS ALTERED
Barrel	Description		22" 3006 SPR
	Date Code		BQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Worn; Functioning	
	Face	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
		Slightly Worn;	

PS 9005

Locking	Lug Condition	Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,SCOPE,RINGS

PS 9006

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00129031

Verify Repair

Serial: A6554990 Model: 700 Center Fire Caliber: 30-06 BDL Produced: 01/23/1978

Repairman: Robert Frink

Status: ApprovalHold 5/11/2007 10:36:06 AM

Address Information

Customer: Received From

Name: JIM'S TRADING POST

Address 1: #10 SW PLAZA

Address 2: PO Box:

City: PINE BLUFF

State: AR Zip Code: 71603 Country: US

Return To: Received From

JIM'S TRADING POST

#10 SW PLAZA

PO Box:

PINE BLUFF

State: AR Zip Code: 71603 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
5/7/2007 3:27:21	donovand	Repair Added	
5/9/2007 8:57:30	valentds	Repair information change	
5/9/2007 9:40:51	valentds	From: Check In	To:
5/11/2007 8:07:4	pencerl	Repair Maintenance	Status: New
5/11/2007 8:07:4	pencerl	From: Product Services	To: Repair Bench
5/11/2007 10:36:	frinkre	Estimate Update	Status: ApprovalHold
5/11/2007 12:49:	pencerl	From: Repair Bench	To: ApproveRack

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: ApprovalHold

5/11/2007 10:36:06 AM

frinkre

ApproveRack

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 5/11/2007 1:37 PM CAPS NUM INS SCRL

Start | Inbox - Micros... | Arms Services | Current Cases... | Microsoft Exce... | Microsoft Word | Part Search by... | 1:37 PM

PS 9007

CAMO SLING

(870) 534-8591

JIM'S TRADING POST

#10 Southwest Plaza • P. O. Box 1345
PINE BLUFF, ARKANSAS 71613

22"
.010
2.5#
BQ 1/7X
017

129031

1270

Date 5/01 20

Name Remington

Address

City Elion, New York

Number	Description	Price	Amount
	GUN HAS GONE		
	OFF ON TWO DIFFERENT		
	OCASSIONS.		
	IT SHOULD BE UNDER		
	SAFETY RECALL		
	PROGRAM		
	REM 700		
	30-06		
	A6654990		
			OVER

"Hunter's Headquarters"
Our 28th Year

PS 9008

TEOP61

Serial Number: A6554990

Model: 700

RE00129031

could not duplicate concern
Trig. ASSM. set screws altered.
replace TPA, check over, clean
under Bolt Lock program
Rom # 20.00

Quote

PS 9009

Remington Arms Co., Inc.
Product Service
Legal Case #:1501

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
133369	8/30/2007	8/30/2007	8/30/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Peter	Kanter	925 Quaker Rd	East Aurora	NY	14052		H 716-652-6555

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S fires when safety pushed forward	Concern:1007 Fired on Safe Release			
C				

8/31/07-correspondence from repair-gun fires when safety pushed forward.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	20000	A6818947	EV	10/16/1979

Date Purchased	Where Purchased	Accessories	Original Owner
	MATHEWS/BOUCHER ROCHESTER NY	SCOPE,RINGS,BASE	U

CONCERN:FSR

Ammunition Information - None Defined
Other Products Information - None Defined
Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

8/31/07-Replace TA under SMP as gesture of good will.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/30/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER PIECE AND SEARCAM NOT OF REM. MFG. TRIGGER ASSM SET SCREWS ALTERED
Barrel	Description		24" 300 WIN MAG
	Date Code		EV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9010

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	---Select---	NOT OF REM MFG
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG PIECE AND SEARCAM NOT OF REM. MFG.
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
Non-Remington Components	Description		SCOPE,RINGS,BASE,TRIGGER PIECE,SEARCAM

PS 9011

Mfg. 710 444 016

Receipt Of Firearm(s) Delivered to the Plant for Repair File 004716
Firearm Checked For Live Ammunition [X]

EW 10/79

Delivery Date 8 / 28 / 07 1501

Customer Name (Print) PETER M. KANTER DVM PhD. 24" 2.5#

Address 925 QUAKER RD EAST AURORA State NY Zip 14052

Phone Number (716)-652-6555

Fireman Description Model 700BDL Cal./Ga. 300

Serial Number A6818947

Stock/ Fore-end Condition circle the description

(Excellent, Good, Fair, Poor, Fancy, Plain, Synthetic, Wood)

Comments on Stock/ Fore-end condition

Metal Condition circle the description

(Excellent, Good, Fair, Poor, Fancy, Plain Stainless Steel)

Comments on Metal condition

Barrel Type (VT. Rib; Plain; Deer; Stainless Steel) Barrel length 24

List additional accessories IE Scope, Sling, Gun case and description;

Leupold Vari-X-III

could not duplicate concern
TRQ: piece & search cost of .011
Rem: MRQ-CAP replace TPA,
check over & clean under
50 it will proximation
$20.00 Quote

Customer request: GUN FIRES WHEN SAFETY PUSHED FORWARD*

Return Process Return to Clark St. Ent. [X] Return via UPS [ ]

By signing this receipt the person delivering the firearm understands to be the only person to receive the firearm upon completion of repairs.

Signature _____ Date 8 / 28 / 07
person delivering firearm

Signature Ryan Blike Date 8 / 28 / 07
security officer

Signature Walt Bryant Date 8 / 30 / 07
arms service / CSR

*PLEASE CALL ME BEFORE REPAIR.

Serial Number: A6818947

Model: 700

RE00133369

Up Verification
red the above described firearm to the
awfully possess a firearm in New York State.

_____ Date___ /___ /___
ne same who delivered

_____ Date___ /___ /___
urning the firearm

RECEIVED
AUG 31 2007

BY: _____

PS 9012

Remington

ms Services Repair & Estimate System

Add Repair | Estimate Repair | Expedite Repair | Inquiry | Repair Tools | CSR Tools | Reports | Table Maintenance | System Maintenance | Help

epair Inquiry

Repair Number: RE00133369

Verify Repair

Serial: A6818947 Model 700 Center Fire with 24 inch barrel Caliber: 300 WIN MAG BDL W/SCOPE Produced: 10/16/1979

Repairman: Bruce Travis

Status: ApprovalHold 8/30/2007 6:28:51 AM

ddress Information

Customer: (Received From)		Return To: (Received From)	
Name:	PETER KANTER		PETER KANTER
ddress 1:	925 QUAKER ROAD		925 QUAKER ROAD
ddress 2:		PO Box:		PO Box:
City:	EAST AURORA		EAST AURORA
State:	NY	Zip Code: 14052	Country: US	State: NY	Zip Code: 14052	Country: US

FFL:

Contact / Condition | Problems | **Estimate** | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F305570	P	700 X-MARK PRO TRIG A	1	1	0	1	0	Y			
4000116	S	GR-LABOR	20	20	0	0	0	N	1.00	0	20.00
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts:	.00
Labor:	20.00
Ship/Handling:	.00
Est State Tax:	1.40
Total:	21.40

☑ Change Taxes

Repair Search | Refresh | Close

PS 9013

lmwatson | 8/31/2007 | 1:57 PM | CAPS | NUM | INS | SCRL

tart | 2 Microsoft... | 2 Internet ... | P-touch Edit... | Arms Servi... | Serial Numb... | Search for a ... | FullShot 97 | 97% | 1:57 PM

e. 1:57:27pm - Friday, 8/31/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:1345

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
130293	6/15/2007	6/18/2007	6/20/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		David	King	115 Log Rd	Smithfield	RI	02917		H 401-231-4809

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S Fires on bolt closing	Concern:1008 Fired on Bolt Closing			
C				

6/20/07-Correspondence from repair-fires on bolt closing and sometimes when the safety is released.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	6470889	DU	9/1/1971
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	BERNARD GITLIN HARTFORD CONN		N			

CONCERN:FBC,FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						
	Repair/Replacement Cost	**Repair/Replacement Date**				

6/20/07-Set screws altered, no trig return, trig assem dirty & sticky causing part to stick & bind. Replace TA, check over, clean under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/18/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPR
	Date Code		DU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9014

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	LIGHT CRATERING
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	N/A
	Altered	True	SET SCREWS ALTERED NO TRIG RETURN
	Sub-Assembly	M/700 Bolt Lock	

PS 9015

DEAR SIRS 13-15 130293

I PURCHASED this GUN 20 YEARS AGO OFF OF A FREIND. this GUN has only been SHOT ABOUT 50 times its LIKE NEW. I WENT on A hunting TRIP with it 20 YEARS AGO And Lost out hunting BECAUSE OF this DEFECTIVE dangerous GUN.
I've SINCE TALKED to SEVERAL PEOPLE Who Had the SAME GUN SAME PROBLEM. when you PUT A SHELL in THE GUN And CLOSE the CHAMBER the GUN FIRES OFF And SOMETIMES when you PUT the SAFETY OFF it FIRES OFF. this is so dangerous, it should be A (RECALL) thank GOD I'M VERY SAFE And ALWAYS Point my GUN in A SAFE DIRECTION. SOMEONE Could have been KILLED. I have SEVERAL other Remington GUNS. that ARE GREAT! I'M GOING on A Caribou hunt in EARLY SEPTEMBER And I NEED it back BEFORE then. PLEASE FIX this PROBLEM And CHECK OVER the WHOLE GUN. this Caribou hunt was PREPAID And Cost ME 500.00 dollars.

PS 9016

I know you'll do me Right.

thank you so much
GAUE King
David K.

EPS021

SET SCREWS ALTERED - NO TRQ.
RETURN. TRQ. ASSM DIRTY & STICKY
CAUSING PART TO STICK & BIND.
REPLACE TPA, CHECK OVER, CLEAN
UNDER BOLT LOCK PROGRAM
RON 10 20.00

Serial Number: 6470889

Model: 700

RE00130293

PS 9017

Arms Services Repair & Estimate System

File | Add Repair | Estimate Repair | Expedite Repair | Inquiry | Repair Tools | CSR Tools | Reports | Table Maintenance | System Maintenance | Help

Repair Inquiry

Repair Number: RE00130293 — Verify Repair

Serial: 6470889 Model:700 Center Fire Caliber: 30-06 Produced: 09/29/1971

Repairman:

Status: New 6/15/2007 9:49:22 AM

Address Information

Customer (Received From)	Return To (Received From)
Name: DAVID KING	DAVID KING
Address 1: 115 LOG RD	115 LOG RD
Address 2:	
PO Box:	PO Box:
City: SMITHFIELD	SMITHFIELD
State: RI Zip Code: 02917-1521 Country: US	State: RI Zip Code: 02917-1521 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
6/13/2007 2:12:2	New	williamssj	Repair Added
6/15/2007 9:48:0	Update	valentds	Repair information change
6/15/2007 9:49:2	Update	valentds	Repair information change
6/15/2007 9:49:5	Expedite	valentds	From: Check In
6/18/2007 8:54:4	Comment	supryll	Returned to Arms Service for repair

- Shipping Hold
- Inter Face Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New 6/15/2007 9:49:22 AM valentds

Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll | 6/18/2007 | 8:54 AM | CAPS | NUM | INS | SCRL

Start | Inbox - Microsoft Out... | PS Hold Guns AS | Arms Services Repair... | 8:59 AM

PS 9018

Remington Arms Co., Inc.
Product Service
Legal Case #:1867

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138365	12/15/2007	12/17/2007	12/17/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Dan	LaRue	4844 Sherwin Trail	Bishop	Ca	93514		H 760-872-6140 E kdlarue@earthlink.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

12/19/07-correspondence from repair-cust released the safety and the gun fired on its own.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA		296972	WP	8/1/1967

Date Purchased	Where Purchased	Accessories	Original Owner
			U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

12/19/07-quote sent to replace TA under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG SS
	Date Code		WP
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

PS 9019

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	SOME WEAR FROM LEAKING PRIMERS
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
Tests		Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

PS 9020

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00138365 | Serial: 296972 Model 700 Center Fire Caliber: 7 MM. REM.MAG. | Repairman: | Status: Closed 12/15/2007 8:42:27 AM

Verify Repair

Address Information

Customer: (Received From)	Return To: (Received From)
Name: DAN LA RUE	DAN LA RUE
Address 1: 4844 SHERWIN TRAIL	4844 SHERWIN TRAIL
Address 2:	PO Box:
City: BISHOP	BISHOP
State: CA Zip Code: 93514 Country: US	State: CA Zip Code: 93514 Country: US

FFL:

Contact / Condition | Problems | Estimate | **History / Status** | Shipping / Billing

Date	User ID	Desc1	Desc2
12/15/2007 8:38:	Sanguinegf	Repair Added	
12/15/2007 8:42:	Sanguinegf	Closed at Expedite	
12/15/2007 12:0!	ArmEmail	Repair Received	KDLARUE@EARTHLINK.NE
12/15/2007 12:0!	ArmEmail	Receipt	KDLARUE@EARTHLINK.NE
12/18/2007 7:50:	supryfl	Returned to AS for repair	Bolt lock modification program

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: Closed
12/15/2007 8:42:27 AM
Sanguinegf
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryfl | 12/18/2007 | 7:50 AM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft Out... | Microsoft Excel - PS H... | Arms Services Repair... | 7:50 AM

PS 9021

24"SS
WP 8/67
J#
.009

1867

Remington.

General Repair Form

Back to Repair Services

NOTE: Please complete and print this form, and then include it with your firearm

Model Number: 700 7mm rem mag	Serial Number: 296972	
Name: dan la rue	Date of Purchase:	
Address (no PO Boxes): 4844 Sherwin Trail		
City: Bishop	State: ca	Zip: 93514
Phone (Daytime): 760-872-6140	Fax:	
E-mail Address: kdlarue@earthlink.net		

Please describe your problem:

i released the safety and the gun fired on it's own.

448 characters left

NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.

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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Ship your ENSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

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Visit Our Other Remington Websites
Other Sites

Remington

Could not duplicate concern
Trig. set screws adjusted,
lightened TPA, check over, clean
under Bolt Lock Program
Ran $20.00 + Ship
Quote

Serial Number: 296972
Model: 700
RE00138365

PS 9022

Remington Arms Co., Inc.
Product Service
Legal Case #:1852

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138022	12/10/2007	12/11/2007	12/11/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Marino Firearms	John	Marino	95 East Front St	Hancock	NY	13783		
Incident		Edwin	Worzel	90 Benedict road	Hancock	NY	13783		H 607-637-4922

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

12/12/07-correspondence from repair-cust loaded firearm and put it on fire and gun fired.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM08 REM	25855	D6615704	PY	6/18/2004 8:48:04 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	ACUSPORT (OH) CORPORATION	SCOPE BASE W/BOTTOM HALF REAR RING	U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35	12/12/2007

12/12/07-replace TA at n/c-goodwill.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/11/2007
	Product Type		RF

PS 9023

	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIG AND TRIG PIN RUSTY
Barrel	Description		22" 7MM08 REM
	Date Code		PY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.014
	Notch	Like new; Functioning	
	Tests	Test Fired	False

PS 9024

Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	RUSTY TRIG AND PIN
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE W/BOTTOM HALF REAR RING

PS 9025

1852

FY 6/04
6 #
22"
.014

Per our conversation with your customer service rep today 11/28 we are returning this Remington 700 Mountain rifle 7mm-08 serial number D6615704. Rifle was purchased from us and has had NO work done to the trigger or on any of the trigger/bolt mechanisms. According to the customer after loading the firearm and then placing the safety in the fire position the gun will fire . This happened twice once almost causing harm to another person . We are currently in the middle of our deer season here in NY and he is now left without a rifle for the season. Please repair this at once . Customer name is Edwin Worzel , 90 Benedict Road , Hancock, NY 13783 phone number is 607-637-4922 if you need to speak directly with him .

© 2000 BROWNELLS, INC. Montezuma, IA 50171

ATTACH TO GUN

JOB NO. 316254

Date Left 11/26/07 Date Promised

Make REMINGTON Model 700 MTN

Value Ser. # D6615704 Cal. 7mm08

Owner EDWIN H. WORZEL

Address 90 BENEDICT Rd

City HANCOCK

State N.Y. Zip 13783 Phone 637-4922

☐ Malfunction ☐ Broken Pts. ☐ Reblue
☐ Rebarrel ☐ Action Work ☐ Clean
☐ Scope Mounts ☐ Recoil Pad ☐ Refinish

☐ Other

Details rifle fires when safety is pushed fwd very light pressure on trigger dangerous

8002

Thank you,
Marino Firearms Inc.
John Marino
President

Serial Number: D6615704

Model: 700

RE00138022

could not duplicate concern. Trig + trig. pin rusty. Replace TPA, check over, clean AT N/C to restore confidence in rifle, # 230445

Dress & Work Clothes
Tuxedo Rentals • Georgia Boots
Carhartt • Camo
Hunting & Work Boots
Rocky Boots
Consignment Sales

Firearms (Buy • Sell • Trade)
Hunting, Fishing & Camping Supplies
Bait • Canoes & Boats
Ammo • Sports Cards
NY Fishing & Hunting Licenses
Firearms Museum

MARINO'S OUTDOOR WORLD
95 East Front St. • Hancock, N.Y. 13783
607-637-3573
email: jmarino69@hancock.net
Don, Don or John Marino
"Two Rivers Run Through It and We're Right in the Middle of it... Hancock, NY"

PS 9026

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE0013B022

Verify Repair

Serial: D6615704, Model 700, Center Fire, Caliber: 7-MM-08 REM Produced: 06/18/2004

Repairman

Status: New 12/10/2007 12:51:43 PM

Address Information

Customer: Received From

Name: MARIONO FIREARMS

Address 1: 95 EAST FRONT ST

Address 2: PO Box:

City: HANCOCK

State: NY Zip Code: 13783 Country: US

Return To: Received From

MARIONO FIREARMS

95 EAST FRONT ST

PO Box:

HANCOCK

State: NY Zip Code: 13783 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
12/5/2007 3:06:1	williamssj	Repair Added	
12/10/2007 12:5	valentds	Repair information change	
12/10/2007 12:5	valentds	From: Check In	To:
12/11/2007 8:29	pencerl	From: Product Services	To: Repair Bench

Shipping Hold
Inteiface Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status: New
12/10/2007 12:51:43 PM
valentds
Repair Bench
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryll 12/11/2007 8:54 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Microsoft Excel | Current Cases - Micro... | Arms Services Repai... | 8:54 AM

PS 9027

Remington Arms Co., Inc.
Product Service
Legal Case #:1760

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137416	12/3/2007	11/13/2007	12/10/2007	11/9/2007	X		

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Claude	McAlhany		Bamberg	SC	29003		C 803-837-4115

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI chipped teeth				
PD	Cause:4038 Could Not Duplicate Concern		Y	pending
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

11/13/07-cust claims safety was sticking. He switched it off and the rifle had a delayed fire. The gun jumped and hit his lip and front teeth, cracking two of them. He claims he does not want this rifle, wants $1800 for dental and $1500 for pain and suffering.lw 11/26/07-cust called, gun is on the way, he does not want it back. Two front teeth cracked when scope hit him in the mouth.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7mm Rem Ma	27480	E6509173	RS	11/17/1998

Date Purchased	Where Purchased	Accessories	Original Owner
	ELLETT BROTHERS	SCOPE BASE,FRONT HALF OF RING MOUNT	U

CONCRN:NO CORRESPONDENCE

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replacement w/ 84016						

Repair/Replacement Cost	Repair/Replacement Date
345	12/10/2007

11/13/07-consumer group spoke to him first and sent out a box and ARS.lw 12/5/07-Called cust w/ findings. He does not want this gun. I offered replacement trigger n/c. He wants a different model gun, does not trust this one. He went to dentist today. I spoke w/ dentist who stated he could not verify that the cracks were due to the incident, everyone has cracks in their teeth. If there was damage to the root he could potentially have a root canal down the road. Dentist found no root fractures or fractures on the bone to indicate injury. The $1800 estimate was a verbal estimate given by another dentist w/ no eval. He could release records to me if Claude gave permission. I explained this to Claude, he now says this is not his regular dentist, he will get info from his reg dentist. His wife"s cousin is also a dentist who they first called. he has pictures of busted lip from incident.lw 12/10/07-offered new gun in exchange. Cust wanted Danny. Danny neg upgrade to CDL 84016.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/4/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		RS
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	EXCESSIVE OIL IN ACTION,RUNNING OUT ON THE STOCK
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	EXCESSIVE LUBE
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF OF FRONT RING

Re ington.

www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

FACSIMILE TRANSMITTAL SHEET

Date:	November 12, 2007		
To:	Claude McAlhany	**Fax No.:**	803-793-4433
Company:	Neeley Heating & Air	**Phone No.:**	
Senders Name:	Tan Hairston	**Senders Fax No.:**	336-548-7801
		Senders Phone No.:	800-243-9700

Number of pages including Cover Sheet: 3

CO NTS:

Factory Repair Form

cell #:
803-837-4115 >contact @ this #

Received Date: NOV 7 2007
CSR: Jan
Response Date:
Response/File:

This FAX may contain confidential information that may also be legally privileged and is intended only for the use of the addressee. If there is a problem with the transmission of this fax, please call sender.
Thank You

PS 9030

1760

Remington.

Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: Remington Model 700	**Serial Number:** E6 509173
Are you the original owner?: ☐ YES ☑ NO	
Name: Claude McKelvy	**Date of Purchase:** 1 year
Address (no PO Boxes):	
City: Bamberg	**State:** SC **Zip:** 29003
Phone (Daytime): 803-837-4115	**Fax:** 803-793-4433
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent)	
E-mail Address: ☑ I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of ocurrence: Date occurrence happen was 11/9/07 @ 5:30 pM. safety acts, as a trigger when it disengaged, causing the gun to fire twice @ 2 different times & 2 different days.	
500 characters left	
Ammunition Information:	
Manufacturer: Hornady	Type: 7MM Rem Mag
Other (i.e. bullet weight/type, shot size, powder): 139 gr BTSP	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: Outdoor gun cleaner solution for rifle	
How often do you clean the bore? (Months or Number of rounds) Before & After every use	
How often do you clean the action? (Months or Number of rounds) Before & After every use	
How often do you clean the trigger assembly? (Months or Number of rounds) Clean trigger assembly	
Brand of lubricant used: Red oil - we teflon in can best as I can as needed	
How often do you lubricate the bore? (Months or Number of rounds) every 2 weeks or after every ~~[illegible]~~	
How often do you lubricate the action? (Months or Number of rounds) Before & after every use	

PS 9031

How often do you lubricate the trigger assembly? (Months or Number of rounds) before & after every use

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☑ YES ☐ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) None

What were the services performed?) None

New gun been fired around 20 time @ the most.

NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.

Ship your ENSURED firearm by either UPS or Parcel Post to:

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357

① 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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your ENSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21

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PS 9032

November 12, 2007

To whom it may concern,

I, Claude F. McAlhany, Jr. went on a hunting trip. I used my 7mm rifle. As I was sitting in the tree stand, I saw a Buck. I went to fire my gun and it wouldn't fire. I put my gun on safety, and the gun went off! The scope on my gun hit me in my mouth hard. This busted my lip and cracked 2 top teeth in my mouth. This hurts bad. My dentist states it will be $1,800 to repair my teeth.

I feel that because my life may have been threaten, I should receive a new 7mm rifle; for I would never be able to attempt to use this one again. I feel that in good faith I should also receive $1,800 to get my 2 front teeth repaired. And for pain, suffering, and ruining my trip because of a safety problem with my gun, I deserve $1,500.

Sincerely, Claude F. McAlhany Jr.

This happened on Friday November 9, 2007

PS 9033

Remington.

www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

FACSIMILE TRANSMITTAL SHEET

Date:	November 12, 2007		
To:	Claude McAlhany	**Fax No.:**	803-793-4433
Company:	Neeley Heating & Air	**Phone No.:**	
Senders Name:	Tan Hairston	**Senders Fax No.:**	336-548-7801
		Senders Phone No.:	800-243-9700

Number of pages including Cover Sheet: 3

COMMENTS:

Factory Repair Form

Received Date: NOV 13 2007
CSR: Tan
Response Date:
Response File:

This FAX may contain confidential information that may also be legally privileged and is intended only for the use of the addressee. If there is a problem with the transmission of this fax, please call sender.
Thank You

PS 9034

Remington.

Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: Remington Model 700	**Serial Number:** E6 509173
Are you the original owner?: ☐ YES ☑ NO	
Name: Claude Whelby	**Date of Purchase:** 1 year
Address (no PO Boxes):	
City: Bamberg	**State:** SC **Zip:** 29003
Phone (Daytime): 803-837-4115	**Fax:** 803-793-4433
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent)	
E-mail Address: ☑ I would like to receive future e-mail updates from Remington.	

Please describe your problem and date of ocurrence: Date occurrence happen on 11/9/07 @ 5:36 pM. safety, acts as a trigger when it disengaged, causing the gun to fire twice @ 2 different times on 2 different days.

500 characters left

Ammunition Information:	
Manufacturer: Hornady	Type: 7MM Rem Mag
Other (i.e. bullet weight/type, shot size, powder): 139 gr BTSP	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: Outdoor gun cleaner solution for rifle	
How often do you clean the bore? (Months or Number of rounds) Before & After every use	
How often do you clean the action? (Months or Number of rounds) Before & After every use	
How often do you clean the trigger assembly? (Months or Number of rounds) Clean trigger assembly	
Brand of lubricant used: Ken oil - we teflon in can Best as I can as needed	
How often do you lubricate the bore? (Months or Number of rounds) every 2 weeks or after every 4 rounds	
How often do you lubricate the action? (Months or Number of rounds) Before & after every use	

PS 9035

November 12, 2007

To whom it may concern,

I, Claude F. McAlhany, Jr. went on a hunting trip. I used my 7mm rifle. As I was sitting in the tree stand, I saw a Buck. I went to fire my gun and it wouldn't fire. I put my gun on safety, and the gun went off! The scope on my gun hit me in my mouth hard. This busted my lip and cracked 2 top teeth in my mouth. This hurts bad. My dentist states it will be $1,800 to repair my teeth.

I feel that because my life may have been threaten, I should receive a new 7mm rifle; for I would never be able to attempt to use this one again.

I feel that in good faith I should also receive $1,800 to get my 2 front teeth repaired. And for pain, suffering, and ruining my trip because of a safety problem with my gun, I deserve $1,500.

Sincerely, Claude F. McAlhany Jr.

This happened on Friday November 9, 2007

PS 9036

2:20 Dr. Ansari
12/5 Inspected teeth today, x rays
- states everyone has cavities in their teeth
- Can't verify that this is due to the incident
- any object hitting teeth would cause them to turn grey & would need a root canal
- Can't say if this would happen or not

- * 1800 estimate was ~~act~~ verbal est given by another dentist via phone

- He found no root fractures or fractures on bone to indicate injury.

- Claude told Kim Remington to pay for consultation & x rays I explained we had no written agreement

- Dr would release records to me if Claude gave permission
- Dr [illegible] to see them

PS 9037

12/5 Claude claims this dentist has seen him but is not his regular dentist.

- He'll get info from regular dentist to me.

- wife's cousin is a dentist. That's who they are at first.

- has pictures of busted lip from incident.

PS 9038

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00137416

Verify Repair

Serial: E6509173 Model 700 Center Fire Caliber: 7 MM REM MAG SYN Produced: 11/17/1998

Repairman:

Status: New 12/3/2007 11:23:17 AM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: CLAUDE MCALHANY	CLAUDE MCALHANY
Address 1: 3633 FAUST ST	3633 FAUST ST
Address 2: PO Box:	PO Box:
City: BAMBERG	BAMBERG
State: SC Zip Code: 29003 Country: US	State: SC Zip Code: 29003 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
11/27/2007 10:5	skinnertl	Repair Added	
11/27/2007 2:12	osteennw	Consumer Contact for Repair	
11/29/2007 11:5	ardenep	Consumer Contact for Repair	
12/3/2007 11:22	valentds	Repair information change	
12/3/2007 11:23	valentds	Repair information change	
12/4/2007 11:13	supryfl	Placed in PS Back Rack	Holding for disposition

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

12/3/2007 11:23:17 AM

valentds

Check In

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl 12/4/2007 11:13 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Ou... | Microsoft Excel - PS... | Arms Services Repai... | Search for a Serial N... | Current Cases - Micr... | 11:13 AM

PS 9039

1760

RS 11/98

4.5#
.013
24"

137416

CLAUDE MCALHANY
3633 FAUST ST
BAMBERG SC 29003

SHIP TO:
ATTN: ARMS SERVI
REMINGTON ARMS C
14 HOEFLER AVE
ILION NY

Serial Number: E6509173

Model: 700

RE00137416

No correspondence received with gun,
could not duplicate concern
Holding for disposition.

PS 9040

Supry, Fred L.

From: Watson, Laura M.
Sent: Tuesday, December 04, 2007 10:14 AM
To: Supry, Fred L.
Subject: RE00137416/ Claude McAlhany

Fred,
Can you or Bruce be sure to get to this one today.
This guy has called in almost every day. It's an FSR, gun jumped up and cracked his teeth.
I'm a bit suspicious because he wants new gun, medical, and then some.

Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Phone 800-243-9700 ext 8789
Fax 336-548-7890
Email laura.watson@remington.com

Received with no correspondence
fresh oil dripping out of stock &
under bolt slot in stock. (Photos taken)

Could not duplicate concern.

12/5/07 talked to lawyer. but not retained
advised don't accept gun.
ask for money
$1800 to be cleaned

PS 9041

Remington Arms Co., Inc.
Product Service
Legal Case #:1240

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128592	4/30/2007	5/1/2007	5/1/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Don	McDaniel	2320 N Adams	Odessa	TX	79761		H 432-332-2989

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S Fires on safe release	Concern:1007 Fired on Safe Release			
C				

5/2/07-correspondence from repair-gun went off when chambering a round. Fired about 2 feet from his son. Gun will not hold the hammer back and when it does, it will fire when the safety is released.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	6761060	PY	6/1/1974
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	SCHOELLKOPF SPTS DALLAS TEX	HARD CASE	Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						
	Repair/Replacement Cost	**Repair/Replacement Date**				

5/2/07-Trig very dirty & sticky. Trig is binding between side plates. Replace TA, check over, clean under bolt lock program for $20. Quote sent.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/1/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER STICKS TO SIDE PLATES
Barrel	Description		22" 3006 SPR
	Date Code		PY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9042

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY AND STICKY
	Pull	---Select---	10+#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		HARD CASE

1240

PY 6/74
10 +
.00
2211

To Remington arms:

I am an old man so you can imagine my fear when this gun went off as I chambered A round nearly killing my son, missed him about 2 feet.

I bought this gun in the early 1970`s and it has allways been cased and cared for with the utmost love and care, I have owned many remingtons in the span of my lifetime,and presently own several shotguns,and A model 700 classic in 220 swift and have never at anytime had any problem with any of them,so you can imagine my disapointment in this gun and remington arms.

it simply will not hold the hammer(for want of a better word) back,and when it does it will fire when you release the safety-the gun is extremely dangerous and absolutely worthless.

thanks so much for your attention to this problem.

don mcdaniel
2320 n. adams
odessa,texas-79761
432 332 2989

Serial Number: 6761060

Model: 700

RE00128592

28592

RECEIVED
MAY 02 2007
BY:

Trig. very dirty + sticky. Trig. is binding between sideplates. Replace TPA, check over, clean under belt coil program Rem $20.00 Quote

PS 9044

If you cannot locate your Remington model number from the menus above, or if you need furt
please call our Consumer Services Department at 1-800-243-9700, Monday - Friday, 9:00AM -

NAN 4-9-07

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Visit Our Other Other Sites

Remington. arm Co.

attn
ARM-SVC
14 HOEFLER AVE
ILION N.Y. 13357.

1982

ADA Phone

Called about
Dan. ~~20~~ 6 gun
700 BDL
30.06.

10-07

Talked with
Mr Reagon ~~1982~~
I think was his
name at the

1800-243 9700
NAN
GAVE
ME TO
SOME
MAN

my husband was
not injured
But he ~~has~~ is
a heart patient
and is still
bothered mentally
Thank God. But
Please help us
with this gun
or give us our money
back

PS 9045

CBS News Targets Remington M700

From Russ Chastain,
Your Guide to Hunting / Shooting.
FREE Newsletter. Sign Up Now!

CBS News Targets Remington M700

On February 7, 2001, CBS News aired a segment about a possible defect in Remington Model 700 rifles - alleging they can fire by disengaging the safety. This is something hunters and shooters should know about, but not necessarily because the guns any more dangerous than any other firearm - any gun, just like any motor vehicle, can kill.

The basis of the story - a so-called "accident" which resulted in the death of a nine-year-old boy due to his mother's mishandling of a Model 700 rifle - is a very sad tale, but it serves as a better example of gross negligence than of mechanical failure. I feel sympathy for the family involved, to a point. I sympathize with them for the death of their son, but not for the lack of common sense that caused it.

As anyone as jaded as I (with the liberal slant of most major news outlets) would expect, CBS's treatment of this story leaves much to be desired.
Nowhere did I read or hear mention of the keystone of all gun safety rules - always keep any gun pointed in a safe direction. No mention was made of the mother's gross mistake in pointing the rifle at her son, although she is quoted as saying, "I know basic gun safety, keep the gun pointed down..." She is given credit for being safe with a gun, yet she is responsible for the shooting death of her son, and she is not taken to task for her mistakes... a lack of logic that only a liberal anti-gunner could appreciate. In discussion of an internal Remington memo, CBS News picked out only the pieces that suited their needs and ignored the rest, including what Remington has done about the problem.

Details of the "accident" were omitted from today's program. I found more information on the CBS News Web site, and all quotes used in this article are taken from there. I tried some links to "full interviews" with the parents and others. Two of the three links worked, but the third did not. I personally don't believe that the transcripts on their website are "full" interviews - they read like well-edited interviews. I suspect they are full transcripts of the portions of the interviews that made it on the air.

The following is a brief outline of the incident, (quoted from the CBS News interview with the parents, the mother is speaking):

"I stood in front of the horse trailer with the gun pointed down and proceeded to open the bolt to unload it and the bolt wouldn't open. The kids were still on the horse at the back of the trailer. I went to open the bolt, it wouldn't open. I looked down and seen the safety was on, I pulled the safety off and it fired.

"The gun went off, my finger was nowhere near the trigger, I had an open hand. I ran around the back side of the trailer. (Our daughter) Shanda at that point I seen her she was with her horse and I yelled, 'Where's Gus? Where's Gus?' and he was on the other side of the horse trailer. The bullet had hit him through his hand and through his abdomen. He had just gotten off the horse."

(The bolt on many Remington Model 700 rifles can't be opened when the safety is engaged.)

The boy bled profusely and subsequently died in the hospital that day, despite timely action and transport by his parents.

What we have here is a very sad story that didn't have to be. Let's presume that the mother did not touch the trigger, and that the rifle fired upon disengaging the safety. She said, "I stood in front of the horse trailer *with the*

gun pointed down..." (emphasis added). Then she "pulled the safety off and it fired." Somewhere along the line she ceased to point that gun at the ground - but CBS neglects to observe this fact.

This incident was *not* an accident. There is no such thing as an accident - everything is someone's fault, barring natural disasters. The shooting of that boy was a case of severe negligence by the boy's mother. If we concede that the safety on the gun acted as a trigger, we must also consider that she, who said she "know[s] basic gun safety," did *not*keep the gun pointed at the ground and instead had it pointed at her child. Two major rules of gun safety were omitted from the story, and were broken in the incident:

1) *Always* keep a gun pointed in a safe direction.
2) *Never* depend on the safety.

Has personal accountability eroded to the point where we will ignore such facts? Mistakes are mistakes, and no one can change that.

One of the goals of the family involved in this tragedy is to increase public awareness of the alleged defect with Remington M700 rifles, and I think that's an honorable and worthwhile goal. Sportsmen need to know if there's a problem with their firearms, and this may indeed be a problem. But if handled properly, no firearm really needs a safety - as long as it's never pointed at something that you're not willing to destroy, it will never kill anyone or anything "accidentally."

Now on to the mechanical side of things. Are all Remington Model 700 rifles susceptible to this problem? The answer is disturbing.

See Page 2 of 2 > Remington M700 - Friend or Foe?

- Russ Chastain

1
2
Next

PS 9047

About : Hunting / Shooting

Remington M700 - Friend or Foe?

4-9-07 1200 Noo

he has Remington gun

NAD

Repair

700 BDL 30.06 Remington

From Russ Chastain,
Your Guide to Hunting / Shooting.
FREE Newsletter. Sign Up Now!

Remington M700 - Friend or Foe?

February 7, 2001

Continued from Page One.

"...there are about 20,000 rifles out there which can be tricked. That's a lot of rifles, if you ask me."

This is page two of an article concerning recent allegations by CBS News that the Remington Model 700 rifle possesses an inherent flaw - that its safety can act as a trigger, and cause the gun to fire when it's disengaged.

According to attorney Rich Miller (who has handled many cases against Remington), all Remington bolt-action rifles - not just the Model 700 - built since 1950 contain a trigger group known as the Walker Fire Control System. Miller says "At one time, and maybe still today, the Remington 700 was the world's best selling bolt action rifle. They knew from day one they had a fatal flaw.
The downside is that the same mechanism can fail and that was recognized on the face of Walker's patent in 1950 that if you don't do this right the gun might fire on safety release."

According to an internal Remington memo, the actual sequence required to make a gun malfunction, or "trick," is to place the safety between the "safe" and "fire" positions, pull the trigger, and then place the safety in the "fire" position - which causes affected guns to fire. I can't make my model 700 fire in this manner, but it is allegedly possible.

CBS News had a link to the patent document in .pdf format, but it is unreadable. Even if Remington wasn't aware of the alleged flaw from the beginning, however, evidence exists which indicates that they have known about this problem since the mid-1970s at the latest. Here's what Miller has to say on this:

"They [Remington] started analyzing the problem in '75 because they were getting some additional returns from the field. They realized the Walker fire control system with this trigger connector [sic] and on January 2nd, 1979, there was a meeting with the product safety subcommittee and a decision was made. The 700 at that time was the world's best selling bolt action rifle, may still be today. They knew they'd made 2 million of them at that time — they were doing about 100,000 a year — and they had studied that gun over the last 3 or 4 years and deciding what to do. And their estimates[sic] of the 700 problem was only 1% can go off.

"And so they decided on the 700, 'we're not going to recall'. 2 million guns is too many guns if you have only 20,000 bad ones. And that was the decision — it was an economic decision.

"Now the key thing to understand here is this: every single 700 has the Walker fire control system with a trigger connector in it. If you own a 700, you've got it. And that is the problem — all of these guns have this design defect in it.

"And such things as age, wear, contaminates [sic] lubricant, things like that will enhance over time, so that the older guns will tend to have more problems than the newer ones."

Miller has an internal memo from Remington (dated January 2, 1979) which states their decision not to recall the guns. I have read the memo, which states that "Remington is confident because of the checks instituted in 1975,

that bolt action rifles made during and after 1975 will not trick."

According to this memo, during the period of time between June, 1978 and January, 1979, Remington received for service some five hundred post-1975 Model 700 rifles, and none could be tricked. During that same time frame, they dealt with two hundred pre-1975 Model 700s, two of which could be tricked - one due to a warped connector, and one due to insufficient clearance between sear and connector (one of the design changes made in 1975 was increased clearance between sear and connector).

Based on the above two out of two hundred, Remington guessed that 1% of their older (pre-1975) rifles were affected. Remington instituted a recall on Model 600 rifles, which were found to have a 50% occurrence of tricking before post-1975 Model 700 standards were used to correct this. While two hundred out of two million is not what I'd call a huge cross-section, if we accept Remington's estimates then in 1979 there were about 20,000 rifles out there which could be tricked. That's a lot of rifles, if you ask me.

There is merit in Remington's viewpoint in their 1979 memo, that "an attempt to recall all bolt action rifles would undercut the message we plan to communicate to the public concerning proper gun handling. It would indicate that the answer to accidental discharge can be found entirely within the gun, when in reality only proper gun handling can eliminate injuries resulting from such occurrences."

That sounds a bit like what I said earlier in this article, and it is worth considering. I think I will stand with Remington whether they recall or not, now that I have read this memo. I'd like to see them recall those older guns, but unless I learn something more about Remington's handling of this case, I believe their redesign of the 700 and recall of the 600 is sufficient What do you think?

Page 1 of 2 > CBS News Targets Remington M700

- Russ Chastain

More Articles

Product Reviews

Previous
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2

PS 9049

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00128592

Verify Repair | High Priority

Serial: 6761060 Model 700 LH Center Fire
Caliber: 30 -06 Produced: 09/10/1974

Repairman:

Status: New 4/30/2007 10:34:23 AM

PS 9050

Address Information

Customer: (Received From)		Return To: (Received From)	
Name:	DON MCDANIEL		DON MCDANIEL
Address 1:	2320 N ADAMS		2320 N ADAMS
Address 2:		PO Box:		PO Box:
City:	ODESSA		ODESSA
State:	TX	Zip Code: 79761	Country: US	State: TX	Zip Code: 79761	Country: US

FFL:

Contact / Condition | **Problems** | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M992	MISFIRES/ PLEASE SEE NO

Problems Found

Code	Desc

Repair Notes

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

lmwatson | 5/3/2007 | 9:58 AM | CAPS | NUM | INS | SCRL

Start | 2 Microsoft... | 2 Internet ... | Arms Servi... | PS.checklist | Display Sam... | Search for a ... | FullShot 97 | 100% | 9:58 AM

Screen Capture, 9:58:58am - Thursday, 5/3/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:1684

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135400	10/24/2007	10/25/2007	10/25/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Les	McLaughlin	2210 Walnut Grove Lane	Richmond	TX	77469		H 281-341-9635 W 713-590-7049

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S fired on safe release C	Cause:4015 Improper Maintenance Concern:1007 Fired on Safe Release		Unknown	

10/26/07-correspondence from repair-delayed fire and fired on safe release.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	20000	A6719387	EV	10/8/1979

Date Purchased	Where Purchased	Accessories	Original Owner
	LM BURNEYS LAMESA TX	TWO PIECE SCOPE BASE,BOTTOM HALF OF RINGS,HARD CASE	U

CONCERN: FF - FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

10/26/07-quote sent to replace TA under SMP $20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/25/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIG ASSM DIRTY/STICKY
	Description		24" 7MM REM MAG
	Date Code		EV
	Bore Plugged	False	
	Bulged	False	

PS 9051

1684

6#
EU 10/79
24"
.012

October 8, 2007

Remington Arms Company,

I am sending this Model 700 7MM RM (A6719387) at the request of Pete in the historical data group after our conversation on 10-5-07.
This rifle was purchased by my father-in-law in 1982 for his hunt of a lifetime in Montana. When he saw the largest whitetail he had ever seen the gun would not fire when he pulled the trigger. It was about 20 degrees. After ejecting shell and trying again and still no fire he raised barrel and the gun fired. The outfitter tried to shoot the gun with the same results of a delay of firing of almost a minute. I believe that the gun was returned to the factory at that time and the cause was believed to be excess packing grease on the firing pin. That was the last day of his last hunt. The gun has spent all these years in his gun cabinet until my wife got it this year.
I had waited all these years thinking this rifle needed to shoot at least one deer to fulfill its purpose. Deciding to upgrade the scope I pulled it out of the cabinet in preparation to take it to the gunsmith, I ran the bolt to check the trigger pull. During this it fired without the trigger being pulled as I moved the safety back and forth. Being baffled I returned it to the cabinet. Later I decided to check if there had been a recall and pulled it out to get the serial number and ran the bolt again, this time it fire as the bolt was locked down. After Pete's request for it to be sent in so it could be looked at, I ran the bolt again and it fired again as the bolt was put down.
I am sending UPS with return shipping papers included.
Contact Information:
Les McLaughlin
2210 Walnut Grove Lane
Richmond Texas 77469
H- 281-341-9635
W-713-590-7049
Thanks for any help you can provide. I have several of your rifles and never had a problem. But this one is not safe to use and either needs to find out what is wrong or go into the lake so no one will get hurt.

Les McLaughlin

could not duplicate concern
Trig. Assm. very Dirty/sticky.
replace TPA, check over, clean
under Bolt. Lock program
for $ 20.00
Quote

Serial Number: A6719387
Model: 700
PS 9052
RE00135400

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00135400

Verify Repair

Serial: A671938 7, Model 700 Center Fire Caliber 7 MM REM MAG Produced 10/08/1979

Repairman:

Status: New 10/23/2007 11:43:33 AM

Address Information

Customer — Received From

Name: LES MCLAUGHLIN

Address 1: 2210 WALNUT GROVE LANE

Address 2: PO Box:

City: RICHMOND

State: TX Zip Code: 77469 Country: US

Return To — Received From

LES MCLAUGHLIN

2210 WALNUT GROVE LANE

PO Box:

RICHMOND

State: TX Zip Code: 77469 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
10/16/2007 10:1	skinnertl	Repair Added	
10/23/2007 11:4	valentds	Repair information change	
10/23/2007 11:4	valentds	From: Check In	To:
10/25/2007 9:17	penceil	From: Product Services	To: Repair Bench

Shipping Hold
Interface Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status: New
10/23/2007 11:43:33 AM
valentds
Repair Bench
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryft 10/25/2007 9:21 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft O... | Microsoft Word | Microsoft Excel | Arms Services Repa... | Current Cases - Mic... | 9:21 AM

RECEIVED
OCT 26 2007
BY:

PS 9053

Remington Arms Co., Inc.
Product Service
Legal Case #:1756

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
136391	11/12/2007	11/13/2007	11/13/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Shooters Choice	Justin	Messick	5105 N Dupont Hwy	Dover	DE	19901		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013 Broken or Missing Parts		Unknown	
S fires on safe release	Concern: 1007 Fired on Safe Release			
C				

11/16/07-correspondence from repair-gun fires when safety is switched to fire. Trigger is broken.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700/50 CAL	27580	ML218252	KS	5/18/1998

Date Purchased	Where Purchased	Accessories	Original Owner
	ACUSPORT CORPORATION	SCOPE,TWO PIECE BASE,RINGS	U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/ML/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35	11/16/2007

11/16/07-replace ta at n/c.lw

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/13/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4013	Broken or Missing Parts	CONNECTOR BROKEN
Barrel	Description		22" 50 CAL ML SS
	Date Code		KS
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9054

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	AFTER MKT
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	AFTER MKT NIPPLE
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	---Select---	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	CONNECTOR BROKEN
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE,TWO PIECE BASE,RINGS

PS 9055

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00136391 — Verify Repair

Serial: ML218252 Model 700ML Center Fire
Caliber: 50 SYN Produced: 05/18/1998

Repairman: Bruce Travis
Status: Shipped 11/13/2007 4:00:02 PM

Address Information

Customer (Received From)		Return To (Received From)	
Name:	SHOOTERS CHOICE		SHOOTERS CHOICE
Address 1:	5105 N DUPONT HWY		5105 N DUPONT HWY
Address 2:		PO Box:	
City:	DOVER		DOVER
State:	DE	Zip Code: 19901	Country: US

FFL:

Contact / Condition | Problems | Estimate | **History / Status** | Shipping / Billing

Date	User ID	Desc1	Desc2
11/13/2007 7:20	pencerl	From: Check In	To: Repair Bench
11/13/2007 8:51	Travisbw	Repair Maintenance	Status: Estimating
11/13/2007 8:53	Travisbw	Estimate Update	Status: PartsHold
11/13/2007 8:55	System	Immediate SAP Allocation	
11/13/2007 9:24	Travisbw	From: Repair Bench	To: Final Inspect
11/13/2007 9:24	Travisbw	Final Inspection	Warranty
11/13/2007 11:0	kanedg	Packed	
11/13/2007 4:00	System	Pitney Bowes File	1Z1148130300067461.470

- [ ] Shipping Hold
- [ ] InterFace Hold
- [ ] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Shipped
11/13/2007 4:00:02 PM
System
Packing
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryll | 11/13/2007 | 4:19 PM | CAPS | NUM | INS | SCRL

Start | Inbox - Microsoft Out... | Arms Services Repair | PS Hold Guns AS | Microsoft Word | 4:19 PM

RECEIVED
NOV 15 2007
BY: _____

PS 9056

1756

KS 5/98
22"

Date: 11-2-07

Randolph Parton

302-284-3992

Dear Sirs:

The firearm described below is being sent to you because of a customer complaint.

Make: Remington Model: 700 ML

Serial #: ML218252

The complaint is as follows:

Gun Fires when Saftey is switched to Fire. trigger is broken

Please repair and return as soon as possible. If you have any questions regarding this matter, please feel free to contact me at anytime at 302-736-1785.

Sincerely,

Justin Messick

Shooters's Choice

36391

11/08 2:27

Serial Number: ML218252

Model: 700ML

RE00136391

connector broken.
replace TPA, check over, clean.
AT N/L # 230145

PS 9057

Remington Arms Co., Inc.
Product Service
Legal Case #:1882

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138428	12/17/2007	12/18/2007	12/18/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Timothy	Mielnicki	2135 Frink St Lot #51	Cayce	SC	29033		H 803-939-9603 E timny.sc.z@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C safety stiff, fires on safe release	Cause:4015 Improper Maintenance Concern:1007 Fired on Safe Release		Unknown	

12/19/07-correspondence from repair-fires when safety is switched off. safety seems stiff.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25793	F6256119	CX	4/30/2003 4:52:33 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	DICK S SPORTING GOODS		Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						
	Repair/Replacement Cost	**Repair/Replacement Date**				
	35	12/19/2007				

12/19/07-replace TA at n/c .lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/18/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER AND TRIGGER PIN RUSTED
Barrel	Description		22" 3006 SPR
	Date Code		CX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9058

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00138428

Verify Repair

Serial: F6256119 Model 700 Center Fire Caliber: 30 06 SPRG. Produced: 04/30/2003

Repairman: Bruce Travis

Status: PartsHold 12/18/2007 8:22:55 AM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: TIMOTHY MIELNICKI	TIMOTHY MIELNICKI
Address 1: 2135 FRINK ST. LOT #51	2135 FRINK ST. LOT #51
Address 2: PO Box:	PO Box:
City: CAYCE	CAYCE
State: SC Zip Code: 29033 Country: US	State: SC Zip Code: 29033 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/17/2007 10:4	New	sanguinegl	Repair Added	
12/17/2007 10:5	Expedite	sanguinegl	From: Check In	To:
12/17/2007 10:5	Update	sanguinegl	Repair information chang	
12/17/2007 12:0	EmailSent	ArmEmail	Repair Received	TIMNYSCZ@AOL.COM
12/17/2007 12:0	EmailVerifie	ArmEmail	Receipt	TIMNYSCZ@AOL.COM
12/18/2007 8:22:	Estimate	Travisbw	Estimate Update	Status: PartsHold

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: PartsHold
12/18/2007 8:22:55 AM
Travisbw
Check In

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 12/18/2007 8:31 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Microsoft Excel - PS Hi... | Arms Services Repair ... | Case Mgmt - Microsof... | 8:31 AM

PS 9059

CX 4/03
8 mt
.014
22"

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 BDL "Cust De"	**Serial Number:** F6256119
Are you the original owner?: [X] YES [ ] NO	
Name: Timothy Mielnicki	**Date of Purchase:** 2003
Address (no PO Boxes):	
2135 Frank St. Lot #51	
City: Cayce	**State:** S.C. **Zip:** 29033
Phone (Daytime): 803-939-9603	**Fax:** 803-939-9603
E-mail Address: Timmy.sc2@AOL.com	
[ ] I would like to receive future e-mail updates from Remington.	

Please describe your problem:

Fires when safety is switch off.
- Safety seems a little stiff when bolt is in and locked down switching from fire to safe.
- Attached is a more descriptive summary.

Ammunition Information:

Manufacturer: Winchester	Type: Super X 30-06 Spr/EXP2
Other (i.e. bullet weight/type, shot size, powder): 150 GR. Power-Point	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used:	Kleen Bore (Formula 3 Gun Conditioner
How often do you clean the bore? (Months or Number of rounds)	every shot at Days End
How often do you clean the action? (Months or Number of rounds)	after shooting
How often do you clean the trigger assembly? (Months or Number of rounds)	once a year
Brand of lubricant used:	Kleen Bore (Formula 3 Gun Conditioner

Never let Setting Dirty

COULD NOT duplicate complaint.
Trig. + Trig. pin Rusted
Applied Tuff, check ownership
AT N/C #2 SOMS

PS 9060

How often do you lubricate the bore? (Months or Number of rounds) 3 times year or after cleaning

How often do you lubricate the action? (Months or Number of rounds) 3 times year and/or after shooting

How often do you lubricate the trigger assembly? (Months or Number of rounds) 1 year

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

[X] YES [ ] NO

Comments: I always clean and lub after shooting / Hunting Season, and Before I store away until Next Season.

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed? Never

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 9061

Remington

MODEL 700™ BDL "CUSTOM DELUXE"
BOLT ACTION RIFLE
22" BARREL / 30–06

ASK FOR THE PACKING CARTON

– INSTRUCTION BOOK 3509

201207 LOCK KEY ASSEMBLY (2)

74 FORM 1444

proof of purchase
0 47700 25793 8
F6256119

owner registration sticker
0 47700 25793 8
F6256119

ORDER NO.	25793
BARREL LENGTH	22"
CAPACITY	5

F6256119

UPC
0 47700 25793 8

PS 9062

1882

28 November, 2007

Problem Description

I would like to first say, Thanks to the Remington Model 700 Bdl I have shot my First Buck, 9 point 148 lbs. This hunting season. I have owned the gun for nearly 4 years now and have not shot it more than 6 times including the buck. I clean the gun barrel after every use.

Before this hunting season I had taken it out of its hard case and made sure it was in working order. Upon dry firing once, I proceeded to open the bolt then I closed it only to find out that when I closed it, the pin had fired. I opened it back up and closed it again. Everything seemed fine until I took the safety off, then it fired again. I proceeded to close the bolt several times and flicked the safety to fire and it would fire. I did this maybe 10 times and it continue to fire while flicking the safety off.

I decided to break the gun down completely and clean everything I could think of cleaning. I can't begin to think it was that dirty since I have fired it so little and it has always been kept clean, but I did. I reassembled the gun and Dry fired it 10 times according to the manual. When doing so it continued to fire when releasing the safety for the first couple of times, then would you know it, it started working Normally again.

I then started pushing the safety back and forth and realized when the bolt is engaged the safety seems a little hard to move back from the fire position, Is that Normal?

So I got back on the phone with Remington and they had told me to send it in anyway even if it is not tricking at the moment. I hope you're able to find the problem and maybe I'm the problem. Am I doing something I shouldn't? I can't imagine that this Rifle is just that sensitive I need to keep it in a climate controlled dust free environment.

I do thank you in advance for trouble shooting this mystery and I hope we have a positive solution. I know this is a little winded I just had no other way to describe the problem, I can only hope I properly did.

Serial Number: F6256119

Model: 700

RE00138428

Sincerely a proud Remington Owner,

Timothy Mielnicki

Return to:
2135 Frink St. Lot #51
Cayce South Carolina
29033

PS 9063

Remington Arms Co., Inc.
Product Service
Legal Case #:924

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
124661	2/8/2007	1/16/2007	5/25/2007	1/6/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Michael	Miller	5144 Chateaugay Drive	Mason	OH	45040		H 513-398-5998

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI	Bruised leg, ringing ears	Cause:4038	Could Not Duplicate Concern		U	
PD	Hole through house	Concern:1008	Fired on Bolt Closing			
S						
C						

1/12/07-email from Fred Supry-While cycling reloads through his rifle, cust had one go off. He was in his cellar and it shot through floor above him, a table and wall. He is ok ecept for some ringing in his ears and a minor bruise on his leg where the stock was resting. He found on the internet that weve been having some problem with these rifles. Also wants to send a 722 for the bolt lock modification.lw 2/21/07-faxed copy of file to Dale Wills for Williams case.lw 5/18/2007 reopened for damage settlement - Mike was deposed in the Williams case and Dale Wills asked us to settle with him on the house damage fls.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 Win		249889		1/1/1900

Date Purchased	Where Purchased	Accessories	Original Owner
			U

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash	Reim. Date	( ]

PS 9064

			Settlement APV	
Replace TA at n/c	Y	5/22/2007	1800.00	5/2

Repair/Replacement Cost	Repair/Replacement Date
$25.00	2/9/2007

1/16/07-send ARS, ltr to get gun in for evaluation.lw Model 722 received reference claim # 1012 2/9/2007. 5/18/2007 Dale Wills called yesterday and asked me to call Mike and make a settlemer agreement on the damages. Mikes extimates were $2370 for all the repairs - we agreed to $1800. release will be mailed today fls. 5/25/2007 executed release received (signed but not notarized) - issued at Ilion fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		2/9/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Unable to cause any accidental release of the firing pin. Rifle is 41 years old and other than slight sluggish movement of the bolt stop due to some sticky residue there was no fault found with the rifle.
Barrel	Description		M/700 270 caliber 22 inch
	Date Code		XN
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	Visible brass wash and shavings on bolt face.

	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	Sluggish movement due to some sticky residue.
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Standard M/700 Bolt Lock Safety
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
	Trigger	Condition	Slightly Worn; Functioning
Pull		---Select---	4.0 lbs
Altered		False	
Non-Remington Components	Description		Scope Base

PS 9066

Remington.

18 May 2007

Michael Miller
5144 Chateaugay Drive
Mason, OH 45040

RE: House damage from accidental discharge

Dear Michael,

Per our telephone conversation this morning, I have enclosed a release that needs to be signed, notarized, and returned to my attention. Once we have the executed release we will issue the paperwork needed to get a check in the amount of $1800 processed and sent to your home address.

I have included an addressed FedEx envelope for you to return the executed release to my attention.If you have any questions please feel free to contact me directly.

Sincerely,

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
E-mail: fred.supry@remington.com

RELEASE

KNOW ALL PERSONS BY THESE PRESENTS:

That I, **Michael Miller**, of **Mason, OH 45040** being of full age, in consideration of and upon receipt of **Eighteen Hundred and 00/100's Dollars (US$1,800.00)**, do here-by release and forever discharge Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc., (formerly named Remington Arms Company, Inc.) (together, the "Releasees"), their successors, assigns, employees, officers, agents and directors from all debts, claims, demands, damages, costs, expenses, actions and causes of action what-so-ever, known and unknown (including claims for loss of consortium), on account of, resulting, or which may result from property damage or injury received by me on or about **January** of **2007** which I have claimed was caused while using products manufactured and/or sold by one or more of the Releasees.

I further state (a) that receipt by **Michael Miller**, of the consideration described above constitutes a full and complete settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees (i) of any responsibility for the accident, or for an alleged defect in said product, or (ii) that any such defect exists and (b) that I have carefully read and understand the contents of this release and sign the same as my own free act; and (c) that this release shall be construed and interpreted according to the laws of the UNITED STATES and the state of NEW YORK.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and seal this _____ day of _____, 20____at _____

_____

_____
Signature

_____
Social Security Number

_____
Address

_____
City, State, Zip

PS 9068

18

400

FedEx Express *US Airbill*

FedEx Tracking Number 8558 6730 0421

Form ID No. 0215 — Sender's Copy

1 From *Please print and press hard.*

Date

Sender's FedEx Account Number 0132-0110-2

Sender's Name MIKE MILLER / FRED SUPRY Phone (315) 895-~~3200~~ 3606

Company REMINGTON ARMS

Address 14 HOEFLER AVE

Dept./Floor/Suite/Room

City ILION State NY ZIP 13357-1888

2 Your Internal Billing Reference First 24 characters will appear on invoice. 882050119132

3 To

Recipient's Name FRED SUPRY Phone (315) 895-3606

Company Remington Arms Company

Recipient's Address 14 HOEFLER AVE

We cannot deliver to P.O. boxes or P.O. ZIP codes.

Dept./Floor/Suite/Room

Address

To request a package be held at a specific FedEx location, print FedEx address here.

City ILION State NY ZIP 13357

0324965766

Schedule a pickup at fedex.com
Simplify your shipping. Manage your account. Access all the tools you need.

4a Express Package Service *Packages up to 150 lbs.*

- [ ] FedEx Priority Overnight — Next business morning.* Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
- [x] FedEx Standard Overnight — Next business afternoon.* Saturday Delivery NOT available.
- [ ] FedEx First Overnight — Earliest next business morning delivery to select locations.* Saturday Delivery NOT available.
- [ ] FedEx 2Day — Second business day.* Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
- [ ] FedEx Express Saver — Third business day.* Saturday Delivery NOT available.

FedEx Envelope rate not available. Minimum charge: One-pound rate.

*To most locations.

4b Express Freight Service *Packages over 150 lbs.*

- [ ] FedEx 1Day Freight* — Next business day.** Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
- [ ] FedEx 2Day Freight — Second business day.** Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
- [ ] FedEx 3Day Freight — Third business day.** Saturday Delivery NOT available.

*Call for Confirmation: _____ **To most locations.

5 Packaging

- [x] FedEx Envelope*
- [ ] FedEx Pak* — Includes FedEx Small Pak, FedEx Large Pak, and FedEx Sturdy Pak.
- [ ] FedEx Box
- [ ] FedEx Tube
- [ ] Other

*Declared value limit $500.

6 Special Handling — Include FedEx address in Section 3.

- [ ] SATURDAY Delivery NOT Available for FedEx Standard Overnight, FedEx First Overnight, FedEx Express Saver, or FedEx 3Day Freight.
- [ ] HOLD Weekday at FedEx Location NOT Available for FedEx First Overnight.
- [ ] HOLD Saturday at FedEx Location Available ONLY for FedEx Priority Overnight and FedEx 2Day to select locations.

Does this shipment contain dangerous goods? One box must be checked.

- [x] No
- [ ] Yes — As per attached Shipper's Declaration.
- [ ] Yes — Shipper's Declaration not required.
- [ ] Dry Ice — Dry Ice, 9, UN 1845 _____ x _____ kg
- [ ] Cargo Aircraft Only

Dangerous goods (including dry ice) cannot be shipped in FedEx packaging.

7 Payment *Bill to:* Enter FedEx Acct. No. or Credit Card No. below.

- [ ] Sender — Acct. No. in Section 1 will be billed.
- [ ] Recipient
- [x] Third Party
- [ ] Credit Card
- [ ] Cash/Check

FedEx Acct. No. / Credit Card No. 1714-7644-6 Exp. Date

Total Packages	Total Weight	Total Declared Value†
1	12	$ .00

†Our liability is limited to $100 unless you declare a higher value. See back for details. By using this Airbill you agree to the service conditions on the back of this Airbill and in the current FedEx Service Guide, including terms that limit our liability.

FedEx Use Only

8 *NEW* **Residential Delivery Signature Options** If you require a signature, check Direct or Indirect.

- [x] No Signature Required — Package may be left without obtaining a signature for delivery.
- [ ] Direct Signature — Anyone at recipient's address may sign for delivery. *Fee applies.*
- [ ] Indirect Signature — If no one is available at recipient's address, anyone at a neighboring address may sign for delivery. *Fee applies.*

519

Rev. Date 8/05•Part #158279•©1994–2005 FedEx•PRINTED IN U.S.A.•SRS

PULL AND RETAIN THIS COPY BEFORE AFFIXING TO THE PACKAGE. NO POUCH NEEDED.

fedex.com 1.800.GoFedEx 1.800.463.3339

PS 9069

ORIGINAL

Remington Arms Company, Inc.

Madison, North Carolina 27025-0700

Purchase Order No.

Name of Person Originating APV: Fred Supry

Location/Extension of Originator: Ilion - 3606

Date Prepared: 05/25/07

Seller's Invoice No.

Seller's Invoice Date

Pay To: Michael Miller

Street and No. 5144 Chateaugay Drive

City Mason State OH Zip Code 45040

____ % ____ Days, Net ____ Days or ____ Desired Pay Date

Vendor Code

Pmt Method

Description	Total Dollars	Cents
Cash settlement reached on a property damage claim. Reference Michael Miller file in Product	1,800	.00
Service, R&E #: 124661, and claim #: 924.		
Copy of release with social security number (009-44-0163) attached.		

Distribution

Firearms Pre-lit: 8850050-230145

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed: Fred Supry

Signed:

Date: 5/25/2007

Gross	1,800	.00
Discount		
Net	1,800	.00

For Treasury Use Only

Date Paid

Reference No.

Bank Acct

USD Amt (If in Foreign Currency)

PS 9070

RELEASE

KNOW ALL PERSONS BY THESE PRESENTS:

That I, **Michael Miller**, of **Mason, OH 45040** being of full age, in consideration of and upon receipt of **Eighteen Hundred and 00/100's Dollars (US$1,800.00)**, do here-by release and forever discharge Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc., (formerly named Remington Arms Company, Inc.) (together, the "Releasees"), their successors, assigns, employees, officers, agents and directors from all debts, claims, demands, damages, costs, expenses, actions and causes of action what-so-ever, known and unknown (including claims for loss of consortium), on account of, resulting, or which may result from property damage or injury received by me on or about **January** of **2007** which I have claimed was caused while using products manufactured and/or sold by one or more of the Releasees.

I further state (a) that receipt by **Michael Miller**, of the consideration described above constitutes a full and complete settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees (i) of any responsibility for the accident, or for an alleged defect in said product, or (ii) that any such defect exists and (b) that I have carefully read and understand the contents of this release and sign the same as my own free act; and (c) that this release shall be construed and interpreted according to the laws of the UNITED STATES and the state of NEW YORK.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and seal this 22nd day of MAY, 2007 at 2:06 PM

MASON OH

M. A. Miller
Signature

009-44-0163
Social Security Number

5144 Chateaugay Dr.
Address

Mason OH 45040
City, State, Zip

PS 9071

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00124661

Verify Repair | High Priority

Serial: 249889 Model: 700 Center Fire with 22 inch barrel Caliber: 270 WIN ADL

Repairman: Dale Lewis

Status: Shipped 2/14/2007 4:00:02 PM

Address Information

Customer: Received From

Name: MICHAEL MILLER

Address 1: 5144 CHATEAUGAY DRIVE

Address 2: PO Box:

City: MASON

State: OH Zip Code: 45040 Country: US

Return To: Received From

MICHAEL MILLER

5144 CHATEAUGAY DRIVE

PO Box:

MASON

State: OH Zip Code: 45040 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
2/13/2007 12:41	pencerl	From: Gallery	To: Final I
2/14/2007 8:12:5	dekanekcg	Final Inspection	Warranty
2/14/2007 9:47:5	kanedg	Packed	
2/14/2007 4:00:0	System	Pitney Bowes File	1Z114813
2/14/2007 5:05:0	ArmEmail	Shipped	MAM_KCI
2/14/2007 5:05:1	ArmEmail	Repair Complete	MAM_KCI
5/25/2007 1:22:4	supryfl	Settlement APV issued ($1800) at Ilion	

- [ ] Shipping Hold
- [ ] Interface Hold
- [ ] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Shipped

2/14/2007 4:00:02 PM

System

Packing

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl 5/25/2007 1:23 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Arms Services Repair | Closed Cases - Micros... | Microsoft Excel | 1:23 PM

PS 9072

Remington Arms Co., Inc.
Product Service
Legal Case #:1791

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137445	11/27/2007	11/28/2007	12/4/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mobile Shooting Center	Mobile Shooting		9170-c Airport Blvd	Mobile	AL	36608		W 251-633-8629

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S fires on bolt closing	Concern:1008 Fired on Bolt Closing			
C				

12/4/07-correspondence from repair-when you close the bolt, it fires.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	6749000	KY	5/1/1974
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	PERRY SHANKLE SAN ANTONIO TX	SLING,SOFT CASE	U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						
	Repair/Replacement Cost	**Repair/Replacement Date**				

12/4/07-quote to replace trigger under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/28/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED
Barrel	Description		22" 3006 SPR
	Date Code		KY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

PS 9073

	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	SCRATCHES,MARS,RUST
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SLING,SOFT CASE

Arms Services Repair & Estimate System

File | Add Repair | Estimate Repair | Expedite Repair | Inquiry | Repair Tools | CSR Tools | Reports | Table Maintenance | System Maintenance | Help

Repair Inquiry

Repair Number: RE00137445

Verify Repair

Serial: 6749000 Model 700 Center Fire Caliber: 30.06 SPRG Produced: 09/13/1974

Repairman: Chuck Dekanek

Status: ApprovalHold 11/29/2007 11:36:31 AM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: MOBILE SHOOTING CENTER	MOBILE SHOOTING CENTER
Address 1: 9170 C AIRPORT BLVD	9170 C AIRPORT BLVD
Address 2:	PO Box:
City: MOBILE	MOBILE
State: AL Zip Code: 36608 Country: US	State: AL Zip Code: 36608 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
11/27/2007 12:3	valentds	Repair Added	
11/28/2007 10:2	pencerl	From: Check In	To: Repair Bench
11/29/2007 11:3	dekanekcg	Estimate Update	Status: ApprovalHold
11/29/2007 3:02	pencerl	From: Repair Bench	To: ApproveRack
11/29/2007 3:31	BatchJob	Quotation Control	
11/30/2007 7:34	johnsonwm	Mailed Estimate to Customer	

- [ ] Shipping Hold
- [ ] InterFace Hold
- [x] Estimate Sent
- [ ] Parts Received
- [ ] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: ApprovalHold
11/29/2007 11:36:31 AM
dekanekcg
ApproveRack

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll | 11/30/2007 | 1:34 PM | CAPS | NUM | INS | SERL

start | Inbox - Microsoft Ou... | Arms Services Repai... | Search for a Serial N... | PS Hold Gunz - AS... | Current Cases - Mic... | 1:34 PM

RECEIVED
DEC 03 2007
BY: Lu

PS 9075

1791

1010 KY 5/M
224
2.5#

MOBILE SHOOTING CENTER
9170-C Airport Blvd.
MOBILE, AL 36608
(251) 638-8629

STYX RIVER SHOOTING CENTER
24775 Water World Rd.
ROBERTSDALE, AL 36567
(251) 960-1173

CUSTOMER'S ORDER NO.	PHONE	DATE
		11-13-07

NAME: Remington 700
ADDRESS: .30-06
Ser # 6749000

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RET'D.	PAID OUT

QTY.	DESCRIPTION	PRICE	AMOUNT
	Attn: Repair Dept.		
	When you close the bolt on this gun it fires. Please repair or replace and return to		
	Any questions, please call us.		

T219. Assm set screws altered will follow down. T219 Assm very dirty. Replace TRA check over clean under bolt lock program Rop & 20.00 (T219 Guard Dented)

Serial Number: 6749000
Model: 700

Thank You

RE00137445

PS 9076

Remington Arms Co., Inc.
Product Service
Legal Case #:1370

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
130960	6/28/2007	6/29/2007	6/29/2007	5/28/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jason	Mooney	1615 South 6th Street	Richmond	IN	47374		H 765-939-2372 E jsn_mooney@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S fired on safe release	Cause:4006 Altered Adjustments or Components Concern:1007 Fired on Safe Release		Unknown	
C				

7/10/07-correspondence from repair-fired on safe release.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN		6821963	BZ	1/1/1975
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
			U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						
	Repair/Replacement Cost	**Repair/Replacement Date**				

7/10/07-quote sent to replace TA under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/29/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4006	Altered Adjustments or Components	SET SCREWS ALTERED ON TPA
Barrel	Description		24" 243 WIN HB
	Date Code		BZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Missing	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.006
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

1370

BZ 1/75
2.5#
24"
.006

Remington

Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700 BDL	**Serial Number:** 6821963
Are you the original owner?: ☐ YES ☑ NO	
Name: Jason L Mooney	**Date of Purchase:** December 2006
Address (no PO Boxes): 1615 South 6th Street	
City: Richmond	**State:** IN **Zip:** 47374
Phone (Daytime): (765) 939-2372	**Fax:**
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) jsn_mooney@yahoo.com	
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem and date of ocurrence:

28 MAY 2007 While attempting to unload this weapon it accidentally discharged when safety selector was moved from safe to fire.
I would also like to have the barreled action, including bolt, re-finished with the matte finish as supplied on the "EXPRESS" guns while you already have it.

IF POSSIBLE I DO NOT WANT the New (ISS) bolt shroud installed. Set new trigger to 3.0 lbs

212 characters left

Ammunition Information:

Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	

Handload Information:

Powder Used: Vrget	Powder Weight: 41.2 grain
Case/Hull Used: Winchester	Primer Used: CCI
Bullet Type/Shot Size: 75 gr V-Max	Reloader Used: RCBS

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Montana Extreme

How often do you clean the bore? (Months or Number of rounds) 100 rounds or less

PS 9079

How often do you clean the action? (Months or Number of rounds) 100 rounds or less

How often do you clean the trigger assembly? (Months or Number of rounds) 500 rounds

Brand of lubricant used: Brownells Action Plus

How often do you lubricate the bore? (Months or Number of rounds) 100 rounds or less

How often do you lubricate the action? (Months or Number of rounds) 100 rounds or less

How often do you lubricate the trigger assembly? (Months or Number of rounds) 500 rounds

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☐ YES ☑ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) never

What were the services performed?)

NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.

Ship your INSURED firearm by either UPS or Parcel Post to:

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357

Trig. set screws altered. Firing pin will follow down. Replace TPA check over under bolt locking program for $20.00. Quote for refinish upon request.

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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American [illegible] MasterCard or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount

Serial Number: 6821963

Model: 700

RE00130960

Legal Notices

RECEIVED
JUL 10 2007
BY: [illegible]

Remington

PS 9080

PS 9081

700 BDL VARMINT .243 WINCHESTER

Replace Trigger / re-finish matte black finish, incl. bolt

- Set new trigger to 3.0 lbs please -

SN / 6821963

Please e-mail quote on refinish and available finishes. IF possible I DO NOT want the new (ISS) style bolt shroud installed.

JSN - MOONEY @ YAHOO. com

(765) 939-2372

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00130960

Verify Repair

Serial: 6821953 Model: 700 Center Fire Caliber: 243 WIN BARREL ACTION ONLY

Repairman:

Status: New 6/28/2007 2:34:09 PM

Address Information

Customer: Received From

Name: JASON L. MOONEY

Address 1: 1615 SOUTH 6TH STREET

Address 2: PO Box:

City: RICHMOND

State: IN Zip Code: 47374 Country: US

Return To: Received From

JASON L. MOONEY

1615 SOUTH 6TH STREET

PO Box:

RICHMOND

State: IN Zip Code: 47374 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
6/28/2007 2:34:0	New	sanguinegl	Repair Added
6/28/2007 2:38:0	Expedite	sanguinegl	From: Check In
6/28/2007 5:05:1	EmailSent	ArmEmail	Repair Received
6/28/2007 5:05:2	EmailVerified	ArmEmail	Receipt

Shipping Hold

InterFace Hold

Estimate Sent

Parts Received

Passed Inspection

Return As Received

Has been Approved

Internal Repair

Current Status

New

6/28/2007 2:34:09 PM

sanguinegl

Product Services

Repair Location

IEN

Current Location

IEN

Transfer Number

Repair Search | Refresh | Close

supryl | 6/29/2007 | 7:57 AM | CAPS | NUM | INS | SCRL

Start | Inbox - Microsoft Out... | Arms Services Repair | 7:57 AM

PS 9082

Remington Arms Co., Inc.
Product Service
Legal Case #:1252

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128891	5/3/2007	5/3/2007	5/3/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mountain Sport Shop			W6530 20th Drive	Wautoma	WI	54982		W 620-787-3815

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4006	Altered Adjustments or Components			
S	30 years ago the rifle fired on safe release	Concern:1007	Fired on Safe Release		Unknown	
C						

Gun shop sent rifle in for the original owner. He stated to them that the rifle fired once on safety release when it was new - being aware of it he was extremely careful with the rifle and it did not happen again.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/270 WIN		21764 AO	3/1/1977

Date Purchased	Where Purchased	Accessories	Original Owner
		TWO PIECE SCOPE BASE	U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Ca Da AP

PS 9083

BLM
Program

Repair/Replacement Cost	Repair/Replacement Date
65.00	5/7/2007

We could not duplicate concern, trigger assembly set screw positions were altered. Clean action and install a new TA under the bolt lock modification program. Quote $20. fls

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/3/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	Trigger set screw positions altered. fls
Barrel	Description		22" 270 WIN
	Date Code		AO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	

PS 9084

Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	---Select---	N/A
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

1252

AO 3/77
4.5#
22"
.008

Remington

General Repair Form

Back to Repair Services

NOTE: Please complete and print this form, and then include it with your firearm

Model Number: 700		**Serial Number:** 21764	
Name: Mountain Sport Shop		**Date of Purchase:** ?? very early	
Address (no PO Boxes): W6530 20th Drive			
City: Wautoma	**State:** WI	**Zip:** 54982	
Phone (Daytime): 9207873815		**Fax:**	
E-mail Address: mtnman@network2010.net			

Please describe your problem:

This rifle should qualify for the safety recall/upgrade.

My shop is sending this rifle in for the original owner. He has experienced the rifle shooting upon releasing the safety. This occurred basically from when the rifle was new, but being aware of it was always extremely careful.

Please repair under the recall procedure.

My FFL should be on file from previous transactions.
Thank you, Gerald Kraus DBA Mountain Sport Shop

54 characters left

NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.

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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

PS 9086

Serial Number: 21764

Model: 700

RE00128891

Legal Notices

Remington

could not duplicate concern.
Trig. set screws altered replace
TOA, check over & clean under
BOLT LOCK PROGRAM for $20.00
Quote

Remington Arms Co., Inc.
Product Service
Legal Case #:1858

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/11/2007					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Robert	Nikolas	1896 Spring Grove Rd	Bloomfield Hills	MI	48304	84	H 248-852-7575

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot van	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C				

12/11/07-cust loaned gun to a friend a few weeks ago. Friend pushed the bol and the gun went off and shot van. Cust quoted info from injuryboard.com Feb 7, 2001 claiming we have a problem with our triggers.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7mm Rem Ma	20000	6560642		1/1/1900
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	JOHN BIEWER ST CLAIR MICH		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

12/12/07-Sending box, ars, ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 9087

1850

Case Information

Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/11/09				

Customer Information

	Reporter (Age 84)	Incident (Age)
Name	Robert Nikolas	
Address	1896 [illegible]	
City, St Zip	Bloom[illegible] [illegible] 304	
Home	248-352-7575	
Cell		
Work		

Incident Information

Personal Injury ☐ Property Damage ☑ Safety ☒ Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident: Couple weeks ago

M/700 porch used [illegible] loaned to friend past month

friend pushed bolt, gun went off & shot him.

Injurybond.com Feb 7 2001

BOND 888-351

ACS-✓

Firearm Information

Manufacturer	Type of Action	Model/Caliber/Ga	Serial Number	Date of Manuf
Rem	B/A	700 [illegible]	6560642	

Date Purchased	Where Purchased	Original Owner

Ammunition Information

Manufacturer	Caliber/Gauge	Factory or Reloads

Bullet type	Bullet wt	Lot#

Additional Ammo Info:

Other Products Information

PS 9088

Remington®

December 12, 2007

Robert Nikolas
1896 Spring Grove Rd
Bloomfield Hills, MI 48304

Subject: Model 700 Serial #6560642
RE: Case #1858

Dear Mr. Nikolas,

We were sorry to learn about the unfortunate incident your friend experienced with your Model 700 rifle. We are certainly glad that no one was injured, and we appreciate you contacting us so we can evaluate your firearm.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 9089

ROBERT NIKOLAS
1896 SPRING GROVE RD
BLOOMFIELD HILLS MI 48304

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6735 4951

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:ROBERT NIKOLAS/LW
REF 2:ATTN: SERVICE DEPT/REF# 6560642
WS 9.0.49 LP2844 72.0A 10/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping issues, call 1-800-782-7892. United Parcel Service, Louisville, KY

PS 9090

Remington Arms Co., Inc.
Product Service
Legal Case #:1457

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
132243	8/8/2007	8/8/2007	8/9/2007	7/30/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Dennis	O'Brien	908-B Liberty Street	Belvidere	NJ	07823		H 908-797-2951 W 908-475-3322

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S Firing pin engages when bolt locks down	Concern:1008 Fired on Bolt Closing			
C				

8/13/07-correspondence from repair-Firing pin automatically engaging when bolt locked down. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006	26259	T6256820	XU	12/12/2000 2:56:41 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	JERRY S SPORT INC		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair at discount						
	Repair/Replacement Cost	**Repair/Replacement Date**				

8/13/07-occasional follow down did not duplicate during exam. Excessive oil build up on underside & receiver and on TA. .lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		8/8/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4015	Improper Maintenance	
Barrel	Description		Model 700 3006 Stainless
	Date Code		XU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while		

PS 9091

	Obstructed			
	Muzzle/Crown Condition	Slightly Worn; Functioning		
Bolt	Firing Pin	Slightly Worn; Functioning		
	Shroud	Slightly Worn; Functioning		
	Face	Slightly Worn; Functioning		
	Handle	Slightly Worn; Functioning		
	Stop	Slightly Worn; Functioning	some build up of excess oil	
Extractor	Condition	Slightly Worn; Functioning		
	Cut Condition	Slightly Worn; Functioning		
	Ext/Eject Test	False		
Locking	Block Condition	---Select---		
	Lug Condition	Slightly Worn; Functioning		
	Notch Condition	---Select---		
Magazine	Condition	---Select---		
	Box Condition	Slightly Worn; Functioning		
Overall	Exterior Condition	Slightly Worn; Functioning		
	Stock Condition	Slightly Worn; Functioning		
	Fore End Condition	---Select---		
Receiver	Condition	Slightly Worn; Functioning	underside of receiver coated with dried excess oil.	
	Bulged	False		
Safety	Description		700 style safety - non bolt lock	
	Function	Slightly Worn; Functioning		
	Sub-Assembly	ISS		
Sear	Lift	---Select---	not measured	
	Notch	Slightly Worn; Functioning		
	Trigger	Condition	Abused; Functioning	Extremely dirty, coated with dried excess oil.
Pull		---Select---	3.0 lbs	
Altered		False		
Sub-Assembly		M/700 Non-Bolt Lock		
Non-Remington Components	Description		rear scope base	

PS 9092

1457 3 lbs.

Serial Number: T6256820

Model: 700

RE00132243

REMINGTON ARMS
14 Hoefler Avenue
Ilion, New York 13357
800.243.9700

Re: Service

Dear Arms Services:

Enclosed please find my Remington Model 700, Serial #T6256820 chambered in a .30-06 cal. Recently, after shooting several rounds of ammunition on July 30, 2007, the firing pin was automatically engaging once I locked the bolt down. After the first incident, I then worked the bolt, unloaded of course, and discovered within a period of 14 times working the bolt open and then locking it closed for firing, the pin automatically engaged 6 times as if the trigger was pulled.

I was fortunate to have this happen at an unoccupied shooting range while the barrel was pointed down range. Please make every effort to have this problem corrected. I may be reached directly at (908) 797-2951.

Sincerely,

Dennis O'Brien
908-B Liberty Street
Belvidere, New Jersey 07823
(908) 797-2951
(908) 475-3322

Occassional follow-down did not duplicate during exam. Excessive oil backup on underside of Receiver and on TA. Install new TA at 42% off MSP (#50)

132243

FLS 8/9/2007

PS 9093

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00132243

Verify Repair

Serial: T6256820 Model 700 Center Fire Caliber: 30.06 SPRG BDL SS SYN DM Produced: 12/12/2000

Repairman: Robert Frink

Status: Estimating 8/8/2007 3:03:35 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: DENNIS O'BRIEN	DENNIS O'BRIEN
Address 1: 908-B LIBERTY STREET	908-B LIBERTY STREET
Address 2:	
PO Box:	PO Box:
City: BELVIDERE	BELVIDERE
State: NJ Zip Code: 07823 Country: US	State: NJ Zip Code: 07823 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
8/6/2007 5:32:56	skinnerll	Repair Added	
8/8/2007 8:00:23	valentds	Repair information change	
8/8/2007 10:35:5	pencell	Repair Maintenance	Status: New
8/8/2007 10:39:2	pencell	From: Check In	To: Repair Bench

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: Estimating 8/8/2007 3:03:35 PM

frinkrb

Repair Bench

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 8/8/2007 3:54 PM CAPS NUM INS SCRL

start | Inbox - Microsoft Ou... | Arms Services Repai... | PS Hold Guns AS... | Part Search by Mate... | Search for a Serial N... | 3:54 PM

PS 9094

Remington Arms Co., Inc.
Product Service
Legal Case #:1426

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
132066	8/1/2007	8/2/2007	8/2/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Michael	Ogorman	1026 East Hill Rd	Middlesburgh	NY	12122		H 518-322-8323

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4015	Improper Maintenance			
S		Concern:1025	Unexplained Discharge - No Mention of Safety Position		Unknown	
C	Action failure-uninitiated discharge					

8/6/07-correspondence from repair-Action Failure-uninitiated discharge.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	20000	6435872	OW	7/1/1972

Date Purchased	Where Purchased	Accessories	Original Owner
	JERRYS SPT SHP OLYPHANT PA	TWO PIECE SCOPE BASE	U

CONCERN:UNINTENTIONAL DISCHARGE

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

8/6/07-Replace TA under SMP. Quote for $20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/2/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4015	Improper Maintenance	TRIGGER ASSM VERY DIRTY/STICKY TRIGGER IS BINDING
Barrel	Description		24" 243 WIN HB
	Date Code		OW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Like new; Functioning	
Tests		Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY/STICKY
	Pull	---Select---	7#

	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

Receipt Of Firearm(s) Delivered to the Plant for Repair File 004680
Firearm Checked For Live Ammunition [ ]

Delivery Date 02 / 22 / 07

Customer Name (Print) Michael O'Connor

Address 1026 EAST HILL RD State NY Zip 12122
Mt Ephraim

Phone Number (518)- 322-8323

Fireman Description Model 700 Cal./Ga. 243
Serial Number 6435872
Stock/ Fore-end Condition circle the description
(Excellent, Good, Fair, Poor, Fancy, Plain, Synthetic, Wood)
Comments on Stock/ Fore-end condition UNDamaged
Metal Condition circle the description
(Excellent, Good, Fair, Poor, Fancy, Plain Stainless Steel)
Comments on Metal condition UNDamaged
Barrel Type (VT. Rib; Plain; Deer; Stainless Steel) Barrel length
List additional accessories IE Scope, Sling, Gun case and description;
Scope bracket

Customer request: ACTION FAILURE - UNINTENDED DISCHARGE

Return Process Return to Clark St. Ent. [ ] Return via UPS [X]

By signing this receipt the person delivering the firearm understands to be the only person to receive the firearm upon completion of repairs.

Signature _____ Date 2 / 22 / 07
person delivering firearm

Signature Ryan Fluke Date 2 / 22 / 07
security officer

Signature _____ Date ___ / ___ / ___
arms service / CSR

TRIG. ASSM DIRTY/STICKY
TRIG. IS BINDING AND
NOT RETURNING PROPERLY
TPA checked over & cleaned
under 30CT LOCK
PROGRAM FOR
$23.00
Q. Fuke

Customer Pick Up Verification

Serial Number: 6435872
Model: 700
RE00132066

'ed the above described firearm to the
wfully possess a firearm in New York State.

_____ Date ___ / ___ / ___
.e same who delivered

_____ Date ___ / ___ / ___
:urning the firearm

PS 9098
BY:

RECEIVED AUG 06 2007

Receipt Of Firearm
Rev. 6/4/03

Remington.

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00132066

Verify Repair

Serial: 8435872 Model 700 Center Fire with 24 inch barrel Caliber: 243 WIN VARMINT BDL Produced: 01/07/1972

Repairman: Dale Lewis

Status: ApprovalHold 8/2/2007 3:22:06 PM

Address Information

Customer: Received From

Name: MICHAEL OGORMAN

Address 1: 1026 EAST HILL ROAD

Address 2: PO Box:

City: MIDDLEBURGH

State: NY Zip Code: 12122 Country: US

Return To: Received From

MICHAEL OGORMAN

1026 EAST HILL ROAD

PO Box:

MIDDLEBURGH

State: NY Zip Code: 12122 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
8/2/2007 8:26:4E	ReOpened	pencerl	
8/2/2007 8:26:5:	Expedite	pencerl	From: Product Services
8/2/2007 3:16:0E	Estimate	lewisdb	Estimate Update
8/2/2007 3:20:04	Repairing	System	Immediate SAP Allocation
8/2/2007 3:21:17	Estimate	lewisdb	Estimate Update
8/2/2007 3:21:2E	Expedite	pencerl	From: Repair Bench
8/2/2007 3:22:0E	Estimate	lewisdb	Estimate Update
8/2/2007 4:24:5:	ApprovalHold	BatchJob	Quotation Control

- [ ] Shipping Hold
- [ ] InterFace Hold
- [x] Estimate Sent
- [x] Parts Received
- [ ] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: ApprovalHold

8/2/2007 3:22:06 PM

lewisdb

ApprovalRack

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 8/3/2007 8:39 AM CAPS NUM INS SCR

start | Inbox - Microsoft... | PS Hold Guns AS | Arms Services Rep... | 2 Microsoft Offic... | Microsoft Word | 8:39 AM

PS 9099

Remington Arms Co., Inc.
Product Service
Legal Case #:1695

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135931	10/26/2007	10/29/2007	10/29/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		James	Orton	1225 Sheppard Rd	Rockton	IL	61072		H 815-624-0219 E bluewolfjo@charter.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

10/31/07-correspondence from repair-rifle discharged when safety was put from safe to fire. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	27482	E6520132	XS	12/30/1998

Date Purchased	Where Purchased	Accessories	Original Owner
7/15/2007	GO SPORTSMENS SUPPLY INC		U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35.00	10/31/2007

10/31/07-replace ta at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/29/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM SET SCREWS ALTERED

PS 9100

Barrel	Description		24" 300 WIN MAG
	Date Code		XS
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	BBL CHANNEL ALTERED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 9101

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00135931
Verify Repair

Serial: E6520132 Model: 700 Center Fire Caliber: 300 WIN MAG Produced: 12/30/1998

Repairman: Bruce Travis
Status: Repairing 10/29/2007 8:25:22 AM

Address Information

Customer: Received From
Name: JAMES ORTON
Address 1: 1225 SHEPPARD ROAD
Address 2: PO Box:
City: ROCKTON
State: IL Zip Code: 61072 Country: US

Return To: Received From
JAMES ORTON
1225 SHEPPARD ROAD
PO Box:
ROCKTON
State: IL Zip Code: 61072 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
10/26/2007 10:3	valentds	Repair Added	
10/26/2007 10:4	valentds	From: Check In	To:
10/29/2007 7:16	Travisbw	Address, Billing, or Ship Method Chan	from Approval Screen
10/29/2007 7:21	Travisbw	Estimate Update	Status: PartsHold
10/29/2007 8:25	System	Immediate SAP Allocation	

- [ ] Shipping Hold
- [ ] InteiFace Hold
- [ ] Estimate Sent
- [x] Parts Received
- [ ] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Repairing
10/29/2007 8:25:22 AM
System
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supiyll 10/29/2007 9:29 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Microsoft Excel - PS H... | Arms Services Repair... | 9:29 AM

RECEIVED
OCT 31 2007
BY: DW

PS 9102

1695

Remington.

Factory Repair Form

Return to Previous Page

XS 12/98

2.5#

.015

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700	**Serial Number:** E6520132	
Are you the original owner?: ☐ YES ☑ NO		
Name: James Orton	**Date of Purchase:** July 15, 2007	
Address (no PO Boxes): 1225 Sheppard Rd.		
City: Rockton	**State:** IL	**Zip:** 61072
Phone (Daytime): 815-624-0219	**Fax:**	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) bluewolfjo@charter.net		
E-mail Address: ☑ I would like to receive future e-mail updates from Remington.		

Please describe your problem and date of ocurrence:

10/07/2007, with bolt locked and one round in rifle & chambered, rifle discharged when safety was put from safe to fire, with finger outside of trigger guard. Trigger pull seems to be very short. Other than that rifle shoots ok. Thanks, James Orton

could not duplicate concern.
Trig-set screws altered.
replace TPA, check over, clean.
At 1/2 normal cost. Good-will
gesture. go-ahead

250 characters left

Ammunition Information:	
Manufacturer: Remington	Type: core-lokt 300 win mag
Other (i.e. bullet weight/type, shot size, powder): 180 gr.	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: Hoppes	
How often do you clean the bore? (Months or Number of rounds) every 10 rounds	
How often do you clean the action? (Months or Number of rounds) every 10 rounds	
How often do you clean the trigger assembly? (Months or Number of rounds) every 6 months	
Brand of lubricant used: Hoppes	
How often do you lubricate the bore? (Months or Number of rounds) every 10 rounds	
How often do you lubricate the action? (Months or Number of rounds) every 10 rounds	

PS 9103

How often do you lubricate the trigger assembly? (Months or Number of rounds) every 6 months

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☑ YES ☐ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) not known

What were the services performed?) N/A

NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.

Ship your INSURED firearm by either UPS or Parcel Post to:

Remington Arms Co., Inc.
Attn: Arms Service Division
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,
ed.)
damage.
ox. Shipments without a proper

emington is not responsible for
se insurance from your carrier.

you C.O.D. (To avoid C.O.D. Charges, please include your

letailing the nature of the repair, applicable taxes and shipping.
an be paid by check, money order, or credit card (American
expedite repairs over $75.00 by setting a pre-authorized amount
onically through Check21.

Serial Number: E6520132

Model: 700

RE00135931

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Visit Our Other Remington Websites
Other Sites

Visa # 4060-3240-8292-3478

Exp. Date 07/2010

Name James R. Orton

cid # 114

I authorize you to charge me for repairs on this credit card up to $300.00

signed X James Orton

PS 9104

Remington Arms Co., Inc.
Product Service
Legal Case #:1443

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131992	8/3/2007	8/6/2007	8/7/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ralph	Page	18 Vicksburg Station	St Charles	MO	63303		H 314-691-0508 E rick-page@sbcglobal.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S fires when bolt is closed	Concern:1008 Fired on Bolt Closing			
C				

8/7/07-correspondence from repair-gun sometimes discharges when bolt is closed. Sending in $20 for SMP.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006		6800205	EY	10/1/1974
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
		Scope Bases	U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						
	Repair/Replacement Cost	**Repair/Replacement Date**				

Bolt lock Modification Program

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		8/6/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Unable to cause accidental discharge during examination. Trigger set screw positions have been altered. The trigger pull is below factory minimum.
Barrel	Description		Model 700 22 inch 3006
	Date Code		EY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9105

	Fired while Obstructed			
	Muzzle/Crown Condition	Worn; Functioning		
Bolt	Firing Pin	Worn; Functioning		
	Shroud	Worn; Functioning		
	Face	Worn; Functioning		
	Handle	Worn; Functioning		
	Stop	Worn; Functioning		
Extractor	Condition	Slightly Worn; Functioning		
	Cut Condition	Slightly Worn; Functioning		
	Ext/Eject Test	False		
Locking	Block Condition	---Select---		
	Lug Condition	Slightly Worn; Functioning		
	Notch Condition	---Select---		
Magazine	Condition	Slightly Worn; Functioning		
	Box Condition	---Select---		
Overall	Exterior Condition	Slightly Worn; Functioning		
	Stock Condition	Slightly Worn; Functioning		
	Fore End Condition	---Select---		
Receiver	Condition	Slightly Worn; Functioning		
	Bulged	False		
Safety	Description		Cross bolt	
	Function	Slightly Worn; Functioning		
	Sub-Assembly	Non-ISS		
Sear	Lift	---Select---	.011	
	Notch	Slightly Worn; Functioning		
	Trigger	Condition	*Modified	Trigger set screw positions have been altered.
Pull		---Select---	2.5 lbs.	
Altered		True		
Sub-Assembly		M/700 Bolt Lock		
Non-Remington Components	Description		two-piece scope base	

PS 9106

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00131992 | Serial: 6800205 Model: 700 Center Fire Caliber: 308 | Repairment: | Status: New 8/3/2007 1:53:39 PM

Verify Repair

Address Information

Customer: Received From | Name: RALPH PAGE | Address 1: 18 VICKSBURG STATION | Address 2: | PO Box: | City: ST CHARLES | State: MO | Zip Code: 63303 | Country: US

Return To: Received From | RALPH PAGE | 18 VICKSBURG STATION | PO Box: | ST CHARLES | State: MO | Zip Code: 63303 | Country: US

FFL:

Contact/Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
7/31/2007 10:54	skinnerfl	Repair Added	
7/31/2007 12:06	ArmEmail	Repair Received	RICK-PAGE@SBCGLOB
7/31/2007 12:06	ArmEmail	Receipt	RICK-PAGE@SBCGLOB
8/3/2007 1:53:39	valentds	Repair information change	
8/3/2007 1:54:29	valentds	From: Check In	To:
8/6/2007 10:31:3	supryfl	Address, Billing, or Ship Method Ch	from Approval Screen
8/6/2007 10:32:3	supryfl	Returned to Arms Service for repair	Bolt Lock Modification Pr

Shipping Hold
Inter Face Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status: New 8/3/2007 1:53:39 PM valentds
Product Services
Repair Location: IN
Current Location: IN
Transfer Number:

Repair Search | Refresh | Close

supryfl 8/6/2007 10:32 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Ou... | Arms Services Repai... | Microsoft Excel - PS ... | Microsoft Word | Enter New Case - Mi... | 10:32 AM

1443

Returned to Arms Service for bolt lock modification program 8/6/07.

RECEIVED
AUG 07 2007
BY: PW

PS 9107

1443

2.5165

Remington

General Repair Form

Back to Repair Services

NOTE: Please complete and print this form, and then include it with your firearm

Model Number: Remington 700		**Serial Number:** 6800205	
Name: Ralph W. Page, Jr.		**Date of Purchase:** November 1980	
Address (no PO Boxes): 18 Vicksburg Station			
City: St. Charles	**State:** MO		**Zip:** 63303
Phone (Daytime): 314-691-0508		**Fax:**	
E-mail Address: rick-page@sbcglobal.net			

Please describe your problem:

Gun Sometimes discharges when bolt is closed.

Check# 5857
$20.00

PS I have enclosed $ 20.00 to partispate in the Safety Program.

Thanks, RWP

366 characters left

NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.

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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

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Remington

Install new TA, clean action under the bolt lock modification program. Pre-paid by customer.

FLS 8/6/2007

Serial Number: 6800205

Model: 700

RE00131992

PS 9108

Remington

General Repair Form

Back to Repair Services

NOTE: Please complete and print this form, and then include it with your firearm

Model Number: Remington 700	**Serial Number:** 6800205	
Name: Ralph W. Page, Jr.	**Date of Purchase:** November 1980	
Address (no PO Boxes): 18 Vicksburg Station		
City: St. Charles	**State:** MO	**Zip:** 63303
Phone (Daytime): 314-691-0508	**Fax:**	
E-mail Address: rick-page@sbcglobal.net		

Please describe your problem:

Gun sometimes discharges when bolt is closed.

455 characters left

NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.

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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

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Remington

131997

PS 9109

Remington Arms Co., Inc.
Product Service
Legal Case #:1415

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131747	7/25/2007	7/26/2007	7/26/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		David	Pitts	95796 Cape Ferrelo Road	Brookings	OR	97514		H 541-412-1907 W 541-661-3596

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S fires on safe release and bolt closing	Concern:1007 Fired on Safe Release			
C				

7/30/07-correspondence from repair-gun would fire when cycling the bolt. Also fired when taking off safety.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	6853496	KZ	5/1/1975
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	WESTERN HOEGEE GLENDALE CA	SLING	U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						
	Repair/Replacement Cost	**Repair/Replacement Date**				

7/30/07-Replace TA, check over, clean under SMP for $20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/26/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER ASSM VERY DIRTY/RUSTY TRIGGER BINDING WILL FOLLOW DOWN
Barrel	Description		22" 3006 SPR
	Date Code		KZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9110

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/RUSTY TRIG BINDING
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SLING

PS 9111

1415

4# K25/75 .00X 22"

July 22, 2007

Dear Remington Arms Company

This Remington 700 BDL was mine, my daughter showed interest in wanting to go hunting so I decided to give it to her for her birthday last year.

I wanted to shoot it and have it ready to go but found that every time I cycled the bolt it would fire! Even when I placed it on safety it was fine but when I took aim and took the rifle off of safety it fired without touching the trigger.

There is no way I can give a weapon to anyone especially my daughter that is unsafe. A dear friend who is President of a California Safari Club down in Sacramento told me to send it back to you for a bolt replacement because there was a recall on this action.

I thank you for your time and appreciate you time in this matter.

Thank you

David G. Pitts
95796 Cape Ferrelo Road
Brookings Oregon 97514

(541) 412 1907
(541) 661-3596

Serial Number: 6853496
Model: 700
RE00131747

Rifles
Ser. # 6853496

30.06 BDL

will follow down. Trig assm. is dirty + rusty Trig. is binding. Replace TPA, check over, clean under bolt. Call program Ron $20.00 Quote

RECEIVED
JUL 30 2007
BY: JAN

PS 9112

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00131747

Verify Repair

Serial: 6853498 Model 700 Center Fire Caliber 30.06 SPRG Produced: 05/28/1975

Repairman:

Status: New 7/25/2007 2:50:07 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: DAVID G PITTS	DAVID G PITTS
Address 1: 95796 CAPE FERRELO ROAD	95796 CAPE FERRELO ROAD
Address 2: PO Box:	PO Box:
City: BROOKINGS	BROOKINGS
State: OR Zip Code: 97514 Country: US	State: OR Zip Code: 97514 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
7/25/2007 2:50:0	New	valentds	Repair Added
7/25/2007 2:52:3	Expedite	valentds	From: Check In
7/26/2007 8:42:5	Comment	supryfl	Returned to Arms Service for repair

- Shipping Hold
- Interface Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New 7/25/2007 2:50:07 PM valentds Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl 7/26/2007 8:43 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Microsoft Word | Arms Services Repair... | 8:43 AM

PS 9113

Remington Arms Co., Inc.
Product Service
Legal Case #:1781

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/20/2007					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		DJ	Rayner	367 Davis Jones Rd	West Monroe	LA	71292		C 318-381-4456

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4079	Other - Unexamined		Unknown	
S	fired on bolt closing	Concern:1008	Fired on Bolt Closing			
C						

11/20/07-cust claims rifle has not been used since it was replaced on Re69492 in 2003. Claims he shot his toe off back then when rifle had FSR. Took it out ot sight in and on the 18th shot the gun went off when the bolt closed. He had not oiled it so it took out the allenheads to oil the trigger assembly. Wants new gun or new trigger assembly.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 Win	25791	G6293061		2/14/2003 10:52:53 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	DARYL RAYNER		Y			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

11/26/07-sending ars & ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 9114

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/20/07				

Customer Information		
	Reporter (Age)	Incident (Age)
Name	D J RAMNOL	
Address	367 Dawn Street	
City, St Zip	West Monroe, LA 71292	
Home		
Cell	318-381-4456	
Work		

Incident Information			
Personal Injury ☐	Property Damage ☐	Safety ☐	Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident: 700 FSK
Shot for only
we replaced in 2003
took out this year
17th + 18th shot next day when Doll closed

took allenheads out to oil

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
			G6293001	

Date Purchased	Where Purchased	Original Owner

Ammunition Information		
Manufacturer	Caliber/ Gauge	Factory or Reloads
Bullet type	Bullet wt.	Lot #

Additional Ammo Info:

Other Products Information

PS 9115

Remington®

November 26, 2007

DJ Rayner
367 Davis Jones Rd
West Monroe, LA 71292

Subject: Model 700 Serial #G6293061
RE: Case #1781

Dear Mr. Rayner,

We were sorry to learn that your replacement rifle from RE69492 fired when you closed the bolt. As I understood, this was the first time you had taken this rifle out since it was replaced back in 2003.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 9116

DJ RAYNER
367 DAVIS JONES RD
WEST MONROE LA 71292

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6773 4166

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:DJ RAYNER/LW
REF 2:ATTN: SERVICE DEPT/REF# G6293061

WS 9.0.49 LP2844 69.0A 07/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping prices, call 1-800-782-7892. United Parcel Service, Louisville, KY

PS 9117

Remington Arms Co., Inc.
Product Service
Legal Case #:1797

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137162	11/28/2007	11/29/2007	11/29/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Deborah	Roberson	7301 Tredavon Road	Balto	MD	21220		H 443-600-3472 W 410-335-7541

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S fires on safe release	Concern:1007 Fired on Safe Release			
C				

12/4/07-correspondence from repair-fires on safe release.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/50 CAL	27572	ML221048	PS	6/4/1998

Date Purchased	Where Purchased	Accessories	Original Owner
	SPORTS SOUTH INC	SEE THRU SCOPE BASE AND AFTER MKT SIGHT BASES	U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair at discount						

Repair/Replacement Cost	Repair/Replacement Date

12/4/07-quote sent to replace trigger at discount.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/29/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER ASSM VERY RUSTY AND DIRTY CAUSING TRIGGER AND SEARCAM TO BIND
	Description		24" 50 CAL ML
	Date Code		PS
	Bore Plugged	False	
	Bulged	False	

PS 9118

Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Worn; Not Functioning	RUSTY
	Shroud	Worn; Not Functioning	RUSTY
	Face	Worn; Functioning	RUSTY
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Overall	Exterior Condition	Worn; Not Functioning	RUSTY/DIRTY BORE RUSTED/PITTED
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	RUSTY
	Bulged	False	
Safety	Description		STANDARD M/700 ML SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Scar	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	RUSTY
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	RUSTY/DIRTY
	Pull	---Select---	8#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SEE THRU SCOPE BASE,AFTER MKT SIGHT BASES

PS 9119

Arms Services Repair & Estimate System

File | Add Repair | Estimate Repair | Expedite Repair | Inquiry | Repair Tools | CSR Tools | Reports | Table Maintenance | System Maintenance | Help

Repair Inquiry

Repair Number: RE00137162
Verify Repair | High Priority

Serial: ML221048 Model 700ML Center Fire
Caliber: 50 CAL SYN Produced 06/04/1998

Repairman: Charles Swanson
Status: ApprovalHold 11/30/2007 5:37:50 AM

Address Information

Customer: (•) Received From

Name: DEBORAH ROBERSON
Address 1: 7301 TREDAVON ROAD
Address 2:
PO Box:
City: BALTO
State: MD Zip Code: 21220 Country: US

Return To: ( ) Received From

DEBORAH ROBERSON
7301 TREDAVON ROAD
PO Box:
BALTO
State: MD Zip Code: 21220 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
11/20/2007 1:07	skinnertl	Repair Added	
11/27/2007 1:18	valentds	Repair information change	
11/28/2007 2:44	valentds	Repair information change	
11/28/2007 2:45	valentds	Repair information change	
11/28/2007 2:45	valentds	From: Check In	To:
11/29/2007 1:01	pencetl	From: Product Services	To: Repair Bench
11/30/2007 5:37	swansonch	Estimate Update	Status: ApprovalHold

- [ ] Shipping Hold
- [ ] InterFace Hold
- [ ] Estimate Sent
- [ ] Parts Received
- [ ] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: ApprovalHold
11/30/2007 5:37:50 AM
swansonch
Repair Bench
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryfl | 11/30/2007 | 1:31 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft Ou... | Arms Services Repai... | Search for a Serial N... | PS Hold Guns AS | Current Cases - Micr... | 1:31 PM

RECEIVED
DEC 03 2007
BY: [illegible]

PS 9120

1797

8# PS 6/98 24"

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 ML	**Serial Number:** ML 221048
Are you the original owner?: ☑ YES ☐ NO	
Name: Deborah Roberson	**Date of Purchase:** 10/03
Address (no PO Boxes): 7301 Tredavon Rd	
City: Balto.	**State:** Md. **Zip:** 21220
Phone (Daytime): 4436003472	**Fax:** 410 335 7541
E-mail Address:	
☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem:

Last winter I took this to Valley Gun Shop, the firing pin won't engage in the bolt until you turn off the safety then when you turn off the safety it fires. They told me they sent it to the factory and charged me $125.00 and now it still does the same thing. This is the 4th remington I have purchased and have never had a problem

Ammunition Information:

Manufacturer: Remington	Type: .50 caliber Sabot
Other (i.e. bullet weight/type, shot size, powder): 275 gr JHP	

Handload Information:

Powder Used: ~~peridox pellets~~	Powder Weight: ~~100 gr.~~
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

137167

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used:	Break free Powder Blast
How often do you clean the bore? (Months or Number of rounds)	3-4 rounds
How often do you clean the action? (Months or Number of rounds)	3-4 rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	1 per yr.
Brand of lubricant used:	Rem oil

PS 9121

How often do you lubricate the bore? (Months or Number of rounds)	1 per yr
How often do you lubricate the action? (Months or Number of rounds)	1 per yr
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1 per yr.

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☒ NO

Comments: I have had guns my whole life and keep them clean

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? 12/06

What were the services performed? they claim to have fixed the trigger the same problem I am now sending to you

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.

st. Remington is not responsible for
urchase insurance from your carrier.

elines:

ned to you C.O.D. (To avoid C.O.D. Charges, please
your gun)

imate detailing the nature of the repair, applicable taxes
ir estimate. Repairs can be paid by check, money order,
or VISA). If you wish, you can expedite repairs over
illed to your credit card.

Serial Number: ML221048

Model: 700ML

RE00137162

TRIG. ASSM IS RUSTED + DIRTY
CAUSING TRIGGER + SEARCAM
TO BIND. REPACK TRA, CHECK OUT, REPAIR +
CLEAN AT 1/2 NORMAL COST.

Quote

PS 9122

Remington Arms Co., Inc.
Product Service
Legal Case #:1629

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135005	10/10/2007	10/11/2007	10/11/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Don	Roberts	4266 County Road MM	Orland	CA	95963		W 530-865-8188 E stwtorpedo@snowcrest.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S Fired when safety released	Concern:1007 Fired on Safe Release			
C				

10/15/07-correspondence from repair-safety moved to off position, gun would not fire, cust touched safety and it then fired.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	20000	B6500397	ED	10/1/1983
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	WILLIAMS SHTR SUP QUINCY IL		U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair at discount						
	Repair/Replacement Cost	**Repair/Replacement Date**				

10/15/07-quote sent to replace TA at 1/2 normal cost.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/11/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM DIRTY AND STICKY
Barrel	Description		24" 300 WIN MAG
	Date Code		ED
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

PS 9123

	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	WORKS SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 9124

1629

4.5#
ED 10/83
24"
.013

27 September 2007

Dear Remington Arms Service,

Please find enclosed my customer's 700, caliber 300 WIN MAG, serial number B6500397. The customer indicates that three times in the recent past the rifle has fired unexpectedly. His scenario states that the sequence of events is: (1) cartridge chambered and prepared to fire; (2) moved safety lever to the OFF position; (3) trigger pull would not release striker; (4) subsequent touching of the safety lever to ensure it being fully forward in the FIRE position caused the rifle to immediately fire. I have been unable to duplicate the symptoms. A discussion of the problem with technician Josh Cutlip resulted in him stressing that Arms Service definitely needed to see the rifle.

Please inspect and give a quote for repairs. Thanks much and best regards,

Don

Don W Roberts
Shoot The Works, Inc
4266 County Road MM
Orland, CA 95963
530-865-8188 Shop and Fax
stwtorpedo@snowcrest.net

could not duplicate concern.
Trig. ASSM. Dirty & sticky
sear worn sluggish.
check over, clean, replace
TPA At 1/2 normal cost.
Quote

Serial Number: B6500397 4005
Model: 700
RE00135005

PS 9125

Arms Services Repair & Estimate System

File | Add Repair | Estimate Repair | Expedite Repair | Inquiry | Repair Tools | CSR Tools | Reports | Table Maintenance | System Maintenance | Help

Repair Inquiry

Repair Number: RE00135005

Verify Repair

Serial: B6500397 Model:700 Center Fire Caliber: 300 WIN MAG Produced: 10/20/1983

Repairman: Chuck Dekanek

Status: ApprovalHold 10/12/2007 10:22:27 AM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: SHOOT THE WORKS	SHOOT THE WORKS
Address 1: 4266 COUNTY ROAD MM	4266 COUNTY ROAD MM
Address 2:	PO Box:
City: ORLAND	ORLAND
State: CA Zip Code: 95963 Country: US	State: CA Zip Code: 95963 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
10/5/2007 10:45:	New	skinnertl	Repair Added
10/5/2007 12:05:	EmailSent	ArmEmail	Repair Received
10/5/2007 12:05:	EmailVerified	ArmEmail	Receipt
10/10/2007 11:1:	Update	valentds	Repair information change
10/10/2007 11:1	Expedite	valentds	From: Check In
10/10/2007 11:1	Update	valentds	Repair information change
10/11/2007 9:37:	Expedite	pencerl	From: Check In
10/12/2007 10:1	Estimate	dekanekcg	Estimate Update

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: ApprovalHold

10/12/2007 10:22:27 AM

dekanekcg

Repair Bench

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl | 10/12/2007 | 10:35 AM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft Out... | Microsoft Excel | Search for a Serial Nu... | Arms Services Repair ... | 10:35 AM

PS 9126

Remington Arms Co., Inc.
Product Service
Legal Case #:1702

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135795	10/29/2007	10/30/2007	10/30/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Rocky Mtn discount Sports	Michael		709 North Federal Blvd	Riverton	WY	82501		W 307-856-7687 F 307-857-5438

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S fires on safe release	Concern:1007 Fired on Safe Release			
C				

10/31/07-correspondence from repair-gun goes off when safety is taken off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	27095	G6571672	AA	3/24/2006 10:53:19 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	MT SPORTS, LLC	SCOPE,RINGS,BASE	U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35.00	10/31/2007

10/31/07-Replace TA as gesture of goodwill.lw

Examination[Remington/CF/BA]

PS 9127

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/30/2007
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPR
	Date Code		AA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 9128

1702

Return Send Back Form

Item REM 700 ESCOPE - PACKAGE Date 10-16-07

Serial # G6571672

Customer RMS

Phone

Shipping

Serial Number: G6571672

Model: 700

RE00135795

Returned To:

REMINGTON
14 HOEFLER AVE
ILION NY 13357

could not duplicate concern. replaced FPA, check over, clean at N/C Good-will gesture. to restore confidence in rifle.

RA #

Reason For Return

GUN GOES OFF WHEN SAFTY IS TAKEN OFF REPAIR AND RETURN

Please Send Back To:

Rocky Mountain Discount Sports
709 North Federal Blvd.
Riverton , Wyoming 82501
PHONE 307-856-7687
FAX 307-857-5438

135795

PS 9129

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00135795

Verify Repair

Serial: G6571672 Model 700 Center Fire Caliber: 30-06 SPRG ADL SYN Produced: 03/24/2006

Repairman:

Status: New 10/29/2007 10:28:23 AM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: ROCKY MOUNTAIN DISCOUNT SPORTS	ROCKY MOUNTAIN DISCOUNT SPORTS
Address 1: 709 NORTH FEDERAL BLVD.	709 NORTH FEDERAL BLVD
Address 2: PO Box:	PO Box:
City: RIVERTON	RIVERTON
State: WY Zip Code: 82501 Country: US	State: WY Zip Code: 82501 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
10/24/2007 2:12:	New	williamssj	Repair Added	
10/29/2007 10:2:	Update	valentds	Repair information change	
10/29/2007 10:2:	Expedite	valentds	From: Check In	To:
10/30/2007 10:0:	Maint	pencerl	Repair Maintenance	Status: New
10/30/2007 10:0:	Comment	supryfl	Returned to AS for repair	

- Shipping Hold
- Interface Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New 10/29/2007 10:28:23 AM valentds

Product Services

Repair Location: IEN

Current Location: IEN

Transfer Number

Repair Search | Refresh | Close

supryfl 10/30/2007 10:10 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Ou... | PS Hold Guns A5 | Arms Services Repai... | Search for a Serial N... | Part Search by Mate... | 10:10 AM

RECEIVED
OCT 31 2007
BY: _____

PS 9130

Remington Arms Co., Inc.
Product Service
Legal Case #:982

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
124733	2/1/2007	2/2/2007	2/2/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Richard	Savoie	132 Elder St	Thibodaux	LA	70301		H 985-449-0947 E allan.savoie@rpcontractors.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S Fires on bolt closing	Concern:1008 Fired on Bolt Closing			
C				

2/6/07-correspondence from repair-When you chamber a round the gun fires. It just started doing this and does it often with bullets in the gun. sometimes it will fire when you put the safety on fire without touching the trigger. this gun is used by my daughter and is fired no more than 6-8 times a year.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/7MM-08 REM	27453	G6247051	AW	3/28/2002 10:14:30 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	SPORTS SOUTH INC	TWO PIECE SCOPE BASE	U			

CONCERN:FSR - FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at 1/2 msp						

Repair/Replacement Cost **Repair/Replacement Date**

2/6/07-quote sent to replace TA, check over, clean at 1/2 msp. Quote for $39.47.lw 5/29/07-bbl assem ordered for this RE n/a. Ordered 27391 as replacement. Cust ok w/ diff style(ADL to BDL).lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/2/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED - RUST ON TRIG PIN
	Description		20" 7MM-08 REM
	Date Code		AW
	Bore Plugged	False	
	Bulged	False	

PS 9131

Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	RUST ON TRIGGER PIN
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED

PS 9132

Remington Arms Co., Inc.
Product Service
Legal Case #:1166

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
127298	3/30/2007	4/2/2007	4/2/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Karl	Seidler	610 Beckon Rd	Pellston	MI	49769		H 231-539-8803 E karlfarmer@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S Fired on safe release	Concern:1007 Fired on Safe Release			
C				

4/3/07-correspondence from repair-Gun went off when safety was released. I radjusted trigger, gave it a heaveier pull & put in a little backlash. It is not my favorite trigger. I don"t like having backlash. I want safety modification.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	A6887381	OA	7/18/1980

Date Purchased	Where Purchased	Accessories	Original Owner
	OUTDOOR SPT HQ WILLOWBROOK IL	TWO PIECE SCOPE BASE	U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

4/3/07-Could not duplicate concern. Trig set screws altered. Replace TA, check over, clean under SMP for $20. Quote sent.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/2/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIG ASSM SET SCREWS ALTERED. We could not duplicate the FSR concern. We did notice that the sear engagement was minimal. fls 4/2/2007.
	Description		22" 270 WIN
	Date Code		OA
	Bore Plugged	False	
	Bulged	False	

PS 9133

Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.008
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 9134

1166

OA 7/80
3#
22"
.00Y

General Repair Form

Back to Repair Services

NOTE: Please complete and print this form, and then include it with your firearm

Model Number: 700 BDL L.H.	Serial Number: A6887381
Name: KARL Seidler	Date of Purchase: Sept 19, 1980
Address (no PO Boxes): 610 Beckon Rd	
City: Pellston, Mich	State: Michigan Zip: 49769
Phone (Daytime): 231-539-8803	Fax:
E-mail Address: KARLFARMER@AOL.com	

127298

Please describe your problem:

Gun went off when safety was Released.
I readjusted trigger - gave it a heavier pull & put in a little backlash
It is not my favorite trigger - I don't like having backlash.
I WANT Safety modification

500 characters left

NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.

(!) **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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

RECEIVED
APR 03 2007
BY: [illegible]

Serial Number: A6887381

Model: 700

RE00127298

Could not duplicate concern.

Legal Notices

Remington

TRIG. SET SCREWS ALTERED
Replace TPA, check over, clean
under Bolt Lock program
Rem $20.00

Quote PS 9135

Remington Arms Co., Inc.
Product Service
Legal Case #:1527

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
134231	9/26/2007	9/10/2007	9/27/2007	9/8/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		George	Smith	2003 Dalloz Rd	Columbia	SC	29204		W 803-788-5520 x 311 C 803-331-3979

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

9/10/07-cust bought rifle from CEO of his company who got it from a family member. Rifle fired on safe release. No injuries or property damage. customer very upset, doesnt like old style safety. Offered to replace it with new for $20. He became irate that he would have to pay anything. I then offered to waive the charge.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG		242635	EN	10/1/1966
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
		TWO PIECE SCOPE BASE	N			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35	9/28/2007

9/10/07-sending box, ars, & ltr.lw 9/28/07-Replace TA at n/c as goodwill gesture.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/27/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		EN
	Bore Plugged	False	
	Bulged	False	

PS 9136

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 9137

(1527)

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
9/10/07	9/8/07			

Customer Information		
	Reporter (Age)	Incident (Age)
Name	GEORGE SMITH	
Address	2003 Dawn Rd.	
City, St Zip	Columbia, SC 29204	
Home		
Cell	803-331-3474	
Work	803-788-5520 x 311	

Incident Information			
Personal Injury ☐	Property Damage ☐	Safety ☒	Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident:

FSR box- 865227

Wave Change

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	BA	700/30-06	2421035	1966?

Date Purchased	Where Purchased	Original Owner

Ammunition Information	
Factory or Reloads	
Manufacturer	
Caliber	
Bullet type	
Bullet Weight	
Lot # of ammunition	

Additional Ammo Info:

Other Products Information

PS 9138

Remington®

September 10, 2007

George Smith
2003 Dalloz Rd.
Columbia, SC 29204

Subject: Model 700 Serial #242635
RE: Case #1527

Dear Mr. Smith,

We were sorry to hear that your rifle fired when you released the safety. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. Normally we do charge $20 to update an older firearm with a new trigger assembly; however as a gesture of goodwill, **we will replace your trigger assembly at no charge**. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 9139

GEORGE SMITH
2003 DALLOZ RD
COLUMBIA SC 29204

12 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6576 5216

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:GEORGE SMITH/LW
REF 2:ATTN: SERVICE DEPT/REF# 242635
WS 9.0.49 LP2844 69.0A 07/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping prices, call 1-800-797-7597 United Parcel Service, Louisville, KY

PS 9140

Remington®

1527

22" EN 10/66 3# .007

September 10, 2007

George Smith
2003 Dalloz Rd.
Columbia, SC 29204

Serial Number: 242635
Model: 700
RE00134231

Subject: Model 700 Serial #242635
RE: Case #1527

Dear Mr. Smith,

We were sorry to hear that your rifle fired when you released the safety. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. Normally we do charge $20 to update an older firearm with a new trigger assembly; however as a gesture of goodwill, **we will replace your trigger assembly at no charge**. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Could not duplicate concern
Trig. set screws altered.
Replace TPA, check over, clean
under Bolt Lock Program
AT N/C
#230145

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 9141

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** 242635

Are you the original owner?: ☐ YES ☑ NO

Name: George Smith	**Date of Purchase:** 11-2006
Address (no PO Boxes): 2003 Dallas Rd.	
City: Columbia	**State:** SC **Zip:** 29204
Phone (Daytime): 803-788-5520 x311	**Fax:**

E-mail Address:

☑ I would like to receive future e-mail updates from Remington. gunman@bellsouth.net

Please describe your problem:

Rifle discharged upon disengagement of Safety.

Ammunition Information:

Manufacturer: Federal	Type: Power-Shok
Other (i.e. bullet weight/type, shot size, powder): 180 grain bullet	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used:	Firearm is new to me, recent purchase
How often do you clean the bore? (Months or Number of rounds)	"
How often do you clean the action? (Months or Number of rounds)	"
How often do you clean the trigger assembly? (Months or Number of rounds)	"
Brand of lubricant used:	Rem oil

PS 9142

How often do you lubricate the bore? (Months or Number of rounds)	Recent purchase
How often do you lubricate the action? (Months or Number of rounds)	"
How often do you lubricate the trigger assembly? (Months or Number of rounds)	"
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☐ YES ☑ NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	I don't know.
What were the services performed?	

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 9143

Arms Services Repair & Estimate System

File | Add Repair | Estimate Repair | Expedite Repair | Inquiry | Repair Tools | CSR Tools | Reports | Table Maintenance | System Maintenance | Help

Repair Inquiry

Repair Number: RE00134231

Verify Repair

Serial: 242635 Model: 700 Center Fire Caliber: 30 06 SPRG

Repairman:

Status: New 9/25/2007 9:59:10 AM

Address Information

Customer:	Received From	Return To:	Received From
Name:	GEORGE SMITH	GEORGE SMITH	
Address 1:	2003 DALLOZ ROAD	2003 DALLOZ ROAD	
Address 2:	PO Box:	PO Box:	
City:	COLUMBIA	COLUMBIA	
State:	SC Zip Code: 29204 Country: US	SC Zip Code: 29204 Country: US	

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
9/20/2007 9:24:1	New	skinnerll	Repair Added	
9/25/2007 9:57:5	Update	valentds	Repair information change	
9/25/2007 9:59:1	Update	valentds	Repair information change	
9/25/2007 9:59:5	Expedite	valentds	From: Check In	To:
9/27/2007 9:24:0	Expedite	pencerl	From: Product Services	To: Repair

- Shipping Hold
- Interface Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

9/25/2007 9:59:10 AM

valentds

Repair Bench

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryrl | 9/27/2007 | 11:00 AM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft Out... | Arms Services Repair | Microsoft Excel - PS H... | Search for a Serial Nu... | 11:00 AM

PS 9144

Remington Arms Co., Inc.
Product Service
Legal Case #:1849

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138016	12/10/2007	12/11/2007	12/11/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Smithkin	41 Church St.	Verona	VA	24482		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

12/13/07-correspondence from repair-clicked safety off and gun fired.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WSM	27331	G6470824	LZ	2/17/2005 10:13:31 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	JERRY S - BONITZ BROTHERS		Y

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c-goodwill						

Repair/Replacement Cost	Repair/Replacement Date
35	12/13/2007

12/13/07-replace TA at n/c to restore confidence in rifle.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/11/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	

Barrel	Description		24" 270 WSM
	Date Code		LZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 9146

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00138016

Verify Repair

Serial: G6470824 Model 700 Center Fire Caliber: 270 WSM Produced: 02/17/2005

Repairman:

Status: New 12/10/2007 2:30:20 PM

Address Information

Customer:	Received From	Return To:	Received From
Name:	JOHN SMITHKIN	JOHN SMITHKIN	
Address 1:	41 CHURCH ST.	41 CHURCH ST.	
Address 2:	PO Box:	PO Box:	
City:	VERONA	VERONA	
State:	VA Zip Code: 24482 Country: US	State: VA Zip Code: 24482 Country: US	

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/5/2007 2:39:5	New	williamssj	Repair Added	
12/10/2007 2:30:	Update	valentds	Repair information change	
12/11/2007 8:34:	Comment	supryfl	Returned to AS for repair	

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

12/10/2007 2:30:20 PM

valentds

Check In

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl 12/11/2007 8:35 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Microsoft Excel | Current Cases - Micro... | Arms Services Repair... | 8:35 AM

PS 9147

1849

L 22/05
5.5#
24"
.012

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** G6470824
Are you the original owner?: ☑ YES ☐ NO	
Name: John Smithkin	**Date of Purchase:** Fall 2006
Address (no PO Boxes): 41 Church ST	
City: Verona	**State:** VA **Zip:** 24482
Phone (Daytime):	**Fax:**
E-mail Address:	
☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem: Clicked Safty off and gun Fired	

Ammunition Information:

Manufacturer: Remington	Type: 270 WSM
Other (i.e. bullet weight/type, shot size, powder): 130gr Core Lock PSP	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

138016

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	After Shooting
How often do you clean the action? (Months or Number of rounds)	After Hunting Season
How often do you clean the trigger assembly? (Months or Number of rounds)	After Hunting SEASON
Brand of lubricant used: Hoppes / Outers	

PS 9148

Over

How often do you lubricate the bore? (Months or Number of rounds) After Shooting & Cleaning

How often do you lubricate the action? (Months or Number of rounds) After Shooting

How often do you lubricate the trigger assembly? (Months or Number of rounds) When it is out in wet weather or when Cleaned & Put Away

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☒ NO

Comments: -

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? NA

What were the services performed? NA

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

ed to you C.O.D. (To avoid C.O.D. Charges, please your gun)

mate detailing the nature of the repair, applicable taxes estimate. Repairs can be paid by check, money order, or VISA). If you wish, you can expedite repairs over illed to your credit card.

Serial Number: G6470824

Model: 700

RE00138016

could not duplicate concern. As a Good-Will gesture replace TPA at N/C to restore confidence in rifle

PS 9149

Remington Arms Co., Inc.
Product Service
Legal Case #:1808

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138306	12/15/2007	12/3/2007	12/17/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jeff	Snipes	114 Old Waterworks Road	Lancaster	SC	29720		H 803-283-9128 W 803-313-2327 C 803-246-5056

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD truck S Fired on safe release C	Cause:4014 Defective Parts Concern:1007 Fired on Safe Release		Unknown	

12/3/07-email from Fred Supry- cust claims that his ML fired when he released the safety. Damaged his truck.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27586	ML057942	AR	3/27/1997
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	ACUSPORT CORPORATION		U			

CONCERN:FIRES WITH SAFETY ON

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700ML/ML/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35.00	12/19/2007

12/3/07-sending box, ars, ltr.lw 12/19/07-replace TA at n/c safety switch broken.lw

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4014	Defective Parts	SAFETY BROKEN
Barrel	Description		24" 50 CAL ML
	Date Code		AR
	Bore Plugged	False	
	Bulged	False	

PS 9150

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	---Select---	NOT OF REM MFG
	Shroud	---Select---	
	Face	---Select---	
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
Locking	Block Condition	---Select---	
	Lug Condition	---Select---	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Not Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	2.5#
	Altered	True	PULL SCREW ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		AFTER MKT FIRING PIN AND NIPPLE

PS 9151

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00138306

Verify Repair

Serial: ML057942 Model 700ML Center Fire
Caliber: 50 Produced: 03/27/1997

Repairman:

Status: New 12/14/2007 11:03:45 AM

Address Information

Customer	Received From	Return To	Received From
Name:	JEFF SNIPES	JEFF SNIPES	
Address 1:	2777 KNOTTY PINE DRIVE	2777 KNOTTY PINE DRIVE	
Address 2:	PO Box:	PO Box:	
City:	LANCASTER	LANCASTER	
State:	SC Zip Code: 29720 Country: US	State: SC Zip Code: 29720 Country: US	

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
12/14/2007 11:0	valentds	Repair Added	
12/14/2007 11:0	valentds	From: Check In	To:
12/18/2007 8:03	penceil	From: Product Services	To: Repair Bench

- Shipping Hold
- InteiFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New
12/14/2007 11:03:45 AM
valentds
Repair Bench
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryll 12/18/2007 8:05 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Microsoft Excel - PS H... | Arms Services Repair ... | Case Mgmt - Microsof... | 8:05 AM

PS 9152

1808

AR 3/97
2.5#
24"

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 ML	**Serial Number:** ML 057942
Are you the original owner?: ☒ YES ☐ NO	gun was purchased at gun shop
Name: Jeff Snipes	**Date of Purchase:** not sure gun is about 3 yrs old
Address (no PO Boxes): 2777 Knotty Pine Dr	
City: Lancaster	**State:** S.C. **Zip:** 29720
Phone (Daytime): 313-2327 (shop)	**Fax:** 313-2327
E-mail Address: 803-246-5054 (cell) 803-283-9128 (Home)	
☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem: Gun fired with safety on! the only thing that has been done to rifle is change over to shop 209 shot gun primer That was done when gun was new never had any problem with gun firing till now!

Ammunition Information: 245 grain Sabot 100 grains of power

Manufacturer:	Type:

Other (i.e. bullet weight/type, shot size, powder):

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used: 209 shot gun primer
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Hoppe

How often do you clean the bore? (Months or Number of rounds) 2 or 3 time after gun is fired

How often do you clean the action? (Months or Number of rounds) " " " " " " "

How often do you clean the trigger assembly? (Months or Number of rounds) " " " " " "

Brand of lubricant used: Remington oil

PS 9153

Owen

How often do you lubricate the bore? (Months or Number of rounds)

How often do you lubricate the action? (Months or Number of rounds)

How often do you lubricate the trigger assembly? (Months or Number of rounds)

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☐ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please with your gun)

estimate detailing the nature of the repair, applicable taxes epair estimate. Repairs can be paid by check, money order, rd, or VISA). If you wish, you can expedite repairs over be billed to your credit card.

Serial Number: ML057942

Model: 700ML

RE00138306

Safety Switch Broken
Replace TBA, check over, clean
RT N/C #230145

PS 9154

1800

Watson, Laura M.

From: Supry, Fred L.
Sent: Monday, December 03, 2007 9:36 AM
To: Watson, Laura M.
Subject: Jeff Snipes

12/3/2007

Laura,

Please send a box and ARS label to retrieve a Model 700 ML to:

Jeff Snipes
114 Old Waterworks Road
Lancaster, SC 29720

His phone number is 803-313-2327. He claims that the ML fired with the safety on when he release the safety. He also said he damaged his truck. I told him we would send the box, the label, and a letter. He did not have the rifle with him so I wasn't able to get the serial number. Thank you.

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

PS 9155

Remington®

December 3, 2007

Jeff Snipes
114 Old Waterworks Road
Lancaster, SC 29720

Subject: Model 700ML
RE: Case #1808

Dear Mr. Snipes,

We were sorry to learn about the unfortunate incident you experienced with your Model 700ML. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

Per your discussion with Fred Supry, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 9156

JEFF SNIPES
114 OLD WATERWORKS RD
LANCASTER SC 29720

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6671 2735

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:JEFF SNIPES/LW
REF 2:REF#: 700ML

WS 9.0.49 LP2442 69.0A 07/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping status, call 1-800-742-5877. UPS and Parcel Service, Louisville, KY

PS 9157

Remington Arms Co., Inc.
Product Service
Legal Case #:1460

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
132110	8/9/2007	8/9/2007	8/9/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ronald	Sonnentag	5472 Hwy 8	Laona	WI	54541		H 715-674-4333

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S fires on safe release	Concern:1007 Fired on Safe Release			
C				

8/14/07-correspondence from repair-when the safety is moved to the firing position, the firing pin releases. gunsmith couldnt correct it.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700ML/.50	27572	ML235721	BV	1/17/2001 4:26:28 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	MELS TRADING POST INC		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700ML/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at discount						
	Repair/Replacement Cost	**Repair/Replacement Date**				

8/14/07-replace TA at 42% discount.$89.64.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		8/9/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4006	Altered Adjustments or Components	Trigger adjustment screw was back out to the point that the spring could not reliably return the trigger under the sear.
Barrel	Description		Model 700 ML .50 Caliber
	Date Code		BV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while		

PS 9158

	Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		700 style safety - non bolt lock
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
Trigger		Condition	Slightly Worn; Functioning
Pull		---Select---	not measured
Altered		True	
Sub-Assembly		M/700 Non-Bolt Lock	

PS 9159

1460

Ronald Sonnentag
P.O. Box 281
Laona, WI 54541

5472 HWY 8

July 28, 2007

TO: Remington Arms Service Dept.

Dear Sir:

The problem that I am having with my Rem 700 ML (serial #235721) is that when the safety is moved to the firing position, the firing pin releases. (It won't stay cocked.)

I took the gun to a gunsmith who was unable to correct the problem. He called your service department and was told to send the gun to you.

I believe the gun was purchased in 2002. It has been fired approximately 200 times.

Please make the necessary repairs ASAP. I am leaving on September 5th for an elk hunting trip in Colorado.

Sincerely,

Ronald J. Sonnentag

715-674-4333

Serial Number: ML235721

Model: 700ML

RE00132110

Altered adjustments
Install new TPA at
42% off MSP.

FLS 8/9/2007

PS 9160

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00132110

Verify Repair

Serial: ML235721 Model: 700ML Center Fire
Caliber: 50 SYN Produced: 01/17/2001

Repairman:

Status: New 8/8/2007 1:49:44 PM

Address Information

Customer: Received From

Name: RONALD SONNENTAG
Address 1: 5472 HWY 8
Address 2:
PO Box: 281
City: LADNA
State: WI Zip Code: 54541 Country: US

Return To: Received From

RONALD SONNENTAG
5472 HWY 8
PO Box 281
LADNA
State: WI Zip Code: 54541 Country: US

FFL

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
8/2/2007 4:01:22	New	skinnerfl	Repair Added	
8/8/2007 1:49:44	Update	valentds	Repair information change	
8/8/2007 1:51:22	Expedite	valentds	From: Check In	To:
8/9/2007 10:49:1	Comment	supryfl	Returned to Arms Service for repair	

- Shipping Hold
- Inter Face Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New
8/8/2007 1:49:44 PM
Valentds
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryfl 8/9/2007 10:49 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft O... | Arms Services Repa... | Microsoft Word | Microsoft Excel - PS... | Enter New Case - M... | EN 10:49 AM

PS 9161

Remington Arms Co., Inc.
Product Service
Legal Case #:1672

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
136477	11/9/2007	10/22/2007	11/12/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		David	Southwick	4840 N Forest Way	Idaho Falls	ID	83401		H 208-526-2227 E southdd@juno.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S fires on safe release	Concern:1007 Fired on Safe Release			
C				

10/22/07-email through Right Now-Cust purch rifle new in 1974. Back in 1974, rifle fired on safe release and shot truck. Loaned rifle to relative recently and gun fired on safe release. Wants assistance fixing this.lw 10/24/07-cust said incident happened about a year ago.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	6675077	EX	10/1/1973

Date Purchased	Where Purchased	Accessories	Original Owner
	UDISCO SALT LAKE CITY UTAH	TWO PIECE SCOPE BASE,HARD CASE	Y

CONCERN:WILL FIRE INTERMITTENTLY WHEN SAFETY IS MOVED

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under smp						

Repair/Replacement Cost	Repair/Replacement Date

10/22/07-left msg for cust to call.lw 10/24/07-sending ARS & ltr. Offered to replace TPA under SMP.lw 11/13/07-quote sent to replace ta under smp.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/12/2007
	Product Type		RF

	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER ASSM DIRTY/RUSTY TRIGGER BINDS
Barrel	Description		22" 3006 SPR
	Date Code		EX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	FINISH CRACKS FRONT AND REAR OF TRIGGER GUARD
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/RUSTY
	Pull	---Select---	6.5#

	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,HARD CASE

PS 9164

Reference #
071019-000060

Status
Unresolved

Assigned to
Not specified

Topic
Firearms

SLA
Not specified

Queue
CSR

Date Created
10/19/2007 02:32 PM

Initial Response
None

Last Updated
10/19/2007 02:32 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Help with BDL 30.06

1670

Discussion Thread

Customer (David Southwick) **10/19/2007 02:32 PM**

In the summer of 1974 I purchased a new Remington BDL 30.06 rifle. That fall, after a day of hunting, I approached my dad's truck and started to unload the gun. When I switched the safety off, the gun fired into the pickup. I assumed that I must have bumped the trigger, causing the gun to go off. Luckily, no one was near and the only damage was to the pickup. I have never carried the gun with a bullet in the chamber since. Recently, I loaned the gun to a relative. When he returned it, he asked me if I was aware that the gun had a defect. He explained that sometimes, when the safety is switched off, the firing mechanism activates. I have experimented with the rifle and found that if the trigger is touched, while the safety is on, that switching the safety off will sometimes cause the firing mechanism to fire. I am extremely thankful that no one was ever injured by the gun but now am wondering if Remington would be willing to help me get the gun repaired. Thanks for your consideration. Dave.

Primary Contact

First Name: David
Last Name: Southwick
Organization:

Login: soutdd@juno.com
Password: dds12new
Title:
Contact Type:

Email: soutdd@juno.com
Email - Alternate #1: dd@south.myrf.net
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

4840 N Forest way
Idaho Falls, ID 83401
208-526-2287

10/22 [illegible]

Additional Information

Model_Number: BDL 30.06 manufactured about 1974

PS 9165

Remington®

October 24, 2007

David Southwick
4840 N Forest Way
Idaho Falls, ID 83401

Subject: Model 700 Serial #6675077
RE: Case #1672

Dear Mr. Southwick,

We were sorry to learn about the problem you experienced with your Model 700 rifle. We appreciate you contacting us so we can evaluate your firearm and help resolve this matter for you. As I understand it, the rifle fired on two different occasions without you pulling the trigger.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. We can offer to replace your trigger assembly under our Safety Modification program for a charge of $20 plus tax. We can send you a quote once we have the opportunity to evaluate your firearm.

I have also included a copy of this letter to put inside the shipping box. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 9166

DAVID SOUTHWICK
4840 N FOREST WAY
IDAHO FALLS ID 83401

12 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6510 8579

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:DAVID SOUTHWICK/LW
REF 2:REF#: 6675077

WS 9.0.49 LP2442 69 0A 07/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention"), and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping places, call 1-800-742-7892. United Parcel Service, Louisville, KY

4XX596 OCT 24, 2007 ALL CURR USD 1 OF 1
SERVICE GNDCOM ACT WT 12.0 LBS
TRACKING# 1Z4XX5969065108579
REF 1:DAVID SOUTHWICK/LW
REF 2:REF#: 6675077

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS:

			SVC	T/P
DV 0.00	COD	0.00	RS	0.50
DC 0.00	DG	0.00	SD	0.00
AH 0.00	PR	0.00	SP	0.00
TOT PUB CHG 11.59	PUB+HANDLING			11.59

PS 9167

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00136477

Verify Repair

Serial: 6875077, Model 700 Center Fire Caliber: 30.06 SPRG Produced: 05/07/1974

Repairman:

Status: New 11/9/2007 10:13:30 AM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: DAVID SOUTHWICK	DAVID SOUTHWICK
Address 1: 4840 N FOREST WAY	4840 N FOREST WAY
Address 2: PO Box:	PO Box:
City: IDAHO FALLS	IDAHO FALLS
State: ID Zip Code: 83401 Country: US	State: ID Zip Code: 83401 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
11/7/2007 9:26:4	skinnertl	Repair Added	
11/9/2007 10:13	valentds	Repair information change	
11/12/2007 10:0	supryll	Returned to AS for repair	Bolt Lock Modification Program

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

11/9/2007 10:13:30 AM

valentds

Check In

Repair Location: IEN

Current Location: IEN

Transfer Number:

Repair Search | Refresh | Close

supryll 11/12/2007 10:03 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Microsoft Word | Microsoft Excel | Arms Services Repair ... | 10:03 AM

RECEIVED
NOV 13 2007
BY:

PS 9168

Remington®

1672

.011 22" EX 10/7? 6.5#

October 24, 2007

David Southwick
4840 N Forest Way
Idaho Falls, ID 83401

Serial Number: 6675077
Model: 700
RE00136477

Subject: Model 700 Serial #6675077
RE: Case #1672

Dear Mr. Southwick,

We were sorry to learn about the problem you experienced with your Model 700 rifle. We appreciate you contacting us so we can evaluate your firearm and help resolve this matter for you. As I understand it, the rifle fired on two different occasions without you pulling the trigger.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. We can offer to replace your trigger assembly under our Safety Modification program for a charge of $20 plus tax. We can send you a quote once we have the opportunity to evaluate your firearm.

I have also included a copy of this letter to put inside the shipping box. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

TRIG. ASSM. DIRTY/RUSTY, TRIGGER BINDING. REPLACE TPA, CHECK OVER, CLEAN UNDER BOLT COCK PROGRAM for $ 20.00. Quote

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 9169

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: BDL 700	**Serial Number:** 6675077

Are you the original owner?: ☒ YES ☐ NO

Name: David D. Southwick	**Date of Purchase:** Summer of 74

Address (no PO Boxes): 4840 N. Forest Way

~~Idaho Falls, Id 83401~~

City: Idaho Falls	**State:** ID	**Zip:** 83401
Phone (Daytime): (208) 526-2227	**Fax:**	

E-mail Address:

☐ I would like to receive future e-mail updates from Remington.

Please describe your problem: With a bullet chambered, the safety ON, the trigger then touched (pulled), the gun will fire intermittently when the safety is moved to "off" position.

Ammunition Information:

Manufacturer: VARIOUS	Type:

Other (i.e. bullet weight/type, shot size, powder):

Handload Information: N/A

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: outers

How often do you clean the bore? (Months or Number of rounds)

How often do you clean the action? (Months or Number of rounds)

How often do you clean the trigger assembly? (Months or Number of rounds)

prior to storing gun.

Brand of lubricant used: outers

PS 9170

prior to storing gun.

How often do you lubricate the bore? (Months or Number of rounds)

How often do you lubricate the action? (Months or Number of rounds)

How often do you lubricate the trigger assembly? (Months or Number of rounds)

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☒ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? — Hasn't been.

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 9171

Remington Arms Co., Inc.
Product Service
Legal Case #:1874

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138297	12/15/2007	12/17/2007	12/17/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Sportsman Outfitters	Sportsman Outfi		526 East State St	Knox	PA	16232		W 814-797-5253 F 814-797-5777

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C fires on safe release				

12/19/07-correspondence from repair-stock cracked on cheek piece. Rifle fires wehn safe is pushed to fire position.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25851	D6612987	AY	3/1/2004 4:51:41 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
3/9/2004	CULBERSONS SPORTSMEN OUTF		Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35.00	12/19/2007

12/19/07-replace TA at n/c to restore faith in rifle.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		AY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9172

1874

A43/04

7#
22"
.017

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 Mountain DM	**Serial Number:** D6612987
Are you the original owner?: ☐ YES ☐ NO Dealer	
Name: Sportsman Outfitters	**Date of Purchase:** Shipped to us 3-9-04
Address (no PO Boxes): 526 East State St	
City: Knox	**State:** Pa **Zip:** 16232
Phone (Daytime): 814797 5253	**Fax:** 8147975777
E-mail Address:	
☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem: Stock is cracked on Check Piece Rifle fires when safe is pushed to fire position without pulling trigger

Ammunition Information:

Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

replace cracked stock
could not duplicate concern.
replace TPA, check over, clean
AT N/L #230145
TO instore confidence in rifle

Care (Cleaning and Lubrication):

f rounds)

of rounds)

or Number of rounds)

Serial Number: D6612987

Model: 700

RE00138297

PS 9173

SPORTSMEN OUTFITTERS
P.O. Box 306 526 E. State Street
KNOX, PA 16232
(814) 797-5253

USTOMER'S ORDER NO.	PHONE	DATE 11-26-07

AME Remington Arms

DDRESS

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RET'D.	PAID OUT

QTY.	DESCRIPTION	PRICE	AMOUNT
	Remington Mountain		
	Rifle D6412987 270 Cal		
	Detachable Mag		
	Please note stock is		
	Cracked on Check Prior		
	Rifle fires when goes from		
	Safe Position to Fire		
	Position. Rifle almost		
	left our store must		
	be in trigger assembly		
		TAX	
		TOTAL	

RECEIVED BY

D PRODUCT 610T
27022

All claims and returned goods must be accompanied by this bill.
NEBS To Reorder: 800-225-6380 or nebs.com

THANK YOU

site or in our owners manual?

ed repairman/gunsmith?

C

n

THE SAME BOX WITH THE
SEND SPENT SHELLS PLEASE
IP CODE), TELEPHONE AND

andling. Preferably,

ithout a proper

sponsible for
n your carrier.

void C.O.D. Charges, please

ure of the repair, applicable taxes
be paid by check, money order,
you can expedite repairs over
$75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 9174

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00130297

Verify Repair

Serial: D6612987 Model 700 Center Fire Caliber: 270 WIN Produced: 03/01/2004

Repairman:

Status: New 12/14/2007 9:48:19 AM

Address Information

Customer: Received From

Name: SPORTSMEN OUTFITTERS

Address 1: 526 E. STATE ST.

Address 2: PO Box:

City: KNOX

State: PA Zip Code: 16232 Country: US

Return To: Received From

SPORTSMEN OUTFITTERS

526 E. STATE ST.

PO Box:

KNOX

State: PA Zip Code: 16232 Country: US

FFL:

Contact / Condition | Problems | Estimate | **History / Status** | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/14/2007 9:48	New	valentds	Repair Added	
12/14/2007 9:53	Expedite	valentds	From: Check In	To:
12/18/2007 7:58	Expedite	pencerl	From: Product Services	To: Repair Bench

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

12/14/2007 9:48:19 AM

valentds

Repair Bench

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 12/18/2007 8:07 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Microsoft Excel - PS H... | Arms Services Repair... | Case Mgmt - Microsof... | 8:07 AM

PS 9175

Remington Arms Co., Inc.
Product Service
Legal Case #:1725

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137215	11/29/2007	11/6/2007	11/30/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jerry	Swore	113 Marshall St.	Boone	IA	50036		H 515-432-6393 C 515-212-9155 E jdswore@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI blistered thumb PD S fired on safe release C	Cause:4015 Improper Maintenance Concern:1007 Fired on Safe Release		N	

11/6/07-fired on safe release several times.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 Cal.	27572	ML205461	BS	1/12/1998

Date Purchased	Where Purchased	Accessories	Original Owner
9/1/2002	GO SPORTSMENS SUPPLY INC		U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700ML/ML/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at discount						

Repair/Replacement Cost	Repair/Replacement Date

11/06/07-sending ars, ltr, box.lw 12/4/07-quote sent to replace TA at discount.lw

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/30/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER BINDING
Barrel	Description		24" 50 CAL ML
	Date Code		BS
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9176

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	---Select---	
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIGGER BINDS
	Pull	---Select---	7.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 9177

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00137215

Verify Repair

Serial: ML205461 - Model 700ML Center Fire with 24 inch barrel Caliber: 50 Produced: 01/12/1998

Repairman:

Status: Closed 11/29/2007 11:49:34 AM

Address Information

Customer: Received From

Name: JERRY SWORE
Address 1: 113 MARSHALL ST
Address 2: PO Box:
City: BOONE
State: IA Zip Code: 50036 Country: US

Return To: Received From

JERRY SWORE
113 MARSHALL ST
PO Box:
BOONE
State: IA Zip Code: 50036 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
11/21/2007 9:34	skinnertl	Repair Added	
11/29/2007 11:4	brygidowwr	Repair information change	
11/29/2007 11:4	brygidowwr	Closed at Expedite	
11/30/2007 12:4	supryll	Returned to AS for repair	Quote at 1/2 normal charges

Shipping Hold
InterFace Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status: Closed
11/29/2007 11:49:34 AM
brygidowwr
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryll 11/30/2007 12:46 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft O... | Arms Services Repa... | Search for a Serial | PS Hold Guns AS | Current Cases - Mic... | 12:46 PM

RECEIVED
DEC 03 2007
BY:

PS 9178

Remington®

1725

24"
BS 1/48
7.5#

November 7, 2007

Jerry Swore
113 Marshall St.
Boone, IA 50036

Serial Number: ML205461
Model: 700ML
RE00137215

Subject: Model 700ML Serial #ML205461
RE: Case #1725

Dear Mr. Swore,

We were sorry to learn of the accidental discharge that you experienced with your Model 700ML. We appreciate you getting in touch with us so we can determine the cause of the incident.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

Trig. Assm dirty and causing trig. to bind, not returning. replace TPA, check over, clean at 1/2 normal changes. Quote

PS 9179

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700ML	**Serial Number:** ML205461

Are you the original owner?: [X] YES [ ] NO

Name: Jerry D. Swore	**Date of Purchase:** Sept. 2002?
Address (no PO Boxes): 113 Marshall St.	
City: Boone	**State:** Iowa **Zip:** 50036
Phone (Daytime): 515-212-9155	**Fax:**

E-mail Address:

[ ] I would like to receive future e-mail updates from Remington.

Please describe your problem: I was out Deer Hunting on the Night of 10/13/2007. It was raining out and I shot at a Buck. I could not get the safety to go back on. Finally the safety went back on. The next morning when I went to check and see if it was working, the gun went off. This happened 4 more times after that. It was loaded each time. Every time I pushed the safety off, gun fired.

Ammunition Information:

Manufacturer: Buffalo Bullet Co.	Type: Prelubricated Bullets

Other (i.e. bullet weight/type, shot size, powder): .50 Caliber 385 Grain Hollow Point. 100 grains of Hodgon Pyrodex

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Cabela's Black Powder Solvent

How often do you clean the bore? (Months or Number of rounds) Every 4 or 5 Rounds

How often do you clean the action? (Months or Number of rounds) Same

How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used: TC Bore butter, Outers Gun Oil

PS 9180

How often do you lubricate the bore? (Months or Number of rounds) Every 3 or 4 Rounds

How often do you lubricate the action? (Months or Number of rounds)

How often do you lubricate the trigger assembly? (Months or Number of rounds)

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☒ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? NEVER

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 9181

Reference #
071019-000057

Status
Updated

Assigned to
Administrators
Laura

Topic
Firearms
Muzzleloaders

SLA
Not specified

Queue
CSR

Date Created
10/19/2007 02:23 PM

Initial Response
None

Last Updated
10/28/2007 07:12 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

1725

Remington muzzle loader

Discussion Thread

Customer (Jerry Swore) **10/28/2007 07:12 PM**

I sent this e-mail on 10/19.2007 and as of today 10/28/2007, I have not heard anything from anybody. I would really like a reply. Thanks again Jerry

Customer (Jerry Swore) **10/19/2007 02:23 PM**

My rifle shoots when I take the safety off all by itself. Almost shot myself twice. Who do I talk to about getting this fixed. Thanks

Primary Contact

First Name: Jerry
Last Name: Swore
Organization:

Login: jdswore@hotmail.com
Password:
Title:
Contact Type:

Email: jdswore@hotmail.com
Email - Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street 113 Marshall St
City Boone, IA
State/Province
Postal Code 50036
Country

515-432-6393 H
515-212-9155 C

Additional Information

Model_Number: 700ML
Serial_Number: ML205461

11/6/07 1 msg 2:35

- Safety off + gun wen off
- No trigger work
- blistered thumb

- box 877840
- ARS

PS 9182

Remington®

November 7, 2007

Jerry Swore
113 Marshall St.
Boone, IA 50036

Subject: Model 700ML Serial #ML205461
RE: Case #1725

Dear Mr. Swore,

We were sorry to learn of the accidental discharge that you experienced with your Model 700ML. We appreciate you getting in touch with us so we can determine the cause of the incident.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 9183

PS 9184

JERRY SWORE
113 MARSHALL ST
BOONE IA 50036

12 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6517 9850

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:JERRY SWORE/LW
REF 2:REF#: ML205461

WS 9.0.49 LP2442 69.0A 07/2007

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration regulations. Diversion contrary to U.S. law prohibited. For shipping please, call 1-800 742-5877. United Parcel Service, Louisville, KY

Remington Arms Co., Inc.
Product Service
Legal Case #:1481

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
132698	8/17/2007	8/20/2007	8/20/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Texas Gun Shop	Texas Gun shop		4518 South Padre Island Drive	Corpus Christi	TX	78411		W 361-854-4424

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S fires on bolt closing	Concern:1008 Fired on Bolt Closing			
C				

8/21/07-correspondence from repair-rifle fires when bolt is closed.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN		30387	DJ	9/1/1962
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
		TWO PIECE SCOPE BASE	U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						
	Repair/Replacement Cost	**Repair/Replacement Date**				

8/21/07-replace TA under smp. sent quote for $20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/20/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

PS 9185

Cause	4015	Improper Maintenance	TRIG ASSM VERY DIRTY AND STICKY
Barrel	Description		20" 243 WIN
	Date Code		DJ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	MARS AND SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	TWO PIECE SEAR
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY AND STICKY
	Pull	---Select---	8.5#
	Altered	False	

PS 9186

	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 9187

PURCHASE ORDER

FROM: **TEXAS GUN SHOP, INC.** 1481

PHONE A/C 361 • 854-4424
4518 SOUTH PADRE ISLAND DRIVE
CORPUS CHRISTI, TEXAS 78411

PURCHASE ORDER NO. 001360

IMPORTANT - ABOVE NUMBER MUST APPEAR ON ALL CORRESPONDENCE, INVOICES, SHIPPING PAPERS AND PACKAGES.

DATE 7-31-07 DATE WANTED ASAP

TERMS _____ F.O.B. _____

SHIP VIA _____

SHIP TO _____

DS 9/62

TO: REMINGTON ARMS COMPANY
ATTN: ARMS SERVICE DIV/REPAIRS
14 HOEFLER AVE
Ilion, NY 13357

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
	PLEASE FIND ENCLOSED ONE		
	MODEL 200		
	S/N 30387		
	RIFLE FIRES WHEN BOLT IS		
	CLOSED. REPAIR OR REPLACE		
	AS NECCESSARY		
	THANK YOU		
	MIKE DELEON		
	could not duplicate concern		
	Trig. Assm very dirty + sticky		
	Applied TRP, checked safety, cleaned		
	under bolt lock, [illegible] Rear		
	$20.00		
	FAX 361-854-6920		

Serial Number: 30387
Model: 700
RE00132698

PS 9188

ORDERED BY

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00132698 | Serial: 30387, Model: 700, Center Fire, Caliber: 243 WIN | Repairman: | Verify Repair | Status: New 8/14/2007 1:35:45 PM

Address Information

Customer (Received From)	Return To (Received From)
Name: TEXAS GUN SHOP	TEXAS GUN SHOP
Address 1: 4518 SOUTH PADRE ISLAND DRIVE	4518 SOUTH PADRE ISLAND DRIVE
Address 2: PO Box:	PO Box:
City: CORPUS CHRISTI	CORPUS CHRISTI
State: TX Zip Code: 78411 Country: US	State: TX Zip Code: 78411 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
8/14/2007 1:35:4	valentds	Repair Added	
8/14/2007 1:40:1	valentds	From: Check In	To:
8/20/2007 1:56:3	supryll	returned to Arms Service	Bolt Lock Modification Program

- Shipping Hold
- Interface Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New
8/14/2007 1:35:45 PM
valentds
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryll | 8/20/2007 | 1:56 PM | CAPS | NUM | INS | SCR

Start | Inbox - Micros... | Arms Services... | Enter New Ca... | Search for a S... | Microsoft Word | Microsoft Exce... | 1:56 PM

PS 9189

Remington Arms Co., Inc.
Product Service
Legal Case #:1476

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
132522	8/17/2008	8/20/2007	8/20/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Harold	Thomas	PO Box 68 3919 Sugarloaf Dr.	Monrovia	MD	21770		H 301-765-9230 C 301-514-1274

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S Fires on bolt closing C	Cause:4015 Improper Maintenance Concern:1008 Fired on Bolt Closing		Unknown	

8/21/07-correspondence from repair-safety will not go in the safe position. when bolt is opened and closed the gun will fire.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM08 REM	25616	C6653555	KL	6/3/1991
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	SPORTS SOUTH INC		U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at discount						

Repair/Replacement Cost	Repair/Replacement Date

8/21/07-Replace Ta, check over, clean at 1/2 normal cost.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/20/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER ASSM DIRTY/STICKY SEAR BINDING TO

PS 9190

			SIDE PLATES
Barrel	Description		22" 7MM08 REM
	Date Code		KL
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	2.5#
	Altered	False	

PS 9191

	Sub-Assembly	M/700 Non-Bolt Lock

PS 9192

REMINGTON ARMS CO 1476

THE ENCLOSED RIFLE SAFETY .015
IS IN THE FIRE POSITION AND WILL 2.5#
NOT GO ON THE SAFE POSITION 22"
WHEN BOLT IS OPENED AND CLOSED KL 5/91
THE GUN WILL FIRE

132522

HAROLD THOMAS
P O BOX 68
3919 SUGARLOAF DR
MONROVIA MD 21770

HOME 301 865 9230
CELL 301 514 1274

Serial Number: C6653555
Model: 700
RE00132522

TRIG. ASSM. IS CONTAMINATED WITH A PARTIALLY DRIED & STICKY LUBRICATION RESIDUE, CAUSING SEARS TO STICK TO SIDEPLATES. REPLACE TPA, CHECKOVER, CLEAN AT 1/2 NORMAL COST.

Quote

RECEIVED
AUG 21 2007
BY: JW

PS 9193

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00132522

Verify Repair

Serial: C6653555 Model:700 Center Fire Caliber: 7 MM-08 REM Produced: 06/03/1991

Repairman:

Status: New 8/16/2007 2:26:39 PM

Address Information

Customer: Received From

Name: HAROLD THOMAS

Address 1: 3919 SUGARLOAF DR

Address 2: PO Box:

City: MONROVIA

State: MD Zip Code: 21770 Country: US

Return To: Received From

HAROLD THOMAS

3919 SUGARLOAF DR

PO Box:

MONROVIA

State: MD Zip Code: 21770 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Des
8/10/2007 5:24:5	New	skinnertl	Repair Added	
8/15/2007 4:35:4	Comment	poindexterjj	Consumer Contact for Repair Status	
8/16/2007 2:26:3	Update	valentds	Repair information change	
8/16/2007 2:27:4	Expedite	valentds	From: Check In	To:
8/20/2007 9:35:5	Comment	ardenep	Consumer Contact for Repair Status	
8/20/2007 1:09:5	Comment	supryfl	Returned to Arms Service for repair	

Shipping Hold
InterFace Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status: New
8/16/2007 2:26:39 PM
valentds
Product Services
Repair Location: IEN
Current Location: IEN
Transfer Number:

Repair Search | Refresh | Close

supryfl 8/20/2007 1:10 PM CAPS NUM INS SCRL

Start | Inbox - Micros... | Arms Services... | Enter New Cas... | Search for a S... | Microsoft Word | Microsoft Excel... | 1:10 PM

PS 9194

Remington Arms Co., Inc.
Product Service
Legal Case #:1834

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137677	12/6/2007	12/7/2007	12/7/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jason	Thomas	2866 Cross Creek Drive	Cumming	GA	30040		H 678-776-6064 F 678-513-7414 E jtcobra93@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S fires on safe release	Concern:1007 Fired on Safe Release			
C				

12/10/07-correspondence from repair-switching from safe to fire, the gun goes off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	26039	E6741165	KV	5/8/2001 6:12:31 AM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
12/1/2003	BANGERS LP		Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at discount						
	Repair/Replacement Cost	**Repair/Replacement Date**				

12/10/07-trig assem rusty & sticky. Replace TA at 1/2 normal cost.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/7/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER ASSM RUSTY AND STICKY CAUSING PARTS TO STICK/BIND
Barrel	Description		24" 7MM REM MAG
	Date Code		KV
	Bore Plugged	False	
	Bulged	False	

PS 9195

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	RUSTY AND STICKY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 9196

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00137677

Verify Repair

Serial: E6741165 Model: 700 Center Fire Caliber: 7 MM REM MAG Produced: 05/08/2001

Repairman:

Status: New 12/6/2007 12:54:26 PM

Address Information

Customer: Received From

Name: JASON THOMAS

Address 1: 2866 CROSS CREEK DRIVE

Address 2: PO Box:

City: CUMMING

State: GA Zip Code: 30040 Country: US

Return To: Received From

JASON THOMAS

2866 CROSS CREEK DRIVE

PO Box:

CUMMING

State: GA Zip Code: 30040 Country: US

FFL

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Des
11/30/2007 1:25:	New	skinnertl	Repair Added	
12/6/2007 12:54:	Update	valentds	Repair information change	
12/6/2007 12:55:	Expedite	valentds	From: Check In	To:
12/7/2007 9:40:0	Comment	supryfl	Returned to AS for repair	

Shipping Hold

InterFace Hold

Estimate Sent

Parts Received

Passed Inspection

Return As Received

Has been Approved

Internal Repair

Current Status: New 12/6/2007 12:54:26 PM

valentds

Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number

Repair Search | Refresh | Close

supryfl 12/7/2007 9:40 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Arms Services Repair... | Current Cases - Micro... | Microsoft Excel - PS H... | 9:40 AM

PS 9197

1834

KUS/01
4.5#
24"
.013

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** E6741165
Are you the original owner?: ☐ YES ☒ NO	Brand New In Raffle
Name: Jason Thomas	**Date of Purchase:** Christmas 2003
Address (no PO Boxes): 2866 Cross Creek Drive	
City: Cumming	**State:** GA **Zip:** 30040
Phone (Daytime): 678-776-6064	**Fax:** 678-513-7414

E-mail Address:

☒ I would like to receive future e-mail updates from Remington. JTCobra93@AOL.com

Please describe your problem:

When you fire the gun and the pin stays in after you chamber another shell you ejecto the good shell and chamber the third shell and switch from safety to fire the gun goes off.

Not SAFE!

Ammunition Information:

Manufacturer: Remington	Type: 700
Other (i.e. bullet weight/type, shot size, powder):	

1376677

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication): Barely Used

Brand of cleaning solution used:

How often do you clean the bore? (Months or Number of rounds)

How often do you clean the action? (Months or Number of rounds)

How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used:

PS 9198

How often do you lubricate the bore? (Months or Number of rounds)

How often do you lubricate the action? (Months or Number of rounds)

How often do you lubricate the trigger assembly? (Months or Number of rounds)

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☒ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over [illegible] billed to your credit card.

Serial Number: E6741165

Model: 700

RE00137677

could not duplicate concern
TRIG ASSM. RUSTY & STICKY CAUSING PARTS TO STICK/BIND.
Replace TPA, check over, clean.
AT 1/2 NORMAL COST

PS 9199

Quote

Remington Arms Co., Inc.
Product Service
Legal Case #:1388

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
130863	7/6/2007	7/9/2007	7/9/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Michael	Turner	137 JR Ballard Ln	Bardstown	KY	40004		H 502-460-0769 E michael.turner@wku.edu

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S Fires on safe release	Concern:1007 Fired on Safe Release			
C				

7/11/07-correspondence from repair-rifle fired when safety released.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN		C6298768	DI	9/20/1988
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	K MART ENTERPRISES		U			

CONCERN:FIRES WHEN SAFETY IS MOVED

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at 1/2 price						
	Repair/Replacement Cost	**Repair/Replacement Date**				

7/11/07-Quote sent for $84.70.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/9/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		DI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

PS 9200

	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARED M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 9201

130863

1388

D1 9/81
5.5#
.013
22"

June 22, 2007

To Whom It May Concern:

I have had a problem with the included Remington Model 700 Bolt Action, .270 Caliber, and Serial Number C6298768. I have recently had a problem with the rifle not firing when the safety is in the fire position and the trigger is pulled completely back. When I release the trigger and push the safety into the safe position then pull the safety back to the fire position, the rifle will fire without me pulling the trigger. As you know, this is extremely dangerous and I had to change my pants many times! Also, and this may be the source of the problem, the trigger on the rifle is very hard to pull back. I do not know the exact poundage, but I have never had a rifle with such a heavy trigger pull. Please set the trigger pull at the factory spec minimum. Thank you for your time and work.

Thank you,

Michael Turner

Serial Number: C6298768

Model: 700

RE00130863

Contact Information:

Michael Turner
137 JR Ballard Ln.
Bardstown, KY 40004

Phone Number:
(502 460-0769

Email Address:
michael.turner@wku.edu

TRIG. ASSM. SET SCREWS ALTERED. TRIG. ASSM. DIRTY + STICKY. REPLACE TPA, CHECK OVER, CLEAN AT 1/2 NORMAL CHARGE. Quote

PS 9202

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00130863

Verify Repair

Serial: C6298768 Model 700 Center Fire Caliber 270 WIN Produced: 09/20/1988

Repairman:

Status: New 6/29/2007 11:25:50 AM

Address Information

Customer: Received From

Name: MICHAEL TURNER

Address 1: 137 JR BALLARD LN

Address 2: PO Box:

City: BARDSTOWN

State: KY Zip Code: 40004 Country: US

Return To: Received From

MICHAEL TURNER

137 JR BALLARD LN

PO Box:

BARDSTOWN

State: KY Zip Code: 40004 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc
6/26/2007 1:26:2	New	williamss	Repair Added	
6/26/2007 1:27:5	Update	williamss	Repair information change	
6/29/2007 11:25:	Update	valentds	Repair information change	
6/29/2007 11:29:	Expedite	valentds	From: Check In	To:
7/9/2007 9:00:52	Comment	supryfl	Returned to Arms Service for repair	

- Shipping Hold
- Inter Face Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New 6/29/2007 11:25:50 AM Valentds

Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl 7/9/2007 9:00 AM CAPS NUM INS SCRL

start | Inbox - Micro... | Search for a... | Microsoft Word | Arms Services... | Microsoft Exc... | Current Case... | 9:00 AM

PS 9203

Remington Arms Co., Inc.
Product Service
Legal Case #:1869

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138330	12/15/2007	12/17/2007	12/17/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Bob Ward & Sons	Bob Ward		3323 Dredge Dr.	Helena	MT	59601		H 406-443-2138
Incident		Danny Trissel							C 406-202-0357

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD	shot hole in truck floorboard	Cause:4038	Could Not Duplicate Concern		Unknown	
S		Concern:1025	Unexplained Discharge - No Mention of Safety Position			
C	accidental discharge					

12/19/07-correspondence from repair-accidental discharge. bolt not engaged.lw 12/21/07-cust claims rifle blew hole in floorboard of truck, fired while bolt was open.lw He opened the bolt, pulled back abt 1/2" and rifle fired.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	27363	G6680093	WB	8/13/2007 8:15:37 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	MASCHMEDT & ASSOCIATES, I		U			

CONCERN:ACCIDENTAL DISCHARGE

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35	12/19/2007

12/19/07- replace TA at n/c.lw 12/21/07-cust requested reimbursement for truck damages. Asked him to send estimate so we can review.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		24" 3006 SPR
	Date Code		WB

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD X-MARK PRO SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/28/07				

Customer Information		
	Reporter (Age)	Incident (Age)
Name	Danny Trissel	
Address		
City, St Zip		
Home		
Cell	[illegible]-202-0357	
Work		

Incident Information

Personal Injury ☐	Property Damage ☐	Safety ☐	Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident: [illegible]
when both open
[illegible]

PE 05530

[illegible]

Firearm Information

Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.

Date Purchased	Where Purchased	Original Owner

Ammunition Information

Manufacturer	Caliber/ Gauge	Factory or Reloads
Bullet type	**Bullet wt.**	**Lot #**

Additional Ammo Info:

Other Products Information

PS 9206

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00138330 | Serial: G6680093 Model 700 Center Fire Caliber: 30-06 SPRG Produced: 08/13/2007 | Repairman: | Verify Repair | Status: Closed 12/15/2007 4:53:37 AM

Address Information

Customer (Received From)	Return To (Received From)
Name: BOB WARD AND SONS	BOB WARD AND SONS
Address 1: 3323 DREDGE DR	3323 DREDGE DR
Address 2:	
PO Box:	PO Box:
City: HELENA	HELENA
State: MT Zip Code: 59601 Country: US	State: MT Zip Code: 59601 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/15/2007 4:49	New	Sanguineg	Repair Added	
12/15/2007 4:53	Closed	Sanguineg	Closed at Expedite	
12/18/2007 8:26	Comment	supryfl	Returned to AS for repair	

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: Closed
12/15/2007 4:53:37 AM
Sanguinegf
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryfl 12/18/2007 8:26 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Microsoft Excel - PS-H... | Arms Services Repair... | CaseMgmt - Microsof...

X-Mark Pro Trigger
no fault found - could not duplicate
concern

PS 9207

1869

WB 8/07
4.5#
24"
.012

BOB WARD & Sons
SPORTING GOODS CENTERS
Missoula • Hamilton • Helena • Butte • Bozeman

No. 28329

Date: 11/19/07

Select one:
- ☐ **Store Stock Repair Order**
- ☐ **Customer Repair Order**

Customer Name: [illegible]
Address: 1334 E. Cedar
City: Helena State: MT Zip: 59601
E-mail Address:
Phone: 202 0357

Item Description
Brand: Remington
Style #:
Style Name: Model 700 SPS
Color:
Size: 30-06 Springfield SN G6680093
Repairs Needed: Inoperable Discharger. Bolt not engaged.
Sales Associate: DJJ
Contact Person: [illegible]

Bob Ward & Sons - Returns Department

- ☐ 3015 Paxson St. Missoula, MT 59801 (406) 728-3220
- ☐ 3011 Max Ave. Bozeman, MT 59715 (406) 586-4381
- ☐ 3323 Dredge Dr. Helena, MT 59601 (406) 443-2138
- ☐ 1925 Dewey Blvd. Butte, MT 59701 (406) 494-4452
- ☐ 1120 N. First Ave. Hamilton, MT 59840 (406) 363-6204

Charges Assessed:

ATTACH TO ITEM

could not duplicate concern
~~other~~ replace TPA, check over,
clean AT N/C
warranty

Serial Number: G6680093
Model: 700
RE00138330

(SAVE TPA FOR P.S.)

PS 9208

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00138330 | Serial: G5680095 Model: 700 Center Fire Caliber: 30.06 SPRG Produced: 09/18/2007 | Repairman: | Status: Closed 12/15/2007 4:53:37 AM

Verify Repair

Address Information

Customer: Received From

Name: BOB WARD AND SONS
Address 1: 3323 DREDGE DR
Address 2: PO Box:
City: HELENA
State: MT Zip Code: 59601 Country: US

Return To: Received From

BOB WARD AND SONS
3323 DREDGE DR
PO Box:
HELENA
State: MT Zip Code: 59601 Country: US

FFL

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/15/2007 4:49	New	Sanguineg	Repair Added	
12/15/2007 4:53	Closed	Sanguineg	Closed at Expedite	
12/18/2007 8:26	Comment	supryfl	Returned to AS for repair	

Shipping Hold
Interface Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status: Closed
12/15/2007 4:53:37 AM
Sanguineg
Product Service:
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryfl 12/18/2007 8:26 AM DAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Microsoft Excel - FS H... | Arms Services Repair ... | Case Mgmt - Microsof... | 8:26 AM

X-Mark Pro trigger
no fault found - could not duplicate
concern.

PS 9209

1869

WB 8/07
4.5#
24"
.012

BOB WARD & Sons
SPORTING GOODS CENTERS
Missoula • Hamilton • Helena • Butte • Bozeman

No. 28329

Date: 11/18/07

Select one:
- ☐ Store Stock Repair Order
- ☐ Customer Repair Order

Customer Name: ~~Danny~~ Russel
Address: 1334 E. Gindale
City: Helena State: MT Zip: 59601
E-mail Address:
Phone: 202-0357

Item Description
Brand: Remington
Style #:
Style Name: Model 700 SPS
Color:
Size: 30-06 Springfield S# G6680093
Repairs Needed: Accidental Discharge. Bolt not ~~ejected~~ cased.
Sales Associate: Todd
Contact Person: Ames

Opened bolt + pulled back 1/2". blew hole in floorboard exhaust.

Bob Ward & Sons - Returns Department

- ☐ 3015 Paxson St. Missoula, MT 59801 (406) 728-3220
- ☐ 3011 Max Ave. Bozeman, MT 59715 (406) 586-4381
- ☐ 3323 Dredge Dr. Helena, MT 59601 (406) 443-2138
- ☐ 1925 Dewey Blvd. Butte, MT 59701 (406) 494-4452
- ☐ 1120 N. First Ave. Hamilton, MT 59840 (406) 363-6204

Charges Assessed:

ATTACH TO ITEM

could not duplicate concern ~~also~~ replace TPA, check over, clean AT N/C
warranty

Serial Number: G6680093
Model: 700
RE00138330

PS 9210

(SAVE TPA FOR P.S.)

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/20/07				

Customer Information		
	Reporter (Age)	Incident (Age)
Name	Danny Trissel	
Address		
City, St Zip		
Home		
Cell	406-202-0357	
Work		

Incident Information

Personal Injury ☐ Property Damage ☐ Safety ☐ Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident: Sent gun in - misfired - when bolt open - blew hole in floorboard of truck -

RE 138330

Sent through Bob Ward -

Firearm Information

Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.

Date Purchased	Where Purchased	Original Owner

Ammunition Information

Manufacturer	Caliber/Gauge	Factory or Reloads
Bullet type	**Bullet wt.**	**Lot #**

Additional Ammo Info:

Other Products Information

PS 9211

Remington Arms Co., Inc.
Product Service
Legal Case #:1323

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
129931	6/6/2007	6/7/2007	6/7/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain	Steve	Weems	2100 S Randall Rd	Geneva	IL	60134		H 630-845-0505
Incident		Michael	Maxstadt	48W551 Perry Road	Maple Park	IL	60151		H 630-660-5639

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S Fired on safe release	Concern:1007 Fired on Safe Release			
C				

6/13/07-corresp from repair-gun was chambered live with the safety on. Upon moving the safety to the off position the gun fired w/o being triggered.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	B6739903	WF	8/1/1985
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	OUTDOOR SPORTS HQ INC 30336	BELL AND CARLSON STOCK	U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at discount						
	Repair/Replacement Cost	**Repair/Replacement Date**				

6/14/07-Quote sent to replace TA, clean at 1/2 normal cost. $77.43.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/7/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIG ASSM SET SCREWS ALTERED
	Description		22" 270 WIN
	Date Code		WF
	Bore Plugged	False	

PS 9212

Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	---Select---	NOT OF REM MFG
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED MIN TENTION ON RETURN SPRING
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		BELL AND CARLSON STOCK

PS 9213

GANDER MTN.™

Service Request

Service Order # 4950

SHIPPED TO VENDOR/STORE:

Remington
14 Hoefler Ave.

Ilion, NY 13357
Attn: Repairs
Date Shipped: 05/29/2007 Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, #Error
Attn: Gun Parts Dept.
2100 S. Randall Rd.
Geneva, IL 60134

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc. Type: Rifle Serial Number: B6739903
Model: 700 Cal/Ga.: .270cal Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

Model 700 .270cal serial no. B6739903

REASON FOR RETURN:

Being sent to Remington at customer request--his instructions are in box--rifle only--no scope or other asscesories.--he states this is for warranty work.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Steve Weems

(630) 845-0505

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:

SHIP TO ABOVE ADDRESS

Forward all invoices to: **Gander Mountain**
Attn: Cindy Kilbride
180 E. Fifth Street Suite 1300
St. Paul, MN 55101

PS 9214

1323

129931

22" WF 8/45 2.5# .012

May 25, 2007

Serial Number: B6739903

Model: 700

RE00129931

Remington Arms Inc.
Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357

Re: Remington .270 cal Model 700
Serial B6739903

Dear Sirs,

In January 2007 the gun was chambered live with the safety on. Upon moving the safety to the off position the gun fired without being triggered.

Your assistance in diagnosing and correcting this problem is greatly appreciated.

I can be contacted with any questions or concerns at trophybucs4@aol.com or at the address and telephone listed below.

Sincerely,

Michael Maxstadt
48W551 Perry Road
Maple Park, IL 60151
(630)660-5639

could not duplicate concern
Trig. set screws altered.
check over completely.
replace TPA, clean at
1/2 normal cost. Quote

RECEIVED
JUN 13 2007
BY: PS 9215

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00129931

Verify Repair

Serial: 86739903 Model:700 Center Fire Caliber: 270 WIN Produced: 09/11/1985

Repairman:

Status: New 6/6/2007 11:50:27 AM

Address Information

Customer: Received From

Name: GANDER MOUNTAIN-284

Address 1: ATTN CINDY KILBRIDE

Address 2: 180 E FIFTH ST SUITE 1300 PO Box:

City: ST PAUL

State: MN Zip Code: 55101 Country: US

Return To: Received From

GANDER MOUNTAIN-284

2100 S RANDALL RD

PO Box:

GENEVA

State: IL Zip Code: 60134 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
5/31/2007 5:40:2	donovands	Repair Added	
6/6/2007 11:50:2	valentds	Repair information change	
6/6/2007 11:54:2	valentds	From: Check In	To:
6/8/2007 7:48:32	penceil	From: Product Services	To: Repair Bench

- Shipping Hold
- Inter/Face Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

6/6/2007 11:50:27 AM

valentds

Repair Bench

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 6/8/2007 8:27 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Arms Services Repair... | Microsoft Excel - PS H... | Current Cases - Micro... | 8:27 AM

PS 9216

Remington Arms Co., Inc.
Product Service
Legal Case #:1701

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135839	10/29/2007	10/30/2007	10/30/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jeff	Wells	2560 Angelyn Dr.	Murfreesboro	TN	37129		W 615-364-8793 E jeff@wellslandscaping.com

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD						
S	rifle fired on safe release	Cause:4006	Altered Adjustments or Components		Unknown	
		Concern:1007 Fired on Safe Release				
C						

10/31/07-correspondence from repair-in Jan, rifle discharged when the safety was moved to fire.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	B6224707	PA	6/5/1980

Date Purchased	Where Purchased	Accessories	Original Owner
	K MART ENT PLYMOUTH MI	TWO PIECE SCOPE BASE	U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

10/31/07-quote sent to replace TA under SMP $20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/30/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

PS 9217

Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED
Barrel	Description		22" 3006 SPR
	Date Code		PA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	SCRATCHES
	Stock Condition	Slightly Worn; Functioning	SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 9218

135839

1701

.001
PA 6/80
2.5#
22"

Remington

Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: Model 700	Serial Number: B6224707
Are you the original owner?: ☑ YES ☐ NO	
Name: Jeffery S. Wells	Date of Purchase:
Address (no PO Boxes): 2560 Angelyn Dr.	
City: Murfreesboro	State: TN Zip: 37129
Phone (Daytime): 615-364-8793	Fax:
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) jeff@wellslandscaping.com	
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem and date of ocurrence:

In January of this year (2007), on consecutive deer hunts the rifle discharde when the safety was move to the fire position in order to unload the gun at the end of the hunt.

could not duplicate concern.
TRIG. SET SCREWS ADJUSTED.
REPLACE TPA UNDER BOLT LOCK
PROGRAM, CHECK OVER & CLEAN.
FOR $ 20.00 Quote

326 characters left

Ammunition Information:

Manufacturer: Winchester	Type: XP
Other (i.e. bullet weight/type, shot size, powder):	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Rem Action Cleaner

How often do you clean the bore? (Months or Number of rounds) Min. 1x month

How often do you clean the action? (Months or Number of rounds) Min. 1x month

How often do you clean the trigger assembly? (Months or Number of rounds) 4x year

Brand of lubricant used: Rem Oil

How often do you lubricate the bore? (Months or Number of rounds) Min. 1x month

How often do you lubricate the action? (Months or Number of rounds) Min. 1x month

PS 9219

How often do you lubricate the trigger assembly? (Months or Number of rounds) Min. 1x month

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☐ YES ☐ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)

What were the services performed?)

NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.

Ship your INSURED firearm by either UPS or Parcel Post to:

Remington Arms Co., Inc.
Attn: Arms Service Division
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

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Visit Our Other Remington Websites
Other Sites

Serial Number: B6224707
Model: 700
RE00135839

PS 9220

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00135839
Verify Repair

Serial: B6224707 Model: 700 Center Fire Caliber: 30-06 SPRG ADL Produced: 06/05/1980

Repairman:
Status: New 10/29/2007 8:35:05 AM

Address Information

Customer: Received From
Name: JEFF WELLS
Address 1: 2560 ANGELYN DR.
Address 2: PO Box:
City: MURFREESBORO
State: TN Zip Code: 37129 Country: US

Return To: Received From
JEFF WELLS
2560 ANGELYN DR.
PO Box:
MURFREESBORO
State: TN Zip Code: 37129 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
10/25/2007 11:3	skinnertl	Repair Added	
10/29/2007 8:32	valentds	Repair information change	
10/29/2007 8:35	valentds	Repair information change	
10/29/2007 8:37	valentds	From: Check In	To:
10/30/2007 10:0	pencerl	Repair Maintenance	Status: New
10/30/2007 10:0	supryfl	Returned to AS for repair	Bolt Lock Modification Program

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New
10/29/2007 8:35:05 AM
valentds
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryfl 10/30/2007 10:07 AM CAPS NUM INS SERIL

Start | Inbox - Microsoft Ou... | PS Hold Guns AS | Arms Services Repai... | Search for a Serial N... | Part Search by Mate... | 10:07 AM

RECEIVED
OCT 31 2007
BY:

PS 9221

Remington Arms Co., Inc.
Product Service
Legal Case #:1540

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
133687	9/12/2007	9/13/2007	9/13/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Leray	White	32485 Mavies Co. Rd 319	Belle	MO	65013		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S fires on safe release	Concern:1007 Fired on Safe Release			
C				

9/17/07-correspondence from repair-work the bolt, take off safe, gun fires.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	25787	F6242486	XW	12/11/2002 6:10:05 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	SIMMONS GUN SPECIALTIES I		Y

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35.00	9/17/2007

9/17/07-replace TA at n/c. Follows down, trigger binding from rusty pin.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/13/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER BINDING FROM RUSTED TRIGGER PIN
Barrel	Description		22" 243 WIN
	Date Code		XW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9222

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIGGER PIN BINDING
	Pull	---Select---	10+#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 9223

1540

22"
10 + #
.011
XW 12/02

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 BDL CUSTOM DELUXE	**Serial Number:** F6242486
Are you the original owner?: ☑ YES ☐ NO	
Name: LE RAY WHITE	**Date of Purchase:** FALL OF 2006
Address (no PO Boxes): 32485 MARIES CO RD 319	
City: BELLE	**State:** MO **Zip:** 65013
Phone (Daytime):	**Fax:**
E-mail Address:	
☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem: PUT GUN ON SAFETY THEN WORK THE BOLT CLOSE BOLT TAKE SAFETY OFF GUN FIRES WITHOUT PULLING TRIGGER

133687

Ammunition Information:

Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Follows below from TRIG. BINDING, from A RUSTY TRIGGER MUSTACE TRACE HAVE CLEAN AT N/C # 23/45

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used:

rounds)

f rounds)

Number of rounds)

Serial Number: F6242486

Model: 700

RE00133687

PS 9224

How often do you lubricate the bore? (Months or Number of rounds) EVERY TIME I USE IT

How often do you lubricate the action? (Months or Number of rounds) EVERY TIME I USE IT

How often do you lubricate the trigger assembly? (Months or Number of rounds) SAME

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☑ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
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.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 9225

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00133687 | Serial: F6242486 Model: 700 Center Fire Caliber: 243 WIN Produced: 12/11/2002 | Reparman: | Status: New 9/12/2007 12:37:32 PM

Verify Repair

Address Information

Customer: Received From | Return To: Received From

	Customer	Return To
Name:	LERAY WHITE	LERAY WHITE
Address 1:	32485 MAVIES CO RD 319	32485 MAVIES CO RD 319
Address 2:	PO Box:	PO Box:
City:	BELLE	BELLE
State:	MO Zip Code: 65013 Country: US	MO Zip Code: 65013 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Des
9/10/2007 10:55:	New	championj	Repair Added	
9/12/2007 12:37:	Update	valentds	Repair information change	
9/12/2007 12:38:	Expedite	valentds	From: Check In	To:

- Shipping Hold
- InteiFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has Been Approved
- Internal Repair

Current Status: New 9/12/2007 12:37:32 PM valentds

Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 9/13/2007 8:45 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Ou... | PS Hold Guns AS | Arms Services Repair... | 8:45 AM

PS 9226

Remington Arms Co., Inc.
Product Service
Legal Case #:1416

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131622	7/25/2007	7/26/2007	7/26/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Brian	Williamson	134 McCarragher St	Wilkes Barre	PA	18702		H 570-592-5692 E bpw127@psu.edu

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S Fired on safe release	Concern:1007 Fired on Safe Release			
C				

7/30/07-correspondence from repair-gun fired when safety taken off on several occasions.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	F6254469	LX	2/21/2003 6:54:02 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
9/7/2003	JERRY S SPORT INC	TWO PIECE SCOPE BASE	Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at 1/2 cost						
	Repair/Replacement Cost	**Repair/Replacement Date**				

7/30/07-could not duplicate, trig & trig pins rusted. Replace TA, check over, clean at 1/2 cost-good will gesture.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/26/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIG AND TRIG PIN RUSTED
Barrel	Description		22" 270 WIN
	Date Code		LX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

PS 9227

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG AND PIN RUSTED
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 9228

1416

To Whom It May Concern,

I am sending this rifle to you because of a malfunction that occurred during the start of the 2006 deer season. I bought this rifle from J and S Sporting goods in Wilkes Barre, Pennsylvania on August 14, 2003. Here is the series of events that took place with my rifle.

I sat down to take a couple shots with my rifle at the shooting bench to sight in. As I proceeded to take the safety off the gun went off. I figured I had bumped the trigger but it turned out that when I went to take my second shot I took the safety off and the gun went off again. I knew what had happened at that point. The next time I did the same thing with no bullet in the gun at all and flicked the safety off. When I did that you could see the firing pin at the end of the bolt go in as soon as I took the safety off. This occurred two more times. Then it just stopped doing it without a bullet in the gun. So I went to take a live shot and everything was fine. I took five shots after that and it never happened. The gun has not did it since. But, this is obviously a safety issue. So if you can please look at my gun and see maybe what caused this to occur. If you need to get in touch with me my phone number is 570-592-5692. My email address is bpw127 @psu.edu. My rifle is a Model 700 ADL synthetic.

Also I have one more question. Is it possible on my rifle to have a detachable magazine box or a floor plate put on my rifle instead of the one I have now which does not have a floor plate. If so how much would it cost to have it done and who would be doing it.

Here is my mailing address:
Brian Williamson
134 McCarragher St
Wilkes Barre, PA 18702

Hacen,
Contact customer to let him know that we cannot fit floor plate or detachable magazine to an ADL Receiver.
FRED

Thanks,

Brian Williamson

Could we duplicate [illegible] FROM 4 [illegible] gun is [illegible] by hand FROM, check [illegible] [illegible] 1/2 cost. Good [illegible]
Glenn

Serial Number: F6254469
Model: 700
RE00131622

RECEIVED
JUL 30 2007
BY: [illegible]

PS 9229

INVOICE

j.s. sporting goods
Hunting, Fishing & Archery Specialties

254 WILKES-BARRE TWP. BLVD.
ROUTE 309
WILKES-BARRE, PA 18702
(570) 824-4610

NAME: Pat Williamson
ADDRESS:
TELEPHONE: 824-2417

SALESMAN: [illegible] DATE: 9-7-03

QUAN.	DESCRIPTION	PRICE	AMOUNT
	Remington 700 ADL		
	270 rifle		400.00
	Leupold & Stream 3x9x40 scope		210.00
	" Base & Rings 2PCS		40.00
	Butler creek Flip Caps		14.00
	Flambeau Hard case		20.00
	Butler creek Cam sling		15.00
	Sling swivels		8.00
	Rifle cleaning kit & brushes		13.00
	Mount & Bore sight combine		NC
	1 Box 270 130gr Bullets		NC
			720.00
		6%	43.20
			763.20
		Pics	5.00
		Tot	768.20

1. NO CASH REFUND, CREDIT ONLY, WITHIN 10 DAYS OF PURCHASE WITH ORIGINAL PACKAGE AND SALES RECEIPT.
2. LAY-A-WAY POLICY: 15% OF PURCHASE PRICE DOWN. NON-REFUNDABLE; NON-TRANSFERABLE; 90 DAYS TO PAY. PLAN WILL BE TERMINATED WITHOUT NOTICE AFTER 90 DAY TERM.
3. NO RETURNS ON GUNS OR BOWS. ALL SALES ARE FINAL.
4. ALL WARRANTIES ARE HANDLED BY MANUFACTURER, NOT. J.S. SPORTING GOODS, INC.
5. ANY ITEMS LEFT WITH US, WE WILL NOT BE RESPONSIBLE FOR AFTER 30 DAYS.

I UNDERSTAND THE ABOVE

PS 9230

Arms Services Repair & Estimate System

Add Repair | Estimate Repair | Expedite Repair | Inquiry | Repair Tools | CSR Tools | Reports | Table Maintenance | System Maintenance | Help

Repair Inquiry

Repair Number: RE00131622

Verify Repair

Serial: F6254469 Model: 700 Center Fire Caliber: 270 WIN SYN Produced: 02/21/2003

Repairman:

Status: New 7/25/2007 1:55:47 PM

Address Information

Customer: (Received From)

Name: BRIAN WILLIAMSON

Address 1: 134 MCCARRAGHER STREET

Address 2: PO Box:

City: WILKES BARRE

State: PA Zip Code: 18702 Country: US

Return To: (Received From)

BRIAN WILLIAMSON

134 MCCARRAGHER STREET

PO Box:

WILKES BARRE

State: PA Zip Code: 18702 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	UserID	Desc1
7/23/2007 12:23	New	skinnertl	Repair Added
7/23/2007 12:35	EmailSent	ArmEmail	Repair Received
7/23/2007 12:35	EmailVerified	ArmEmail	Receipt
7/25/2007 1:55:4	Update	valentds	Repair information change
7/25/2007 1:56:5	Expedite	valentds	From: Check In
7/26/2007 8:46:1	Comment	supryfl	Returned to Arms Service for repair

- Shipping Hold
- InteiFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New 7/25/2007 1:55:47 PM valentds

Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl | 7/26/2007 | 8:46 AM | CAPS | NUM | INS | SCR

start | Inbox - Microsoft Out... | Microsoft Word | Arms Services Repair... | 8:46 AM

PS 9231

Remington Arms Co., Inc.
Product Service
Legal Case #:1369

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
130650	6/27/2007	6/28/2007	6/28/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Whatcom County Sheriff's Office	Dpty. Bryan	Collins	Public Safety Building 311 Grand Ave	Bellingham	WA	98225		W 360-676-6650 x50723 C 360-815-4433

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S Fired on safe release	Concern:1007 Fired on Safe Release			
C				

7/2/07-correspondence from repair-Rifle discharged while taking the safety off. Could not duplicate. Trigger feels rough.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25739	G6400371	FY	10/15/2004 8:16:53 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	TERRITORIAL SUPPLIES, INC	TWO PIECE SCOPE BASE,HARD CASE	Y

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
65.00	6/28/2007

7/2/07-replace ta at n/c as good will gesture.lw

PS 9232

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/28/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	RIFLE HAS A 40X TRIG ASSM INSTALLED
	Description		20" 308 WIN FLUTED

Barrel	Date Code		EY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	HAS BEEN CAMO PAINTED
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/40X SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	40X TRIG ASSM
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,HARD CASE

PS 9233

WHATCOM COUNTY
SHERIFF'S OFFICE

BILL ELFO
SHERIFF

PUBLIC SAFETY BUILDING
311 Grand Avenue
Bellingham, WA 98225-4078

1369

CAREY JAMES
UNDERSHERIFF
JEFF PARKS
CHIEF DEPUTY
KEVIN MOYES
CHIEF DEPUTY
WENDY JONES
CHIEF OF CORRECTIONS

.011
3.5#
EY 10/04
20"

Serial Number: G6400371
Model: 700
RE00130650

Remington Arms Company
Attn: Product Services
14 Hoefler Ave
Ilion, NY 13357

RE: 700LTR; S/N G6400371

The assigned operator of the aforementioned rifle reports that he experienced a discharge of the weapon when taking the safety off. Additional attempts to recreate the problem were not successful, but please check for problems.

The operator also advised that the trigger pull feels "rough" from time to time. Both front sling studs on this rifle have been broken several times. The only repair that we have made to this rifle is the insertion of a thread sleeve in the bedding block after drilling to remove the broken sling stud.

Please advise if you need further information.

Thank You,

Bryan M Collins 6/14/07

Deputy Bryan Collins
Whatcom County Sheriff's Office
Public Safety Building Basement
311 Grand Ave
Bellingham, WA 98225
360-676-6650 (x50723)
360-815-4433 (cell)

could not duplicate concern.
check over completely.
replace TPA / clean / function
TEST. AT N/C
#230145

PS 9234

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00130650
Verify Repair: High Priority

Serial: G6400371 Model: 700 Center Fire Caliber: 308 WIN SYN STK Produced: 10/15/2004

Repairman: Charles Swanson
Status: PartsHold 6/28/2007 8:54:41 AM

Address Information

Customer: Received From
Name: WHATCOM COUNTY SHERRIFFS OFFICE
Address 1: 311 GRAND AVENUE
Address 2: PO Box:
City: BELLINGHAM
State: WA Zip Code: 98225 Country: US

Return To: Received From
WHATCOM COUNTY SHERRIFFS OFFICE
311 GRAND AVENUE
PO Box:
BELLINGHAM
State: WA Zip Code: 98225 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
6/21/2007 10:02	New	donovands	Repair Added
6/27/2007 8:49:4	Update	valentds	Repair information change
6/27/2007 8:51:2	Expedite	valentds	From: Check In
6/27/2007 12:05	EmailSent	ArmEmail	Repair Received
6/27/2007 12:05	EmailVerified	ArmEmail	Receipt
6/28/2007 7:47:0	Expedite	pencerl	From: Product Services
6/28/2007 7:57:2	Estimate	swansonch	Estimate Update
6/28/2007 8:13:1	Estimate	swansonch	Estimate Update

- [ ] Shipping Hold
- [ ] InterFace Hold
- [ ] Estimate Sent
- [ ] Parts Received
- [ ] Passed Inspection
- [ ] Return As Repaired
- [x] Has been Approved
- [ ] Internal Repair

Current Status: PartsHold
6/28/2007 8:54:41 AM
swansonch
Repair Bench
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryll 6/28/2007 8:55 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Arms Services Repair... | Microsoft Excel | 8:55 AM

PS 9235