

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<br>E bluitright@peoplepc.com |

## Incident Information

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

| 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             |




1. NAME  
 2. DATE  
 3. TIME  
 4. LOCATION  
 5. WEATHER  
 6. WIND  
 7. SEA  
 8. WAVE  
 9. SWELL  
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 249. SWELL  
 250. WIND  
 251. SEA



# Remington

## Factory Repair Instructions

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

|   |                               |
|---|-------------------------------|
| Model Number: 700 SPS   | Serial Number: 56583063       |
| Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO   |                               |
| Name: MARK Abegglen   | Date of Purchase: MARCH/20/07 |
| Address (no PO Boxes):<br>91 DESERT DRIVE   |                               |
| City: TOWNSEND  | State: MT Zip: 59644          |
| Phone (Daytime): 406-266-3629   | Fax:                          |
| E-mail Address:  Blvlt Right @ PeoplePC.com<br>I would like to receive future e-mail updates from Remington.   |                               |
| Please describe your problem: When moving safe from safe to Fire Rifle goes OFF.<br>It only seems to do this after it's been on safe for a period of time 3-4 hours<br>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): 136748  |                               |
| 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 Entenbach  | Reloader Used: Hornady        |
| Firearms Care (Cleaning and Lubrication):   |                               |
| Brand of cleaning solution used: mem or shooter's choice  |                               |
| How often do you clean the bore? (Months or Number of rounds) every 20 Rounds - Every Time 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 Exterior   |                               |
| Brand of lubricant used: mem or shooter's choice  |                               |

could not duplicate concern.  
TRIG. set screws altered.

Replace TPA, check over/learn  
AT 1/2 normal cost. Quote

X-mack pro trigger assembly that the customer changed the engagement and made the blocker less effective.

13B 1/07  
2.5H  
26"  
.013

PS 8767



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 don't*

How often do you lubricate the trigger assembly? (Months or Number of rounds) *← I don't*

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 Arms and I'm more than pleased their Great, Accurate - Dependable*

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 I'm sending in, only 202 Rounds 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 Division**  
**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 purchase 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, or 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 Rnds 202-  
Total - Last 2 mishaps

Can you please Fix

Safety 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 *algebra*



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<br>F 412-469-9994 |

## Incident Information

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

| 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.

<sup>1205</sup> West Mifflin PA 15122  
phone - 412-469-9992  
fax - 412-469-9994

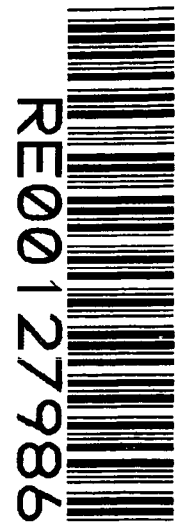
4.5#  
KV 5/01  
22" .015

Make : Remington

Model : 700 ti

Caliber : 30-06

Serial # : TT 000286



Serial Number:  
Model: 700  
TT000286

Customer Complaint :  
12798 ✓

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 H/C  
Good-will gesture.  
#230145

RECEIVED  
APR 20 2007  
BY: [signature]



**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** Serial: **T1000286 Model 700 Center Fire Caliber 3006 SS TITANIUM Produced 05/17/2001** Repairman: **valentds** Status: **New 4/18/2007 2:51:08 PM**

Verify Repair: **High Priority**

**Address Information**

Customer: **ANTHONY ARMS ACCESSORIES** Received From: **ANTHONY ARMS ACCESSORIES**

Address 1: **2980A LEBANON CHURCH RD** Address 2: **PO Box**

City: **WEST MIFFLIN** State: **PA** Zip Code: **15122** Country: **US**

FFL: ☐

**History / Status**

| Date              | Code     | User ID   | Desc                      |
|-------------------|----------|-----------|---------------------------|
| 4/13/2007 10:19   | New      | championd | Repair Added              |
| 4/18/2007 2:51:08 | Update   | valentds  | Repair information change |
| 4/18/2007 2:52:11 | Expedite | valentds  | From: Check In            |

**Shipping / Billing**

Current Status: **New**

4/18/2007 2:51:08 PM

valentds

Product/Service: **Repair Location**

ILN

Current Location: **ILN**

Transfer Number:

**Repair Search** **Refresh** **Close**

supryll 4/19/2007 7:48 AM CAPS NUM INS SCRI

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 |                   |                |
| S      | fired on safe release | Fired on Bolt Opening       | Unknown           |                |
| C      | Concern:1020          |                             |                   |                |

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. Ca. Date Da APV AP |
|------------|-------------------|--------------|---------------|-----------------|--------------------------|
|            |                   |              |               |                 |                          |

( PS 8774 )



New TA  
n/c

**Repair/Replacement Repair/Replacement**

**Cost**

**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  |              |

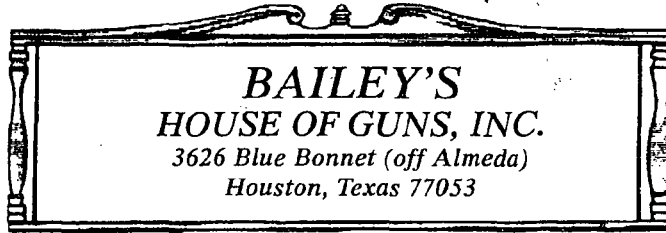
( PS 8775 )



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



CLOSED MONDAY



011 6#  
713/433-2475  
22"  
Kw 5/02

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

Serial  
Number:

G6264250

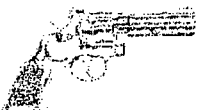
Model: 700



RE00129194

could not duplicate concern  
to restore confidence in rifle  
replace Trig. Assm. check over  
clean & NO change. GOOD -  
WILL RETURN -

(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<br>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                                     | 106-353-8281                             |  |                                  |                |
| Cell                                     |  |  |                                  |                |
| Work                                     |  |  |                                  |                |
|  |  |  |                                  |                |
| Incident Information                     |  |  |                                  |                |
| Personal Injury <input type="checkbox"/> | Property Damage <input type="checkbox"/> | Safety <input checked="" type="checkbox"/> | Concern <input type="checkbox"/> |                |
| Nature of Injury:                        |  |  |                                  |                |
| Medical Treatment:                       |  |  |                                  |                |
| Claim:                                   |  |  |                                  |                |
| Incident: purch approx 5-10-00           |  |  |                                  |                |
| Sighting in                              |  |  |                                  |                |
| pushed bolt forward. safe, 15-2000       |  |  |                                  |                |
| Replace T/A                              |  |  |                                  |                |
| 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               |  |  |                                  |                |
|  |  |  |                                  |                |
|  |  |  |                                  |                |
|  |  |  |                                  |                |
|  |  |  |                                  |                |





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  
Consumer Affairs Administrator  
Remington Arms Company

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

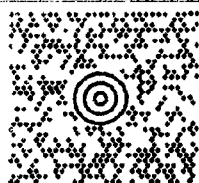


ARTHUR BARRETT  
417 US 41 N  
BARAGA MI 49908

10 LBS  
RS

1 OF 1

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

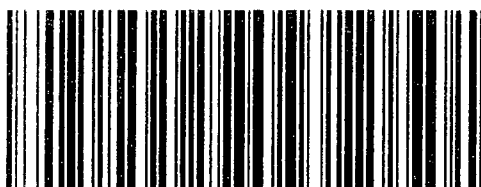


NY 135 0-01



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 69.0R 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 of Goods by Road (the "CMR Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. United Parcel Service of America, Inc.

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 |             |                   |                |
| S fired on safe release | Concern:1007 Fired on Safe Release           |             | U                 | ok             |
| 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

| Settlement              | Release of Claims       | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|-------------------------|-------------------------|--------------|---------------|-----------------|----------------|---------------|
| Replace TA at n/c       |                         |              |               |                 |                |               |
|                         | Remington/700/CF/BA     |              |               |                 |                |               |
| 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 ENGAGEMENT SCREWS ALTERED |
|             | Description  |                                   | 24" 3006 SPR                                    |
|             | Date Code    |                                   | CY  |



|              |                        |                            |                             |
|--------------|------------------------|----------------------------|-----------------------------|
| 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      |                             |
|              |                        | Test Fired                 | False                       |
| Feeding Test | Tests                  | False                      |                             |
| Trigger      | Condition              | Like new; Functioning      |                             |
|              | Pull                   | ---Select---               | 3.5#                        |
|              | Altered                | True                       | SET SCREWS ALTERED          |
|              | Sub-Assembly           | M/700 Non-Bolt Lock        |                             |



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** Serial: G6389767 Model: 700 Center Fire Caliber: Repairman: Status: New: 12/11/2007 7:29:08 AM

Verify Repair: 30 06 SPRIG Produced: 04/29/2004

#### Address Information

Customer: ☒ Received From: Return To: ☒ Received From:

Name: **PATRICK BARRY** **PATRICK BARRY**

Address 1: **2795 ANDERSON AVE** **2795 ANDERSON AVE**

Address 2:  PO Box:  PO Box:

City: **KLAMATH FALLS** **KLAMATH FALLS**

State: **OR** Zip Code: **97603** Country: **US** State: **OR** Zip Code: **97603** Country: **US**

FFL:

| Contact / Condition | Problems  | Estimate                  | History / Status        | Shipping / Billing    |
|---------------------|-----------|---------------------------|-------------------------|-----------------------|
| Date                | User ID   | Desc1                     | Desc2                   | Current Status        |
| 12/4/2007 1:18:5    | skinnerit | Repair Added              |                         | New                   |
| 12/11/2007 7:25     | valentids | Repair information change |                         | 12/11/2007 7:29:08 AM |
| 12/11/2007 7:29     | valentids | Repair information change |                         | valentids             |
| 12/11/2007 7:29     | valentids | From: Check In            | To:                     | Product Services      |
| 12/12/2007 8:55     | supryll   | Placed in PS Back Rack    | Holding for disposition | Repair Location:      |
|                     |           |                           |                         | ILN                   |
|                     |           |                           |                         | Current Location:     |
|                     |           |                           |                         | ILN                   |
|                     |           |                           |                         | Transfer Number:      |

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

Repair Search Refresh Close

supryll 12/12/2007 8:56 AM CARS 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@dcgc.gov



# Remington®

1751  
November 12, 2007

X

015  
24"  
C44/04  
3.5#

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  
Consumer Affairs Administrator  
Remington Arms Company

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

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.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 CCL   |  | Serial Number: G 6349767 |            |
| Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO   |  |                          |            |
| Name: Patrick Barry   |  | Date of Purchase:        |            |
| Address (no PO Boxes): 1840 Warden Ave  |  |                          |            |
| City: Klamath Falls   |  | State: OR                | Zip: 97601 |
| Phone (Daytime): 541-331-4317   |  | Fax: 541-273-3892        |            |
| E-mail Address:<br><input type="checkbox"/> 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: Hopes #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*

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*

*lubed barrel  
pointed down  
so 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 ill*

*at 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 Division**

**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 bolt 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 )



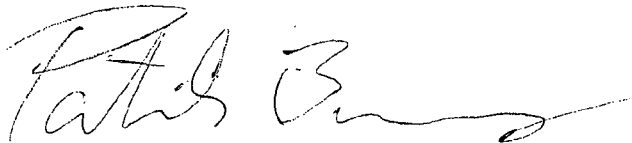
my thumb. I thanked God that my initial thought that I had shot myself was not the case, and that the recoil of the gun had imbedded the safety about a half an inch under my thumbnail. I immediately opened the action and sat the rifle against a tree. Everyone in camp got on the radio to see if it was 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,

A handwritten signature in cursive script, appearing to read "Patrick Barry".

Patrick Barry  
1840 Worden Ave  
Klamath Falls, OR 97601



1751

**Case Information**

| Date of Call | Incident Date | Pre Lit | Lit | Obsolete |
|--------------|---------------|---------|-----|----------|
| 11/9/07      | 7 weeks ago   |         |     |          |

**Customer Information**

|              | Reporter (Age )                | Incident (Age ) |
|--------------|--------------------------------|-----------------|
| Name         | Patrick <del>Barry</del> Barry |                 |
| Address      | 2795 Anderson Ave              |                 |
| City, St Zip | Suite 106                      |                 |
| Home         | Klamath Falls, OR 97603        |                 |
| Cell         | 541 331-7317                   |                 |
| Work         |                                |                 |

**Incident Information**

|   |  |                                 |                                  |
|---|--|---------------------------------|----------------------------------|
| Personal Injury <input checked="" type="checkbox"/> | Property Damage <input type="checkbox"/> | Safety <input type="checkbox"/> | Concern <input type="checkbox"/> |
|---|--|---------------------------------|----------------------------------|

**Nature of Injury:****Medical Treatment:****Claim:****Incident:**

Mistaken, injured  
- w/ EIC comp, cycling action  
- mistimed, safety pushed forward, fired  
- wasn't holding firmly  
safety into thumb  
OK now  
D alterations  
DOK -  
AKS -

**Firearm Information**

| Manufacturer | Type of Action | Model/Cal. or Ga. | Serial Number | Date of manuf. |
|--------------|----------------|-------------------|---------------|----------------|
| Rom          | 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**



# 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  
Consumer Affairs Administrator  
Remington Arms Company

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

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

( PS 8791 )

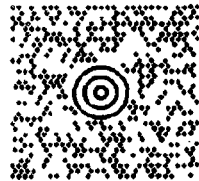


PATRICK BARRY  
2795 ANDERSON AVE  
KLAMATH FALLS OR 97603

12 LBS  
RS

1 OF 1

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

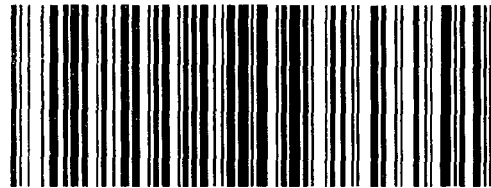


NY 135 0-01



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. Unrestricted export to U.S. is prohibited. For shipping labels, call 1-800-762-7822. United Parcel Service of America, Inc.

( 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<br>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<br>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:FIRE WYHOUT 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                             |                                 |



|                          |                        |                                |                                 |
|--------------------------|------------------------|--------------------------------|---------------------------------|
| 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 )



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



Gunsmith Performance  
Center

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

1398

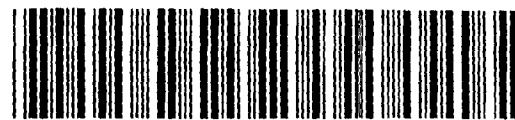
TRIG. set screws tightened.  
TRIG. ASSM. DIRTY/STICKY.  
replace TPA UNDER BOLT  
LOCAL PROGRAM FOR \$20.00  
Quote

DI 9/76  
4#  
"DIO  
24"

Serial  
Number:

A6357690

Model: 700



RE00131326

RECEIVED  
JUL 18 2007

BY: [Signature]

( PS 8795







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                   |             |                   |                |
| S      | fired on safe release Concern:1007 Fired on Safe Release |             | Unknown           |                |
| C      |  |             |                   |                |

12/12/07-correspondence from repair-gun fired when safety 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

| 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<br>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

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

Repairman:

Status:

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

Verify Repair

### 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 3:24:00      | williams  | Repair Added              |                               |
| 12/10/2007 12:54:33 PM | valentids | Repair information change |                               |
| 12/10/2007 12:54:33 PM | valentids | Repair information change |                               |
| 12/11/2007 8:40:00     | pencer    | From: Check In            | To: Repair Bench              |
| 12/11/2007 8:55:00     | supriyl   | Returned to AS for repair | Bot 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

valentids

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

supriyl

12/11/2007

8:57 AM

CAPS

NUM

INS

SCPL

start

Inbox - Microsoft Out...

Microsoft Excel

Current Cases - Micro...

Arms Services Repair

12/11/2007 8:57 AM

PS 8800



# 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? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                  |                         |            |
| Name: Bayner's Army Store Inc  | Date of Purchase:       |            |
| Address (no PO Boxes): 118 S. Wayne St   |                         |            |
| City: Milledgeville  | State: GA               | Zip: 31021 |
| Phone (Daytime): 478 457 2384  | Fax: 478 457 0014       |            |
| E-mail Address:  |                         |            |
| <input checked="" type="checkbox"/> 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 oven, clean   |                         |            |
| cylinder bolt + local program  |                         |            |
| Rpn \$ 20.00 Quote   |                         |            |
| 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:          |            |
| Care (Cleaning and Lubrication):   |                         |            |

Serial Number:

A6271214

Model: 700



RE00138027

ounds)  
ounds)  
Number of rounds)

PS 8801

010  
AI 3/76  
6#  
22"



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 |                       |                |
| S      | Fires on bolt closing | Concern:1008         | Fired on Bolt Closing | Unknown        |
| 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 )





PHONES

TO                     

**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 5-7-04 Customer #                     

TC

**Order Date**

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

# INVOICE

PHONE \_\_\_\_\_

AMOUNT

China 16670-34

24 June 1961

Richard M. Smith

Temp this 70m above 30-06 41m

the following season - When we  
close the belt the gun will  
without action. When we  
is on the gun close belt but  
when the gun is off the  
belt the gun will  
and remain as now.

Thank you.

Johns can be

370 2882

132386  
Install new  
charge 230

Y386  
Install new Temp sensor 2/c  
Charge 230045  
FIS 8/13/77

|     |   |    |     |
|-----|---|----|-----|
| 157 |   |    |     |
| S   |   |    |     |
| FLS | 8 | 13 | 200 |

PS 8805

**PLEASE Pay from this Invoice - NO BILL TO FOLLOW!**



# 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: <b>RE00132386</b>  | Serial: E6702434 Model: 700 Center Fire Caliber: 30.06 SPRG Produced: 02/12/2001 | Repairman:   | Status: New 8/10/2007 11:46:06 AM                          |         |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |
|---|--|--|--|---------|-------|-------|------------------|-----|-----------|--------------|--|-----------------|--------|----------|---------------------------|--|-----------------|--------|----------|---------------------------|--|-----------------|----------|----------|----------------|-----|---|--|
| <input type="button" value="Verify Repair"/>  |  |  |  |         |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |
| <b>Address Information</b>  |  |  |  |         |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |
| Customer: <input checked="" type="radio"/> Received From  |  | Return To: <input type="radio"/> Received From   |  |         |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |
| Name: <b>BIEKIRCH</b>   | Name: <b>BIEKIRCH</b>  |  |  |         |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |
| Address 1: <b>930 LINDEN AVE</b>  | Address 1: <b>930 LINDEN AVE</b>   |  |  |         |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |
| Address 2: <input type="text"/>   | Address 2: <input type="text"/>  |  |  |         |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |
| City: <b>EAST ROCHESTER</b>   | PO Box: <input type="text"/>   | City: <b>EAST ROCHESTER</b>  | PO Box: <input type="text"/>                               |         |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |
| State: <b>NY</b>  | Zip Code: <b>14445</b>   | Country: <b>US</b>   | State: <b>NY</b> Zip Code: <b>14445</b> Country: <b>US</b> |         |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |
| FFL: <input type="text"/>   |  |  |  |         |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |
| Contact / Condition   | Problems   | Estimate   | History / Status   |         |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |
| <table border="1"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> </tr> </thead> <tbody> <tr> <td>8/8/2007 12:30:5</td> <td>New</td> <td>skinnertl</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>8/10/2007 11:44</td> <td>Update</td> <td>valentds</td> <td>Repair information change</td> <td></td> </tr> <tr> <td>8/10/2007 11:46</td> <td>Update</td> <td>valentds</td> <td>Repair information change</td> <td></td> </tr> <tr> <td>8/10/2007 11:46</td> <td>Expedite</td> <td>valentds</td> <td>From: Check In</td> <td>To:</td> </tr> </tbody> </table> |  | Date   | Code   | User ID | Desc1 | Desc2 | 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: | <input type="checkbox"/> Shipping Hold<br><input type="checkbox"/> InterFace Hold<br><input type="checkbox"/> Estimate Sent<br><input type="checkbox"/> Parts Received<br><input type="checkbox"/> Passed Inspection<br><input type="checkbox"/> Return As Received<br><input type="checkbox"/> Has been Approved<br><input type="checkbox"/> Internal Repair |  |
| Date  | Code   | User ID  | Desc1  | Desc2   |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |
| 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:     |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |
|   |  | <b>Shipping / Billing</b><br>Current Status: New<br>8/10/2007 11:46:06 AM<br>valentds<br>Product/Services<br>Repair Location: ILN<br>Current Location: ILN<br>Transfer Number: |  |         |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |
| <input type="button" value="Repair Search"/>  |  | <input type="button" value="Refresh"/> <input type="button" value="Close"/>  |  |         |       |       |                  |     |           |              |  |                 |        |          |                           |  |                 |        |          |                           |  |                 |          |          |                |     |   |  |

( 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        |                   |                |
| S      | went off when bolt closed | Concern:1008 Fired on Bolt Closing | Unknown           |                |
| 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 )



|                |            |   |            |                          |
|----------------|------------|---|------------|--------------------------|
| Repair Number: | RE00137856 | Serial: A6352188-Model 700-Center Fire-Caliber: | Repairman: |                          |
| Verify Repair: |            | 270 WIN-Produced: 10/05/1976                    | Status:    | New 12/4/2007 7:31:04 AM |

|                              |  |                 |  |                   |  |                 |  |
|------------------------------|--|-----------------|--|-------------------|--|-----------------|--|
| Customer:                    |  | Received From:  |  | Return To:        |  | Received From:  |  |
| Name: CHARLES BELT           |  |                 |  | CHARLES BELT      |  |                 |  |
| Address 1: 114 W 15TH STREET |  |                 |  | 114 W 15TH STREET |  |                 |  |
| Address 2:                   |  | PO Box:         |  |                   |  | PO Box:         |  |
| City: STURGIS                |  |                 |  | STURGIS           |  |                 |  |
| State: KY                    |  | Zip Code: 42459 |  | State: KY         |  | Zip Code: 42459 |  |
| Country: US                  |  |                 |  | Country: US       |  |                 |  |
| FEL:                         |  |                 |  | FEL:              |  |                 |  |

| Contact / Condition  |           | Problems                  |                                | Estimate |  | History / Status   |  | Shipping / Billing  |  |
|--|-----------|---------------------------|--------------------------------|----------|--|--|--|---|--|
|  |           |                           |                                |          |  |  |  | Current Status  |  |
| Date   | User ID   | Desc1                     | Desc2                          |          |  | <input type="checkbox"/> Shipping Hold<br><input type="checkbox"/> Interface Hold<br><input type="checkbox"/> Estimate Serv.<br><input type="checkbox"/> Parts Received<br><input type="checkbox"/> Passed Inspection<br><input type="checkbox"/> Return As Received<br><input type="checkbox"/> Has been Approved<br><input type="checkbox"/> Internal Repair |  | New<br>12/4/2007: 7:31:04 AM<br>valentids<br>Repair Bench<br>Repair Location<br><input type="checkbox"/> ILN<br>Current Location<br><input type="checkbox"/> ILN<br>Transfer Number<br><input type="checkbox"/> |  |
| 12/4/2007 7:31:0   | valentids | Repair Added              |                                |          |  |  |  |   |  |
| 12/4/2007 7:38:0   | valentids | From: Check In            | To:                            |          |  |  |  |   |  |
| 12/5/2007 6:03:5   | pencil    | From: Product Services    | To: Repair Bench               |          |  |  |  |   |  |
| 12/5/2007 7:45:1   | supiyf1   | Returned to AS for repair | Bolt lock modification program |          |  |  |  |   |  |
| <div style="background-color: black; width: 100%; height: 100px;"></div> |           |                           |                                |          |  |  |  |   |  |

## Repair Search

**Refresh**

**Close**



1822

ET 10/76  
22"  
5.5#  
.009

Serial Number:

A6362168

Model: 700



RE00137856

read

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

Charles Bell

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 |                            |
|              |                        | Condition                  | Slightly Worn; Functioning |
| Pull         | Trigger                | ---Select---               | 5.75 lbs                   |
| Altered      |                        | False                      |                            |
| Sub-Assembly |                        | M/700 Bolt Lock            |                            |

( PS 8812 )







# 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): 651-698-0013

Fax:

E-mail Address:



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

DATE

PAY TO THE  
ORDER OF

Remington

\$20.00

Twenty & 00/100

DOLLARS



Security  
Features  
Printed on  
Back



TWIN CITY CO-OPS

FEDERAL CREDIT UNION

P.O. Box 130670 • Roseville, MN 55113  
(651) 215-3500 • 1-800-331-6244

FOR

Joanne A. Bitterman

291075115 1120804107 1401

LIBERTY

100THS 3 Rounds

Serial  
Number:

A6772093

Model: 700

iber of rounds) SAME

ths or Number of rounds) YEARLY 2

10 40



RE00138514

PS 8814





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,

A handwritten signature in cursive script that reads "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](mailto:laura.watson@remington.com)

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.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 Blagden                           |                                 |                                  |                |
| Address                                   | 1898 Fairmont                            |                                 |                                  |                |
| City, St Zip                              | St Paul, MN 55105                        |                                 |                                  |                |
| Home                                      | 651-698-0613                             |                                 |                                  |                |
| Cell                                      |  |                                 |                                  |                |
| Work                                      |  |                                 |                                  |                |
|   |  |                                 |                                  |                |
| Incident Information                      |  |                                 |                                  |                |
| Personal Injury <input type="checkbox"/>  | Property Damage <input type="checkbox"/> | Safety <input type="checkbox"/> | Concern <input type="checkbox"/> |                |
| Nature of Injury:                         |  |                                 |                                  |                |
| Medical Treatment:                        |  |                                 |                                  |                |
| Claim:                                    |  |                                 |                                  |                |
| Incident:                                 |  |                                 |                                  |                |
| Unloading 1 go ADL                        |  |                                 |                                  |                |
| fired on bolt closing shot window. NO HIT |  |                                 |                                  |                |
| Send in for                               |  |                                 |                                  |                |
| SMP \$20                                  |  |                                 | box - 881607                     |                |
|   |  |                                 | ARS-V                            |                |
| Graved 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                |  |                                 |                                  |                |
|   |  |                                 |                                  |                |
|   |  |                                 |                                  |                |
|   |  |                                 |                                  |                |
|   |  |                                 |                                  |                |



# 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  
Consumer Affairs Administrator  
Remington Arms Company

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



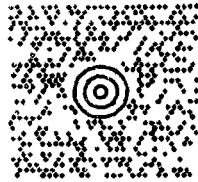
THOMAS BIGGERMAN  
1898 FAIRMOUNT  
SAINT PAUL MN 55105

10 LBS  
RS

1 OF 1

SHIP TO:

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

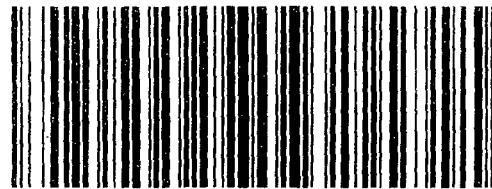


NY 135 0-01



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

US S.O. 49

LP2844 69.0A 07/2007



International Shipping Notice: Cargo hereunder may be subject to the rules relating to liability and other for the goods provisions 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. Overton, Ontario, Canada, U.S. For shipping please call 1-800-752-7822.

( 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      |             |                   |                |
| S                 | Concern:1008 Fired on Bolt Closing |             | U                 |                |
| 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 |
|------|----------|------|---------|
|------|----------|------|---------|



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 <del>Reed</del> Boccia                        |                                 |                                  |                     |
| Address   | 141 Cambridge Circle                                |                                 |                                  |                     |
| City, St Zip  | Middle River, MD 21220                              |                                 |                                  |                     |
| Home  | 410-351-7598  |                                 |                                  |                     |
| Cell  |   |                                 |                                  |                     |
| Work  |   |                                 |                                  |                     |
|   |   |                                 |                                  |                     |
| Incident Information  |   |                                 |                                  |                     |
| Personal Injury <input checked="" type="checkbox"/>               | Property Damage <input checked="" type="checkbox"/> | Safety <input type="checkbox"/> | Concern <input type="checkbox"/> |                     |
| Nature of Injury:   |   |                                 |                                  |                     |
| Medical Treatment:  |   |                                 |                                  |                     |
| Claim:  |   |                                 |                                  |                     |
| Incident: Misfired -  |   |                                 |                                  |                     |
| when firing. When 21 caliber round, Close bolt, won't lock down.  |   |                                 |                                  |                     |
| forced to come to close   |   |                                 |                                  |                     |
| Tried Remington shot, wouldn't lock down.                         |   |                                 |                                  |                     |
| w/ Remington  |   |                                 |                                  |                     |
| Safety diff. for when bolt locked down. gun fired - w/ wby round. |   |                                 |                                  |                     |
| hole through roof, for when in K- car.                            |   |                                 |                                  |                     |
|   |   |                                 |                                  |                     |
|   |   |                                 |                                  |                     |
| Firearm Information   |   |                                 |                                  |                     |
| Manufacturer  | Type of Action                                      | Model/Caliber/Gauge             | Serial Number                    | Date of Manufacture |
| Rem   | B/A   | 700/300 WSM                     | 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,

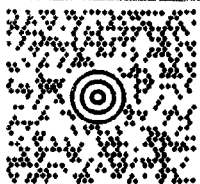


Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

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



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



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( 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<br>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

| 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 .

My Address is, 1101 North Washington  
Chanute, Kansas 66720

My Phone # 620-432-3945

email [dbooe@cablone.net](mailto:dbooe@cablone.net)

Model # 700 ADL Serial # A6441724  
270 Cal.

David Booe  
1101 N. Washington  
Chanute, Ks 66720

TRIG. ASSM. very dirty + sticky.  
causing sensor to stick to  
slide plates. Replace TPA, check  
over, clean under bolt  
local pro gun for 20.00  
Quote

Serial  
Number:

A6441724

Model: 700



RE00133929

( PS 8825

RECEIVED  
SEP 24 2007

BY: *[signature]*

4#  
CO 4/77  
22"  
DOY  
STL. C. A. 12/13



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

| 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.

1230

5#  
XT 12/70  
"011"  
22"

Could not duplicate concern  
T019: Assm. is very dirty and  
STIC 124. replace TPA, check over  
clean under bolt local program  
for \$20.00. Quote

If you have any questions  
Please call

(207) 729-5985

ask for Rick Burnham  
Thanks

Rick Burnham

65 Teatford Rd.

Topsham, ME 04086

Number:

6350999

Model: 700



RE00128658

RECEIVED  
MAY 01 2007

BY: *fw*

PS 8828



## Repair Inquiry

Repair Number: RE00128658

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

Repairman: Bruce Travis

Verify Repair

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

## 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:

PO Box:

City: TOPSHAM

TOPSHAM

State: ME Zip Code: 04086

Country: US

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

PS 8829

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



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                |



|              |                        |                            |                            |
|--------------|------------------------|----------------------------|----------------------------|
| 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

1071

RA 11/06  
6#

|                  |           |
|------------------|-----------|
| DATE<br>12-07/07 | ORDER NO. |
| SHIP TO          |           |
|                  |           |
|                  |           |
|                  |           |

1012  
24"

TO Remington Arms  
14 Hoelker Ave  
LION, NY 13357

| SALESPERSON | DATE SHIPPED  | SHIPPED VIA | F.O.B. POINT | TERMS |  |
|-------------|---|-------------|--------------|-------|--|
| QUANTITY    | DESCRIPTION   |             | UNIT PRICE   | TOTAL |  |
| 1           | Remington 700 CAL .270 WIN  |             |              |       |  |
|             | - S6588599  |             |              |       |  |
|             | 907257  |             | 20089.000    |       |  |
|             | Repair  |             |              |       |  |
|             | Discharges Accidentally   |             |              |       |  |
|             | could not duplicate concern<br>ripper TPA, check over, clean<br>AT N/C warranty |             |              |       |  |
|             | (Sale TPA for P.S.)   |             |              |       |  |

Serial Number:

## S6588599

Model: 700



RE00138397

### PURCHASE AGREEMENT AFFILIATES ("CABELA'S") WARRANTY DISCLAIMER AND RELEASE

I understand that I am purchasing a pre-owned firearm "AS IS". This pre-owned firearm has not been fired or tested by Cabela's, by any gunsmith or by any other person. I understand that the purchase of this firearm is for my personal use only and I agree to hold Cabela's, its affiliates, employees, executors and assigns, harmless from and against all claims, damages, losses and expenses, including incidental or consequential damage, which results from the use, misuse, or abuse of this firearm. I agree to hold Cabela's, its affiliates, employees, executors and assigns, harmless from and against all claims, damages, losses and expenses, including incidental or consequential damage, which results from the use, misuse, or abuse of this firearm. I agree to hold Cabela's, its affiliates, employees, executors and assigns, harmless from and against all claims, damages, losses and expenses, including incidental or consequential damage, which results from the use, misuse, or abuse of this firearm.

PS 8832

Signature







**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** 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

Verify Repair:

**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**

FPL: **5 75 439 01 8F 02564 062008**

| Contact / Condition | Problems   | Estimate                  | History / Status            | Shipping / Billing     |
|---------------------|------------|---------------------------|-----------------------------|------------------------|
| Date                | User ID    | Desc1                     | Desc2                       | Current Status         |
| 11/21/2007 9:30     | skinnerll  | Repair Added              |                             | Closed                 |
| 11/29/2007 11:5     | brygidowwr | Repair information change |                             | 11/29/2007 11:56:08 AM |
| 11/29/2007 11:5     | brygidowwr | Repair information change |                             | brygidowwr             |
| 11/29/2007 11:5     | brygidowwr | Closed at Expedite        |                             | Product Services       |
| 11/30/2007 12:4     | supiyll    | Returned to AS for repair | Quote at 1/2 normal charges | Repair Location        |
|                     |            |                           |                             | ILN                    |
|                     |            |                           |                             | Current Location       |
|                     |            |                           |                             | ILN                    |
|                     |            |                           |                             | Transfer Number        |

Repair Search Refresh Close

supiyll 11/30/2007 12:45 PM ICAPS NUM INS SCPL

Start Inbox: Microsoft O Arms Services Repa Search for a Serial JPS Hold Guns AS 2 Current Cases: MC 12:45 PM

RECEIVED

DEC 03 2007

BY: *[Signature]*

( PS 8834 )



1801  
Cabela's

12901 Cabela Dr. Fort Worth, Texas 76177

## Firearm Repair Form

24  
WA 8/06  
24"  
.009

Manufacturer: Rem  
SKU/Gun ID#: 20089000 / 1882036  
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 changes.

Quote

( PS 8835 )







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

## 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

U.S. City/State

Foreign Country

Ft. \_\_\_\_\_

In. \_\_\_\_\_

4. Height

5. Weight

6. Gender

Male ☐

Female ☐

7. Birth Date

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?



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 REPAIR TRANSFER 17. Certification Date 11/14/07

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 [The firearm(s) may be transferred on \_\_\_\_\_ (MDI date provided by NICS) if State law permits (optional)]  
☐ Denied ☐ Cancelled 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<br>ID 882036 | RIFLE   | 243                  |
|                                  |           |                          | 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.)

**Cabela's**  
12901 Cabela Drive  
Fort Worth, TX 76177

32. Federal Firearms License Number (Complete 15 digit FFL Number.) (Hand stamp may be used.)

**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.)

*BERT PAINIE*

34. Transferor's/Seller's Signature

*Bert Paine*

35. Transferor's/Seller's Title

*Outfitter*

36. Date Transfer is Completed

*11/19/07*

**Important Notices**

- 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.
- 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.

- 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.
- 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.

ATF Form 4473 (5300.9) Part I  
Revised May 2007

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<br>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

| 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**LI 2/18  
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  |                            |            |
| <b>Please describe your problem:</b><br>This Rem 700 .30-06 was purchased before 1982 and still has the bolt locking mechanism on it which needs to be removed.<br><br>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  |                            |            |
| <b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.  |                            |            |
| <b>⚠ 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.</b><br><br>:: Record the serial number of your firearm before sending it.<br>:: 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.)<br>:: Remove all accessories from your firearm to prevent loss or damage.<br>:: 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**
**RECEIVED**  
 JUL 25 2007

Visit Our Other Remington Websites

BY: *sfu* Other Sites

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** Serial: A6267945 Model: 700 Center Fire Caliber: 30-06 SPRG ADL Produced: 02/20/1976 Repairman: Status: New 7/23/2007 10:49:32 AM

Verify Repair: **High Priority**

**Address Information**

Customer: ☒ Received From: ☐ Return To: ☐ Received From: ☐

Name: **JACOB CALKINS** **JACOB CALKINS**

Address 1: **6478 FAIRFORD** **6478 FAIRFORD**

Address 2: **FLORISSANT** **FLORISSANT**

City: **FLORISSANT** **FLORISSANT**

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

FFL: ☐ ☐ ☐ ☐

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

| Date             | User ID   | Desc1                               | Desc2       |   | Current Status        |
|------------------|-----------|-------------------------------------|-------------|---|-----------------------|
| 7/19/2007 2:32:5 | willamssj | Repair Added                        |             | <input type="checkbox"/> Shipping Hold      | New                   |
| 7/20/2007 1:07:1 | valentds  | Repair information change           |             | <input type="checkbox"/> InterFace Hold     | 7/23/2007 10:49:32 AM |
| 7/20/2007 1:09:0 | valentds  | Repair information change           |             | <input type="checkbox"/> Estimate Sent      | valentds              |
| 7/23/2007 10:48: | penceil   | Repair Maintenance                  | Status: New | <input type="checkbox"/> Parts Received     | Product/Services      |
| 7/23/2007 10:49: | valentds  | Repair information change           |             | <input type="checkbox"/> Passed Inspection  | Repair Location       |
| 7/23/2007 10:50: | valentds  | From: Check In                      | To:         | <input type="checkbox"/> Return As Received | Current Location      |
| 7/24/2007 8:29:  | supryfl   | Returned to Arms Service for repair |             | <input type="checkbox"/> Has been Approved  | Transfer Number       |
|                  |           |                                     |             | <input type="checkbox"/> Internal Repair    |                       |

Repair Search Refresh Close

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

start Inbox - Microsoft Outlook Microsoft Excel Arms Services Repair 8:29 AM



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                   |             |                   |                |
| S      | fires on safe release Concern:1007 Fired on Safe Release |             | Unknown           |                |
| 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

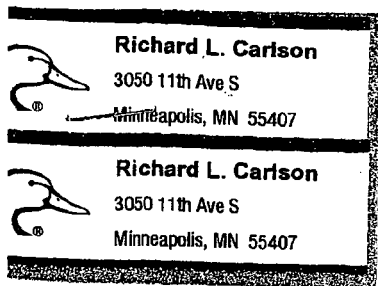
Examination[Remington/CF/BA]

| 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            |                                 |





1579

September 15, 2007

WZ8/75  
7#  
22"  
010

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?

Sincerely,  
Richard Carlson  
3050 11<sup>th</sup> Ave. So.  
Minneapolis, MN 55407

(612)729-5641

Serial Number:

6897093

Model: 700



RE00134389

RECEIVED  
SEP 26 2007  
BY: *[Signature]*

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

( PS 8846

Quote



**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** 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

Verify Repair

**Address Information**

Customer: Received From: Return To: Received From:

Name: **RICHARD L CARLSON** **RICHARD L CARLSON**

Address 1: **3050 11TH AVE SOUTH** **3050 11TH AVE SOUTH**

Address 2: PO Box: PO Box:

City: **MINNEAPOLIS** **MINNEAPOLIS**

State: **MN** Zip Code: **55407** Country: **US** 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 | pencerl  | Repair Maintenance     | Status: New      |
| 9/25/2007 8:06:3 | 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  
9/24/2007 9:50:45 AM  
valentds  
Repair Bench  
Repair Location: ILN  
Current Location: ILN  
Transfer Number:

Repair Search Refresh Close

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

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



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<br>C 314-581-0789 |

## Incident Information

| Claims | Codes                 | Repair Est.          | Medical Treatment     | Medical Status |
|--------|-----------------------|----------------------|-----------------------|----------------|
| PI     |                       |                      |                       |                |
| PD     | Cause:4015            | Improper Maintenance |                       |                |
| S      | Fires on safe release | Concern:1007         | Fired on Safe Release | Unknown        |
| 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          |                       |
|              |                        |                                |                       |
| Feeding Test | Tests                  | Test Fired                     | False                 |
|              |                        | 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.  
~~Remington Firearms Co.~~

1541

10+  
011

22"

ww 8/02

This is a Model 700 ADH  
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 employees 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  
133641  
1336-978-4588  
314-581-0789

Number: **G6254425**

Model: **700**



RE00133641

Follows down.  
Trig. & Trig. pin rusted  
replace TPA, check over, uuu  
AT N/C  
#230145

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** Serial: **G6254425** Model: **700** Center Fire Caliber: **3006 SPRG** Produced: **08/20/2002** Repairman: **valentids** Status: **New 9/12/2007 11:20:23 AM**

Verify Repair

**Address Information**

Customer: **KYLE CISSELL** Received From: **KYLE CISSELL** Return To: **KYLE CISSELL**

Address 1: **521 LINDA LANE** Address 2: **PO Box** City: **WENTZVILLE** State: **MO** Zip Code: **63385** Country: **US**

FFL: **MO**

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

| Date             | Code     | User ID   | Desc1                     | Desc2 |
|------------------|----------|-----------|---------------------------|-------|
| 9/7/2007 10:52:5 | New      | skinnertl | Repair Added              |       |
| 9/12/2007 11:20  | Update   | valentids | Repair information change |       |
| 9/12/2007 11:23  | Expedite | valentids | From: Check In            | To:   |

**Shipping / Billing**

Current Status: **New**

Product Services: **valentids**

Repair Location: **ILN**

Current Location: **ILN**

Transfer Number: **ILN**

**Repair Search** **Refresh** **Close**

start **9/13/2007** **8:45 AM** **CARS** **NUM** **INS** **528**

Inbox: Microsoft Out... PS Hold Guns AS Arms Services Repair

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             |             |                   |                |
| S      | Fires on safe release Concern:1007 Fired on Safe Release |             | Unknown           |                |
| 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          |   |
|              |                        | Test Fired                     | False   |
| Feeding Test | Tests                  | 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 )



Dear Sir,

1237

L2 2/05

24" .014

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. Gun would  
have been a unsatisfying thing if gun was  
loaded when it snapped on me.

TIL 19-56X screens altered.  
Kp 1/4 & TDA check over 1/2  
clean 4x1 1/2 comm 1/2  
cost  
Quote

Please fix this problem. This is not  
the first 700 model I've seen do this.  
Hopefully the last?  
Phil Kuhn

298-475 0006  
219-6549

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 shells out of  
it. I was going to check my ~~scope~~ to make  
sure it was ~~it~~ still down and the gun  
went off when I took it off safely. ~~the~~  
gun has went off several times when I  
release the safety 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 knowledge. The gun  
is not safe this way it is because you can't  
trust the gun anymore.

William D. Winstead  
(28) 990-7067

128291



## Repair Inquiry

Repair Number: RE00128291

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

Repairman:

Status:

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

Verify Repair

## Address Information

Customer:

Received From

Return To:

Received From

Name: CITY PAWN GUN

Address 1: 3631 MAIN STREET

Address 2:

PO Box:

City: MOSS POINT

State: MS

Zip Code: 39563

Country: US

CITY PAWN GUN

3631 MAIN STREET

PO Box:

MOSS POINT

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 SAFETY IS TA |

## Problems Found

| Code | Desc |
|------|------|
|------|------|

## Repair Notes

## Repairman's Comments

## CSR Comments

Repair Search

Refresh

Close

PS 8856

Inwatson

5/2/2007

9:20 AM

CAPS

NUM

INS

SCPL

Start

2 Microsoft Of...

3 Internet Exp...

3 SAP Logon f...

Arms Services...

Microsoft Excel -...

FullShot 97

96%

9:20 AM



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 | Fired on Bolt Closing       | Unknown           |                |
| C      | Concern:1008          |                             |                   |                |

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. Ca Date APV |
|------------|-------------------|--------------|---------------|-----------------|-------------------|
|            |                   |              |               |                 |                   |

PS 8857



Clean  
action and  
install new  
TA at  
special  
price

**Repair/Replacement Repair/Replacement**  
**Cost 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  |                 |



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



1255

5.54  
EE 10/84  
22"  
.009

PRODUCT 301-1

**REPAIR TAG** **G** **401875**

FIRES SOMETIMES w/ CLOSING BOLT  
WHEN TAKEN SAFELY OFF  
PLEASE 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 offer  
to replace TPA, check over,  
clean at 1/2 normal cost.  
Duke

Serial Number: **B6631285**

Model: **700**



**RE00128908**



## 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        |                   |                |
| S      | gun fired on safe release | Concern:1007 Fired on Safe Release | Unknown           |                |
| 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



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: *[Signature]*

*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** Serial: G6401769 Model: 700 Center Fire Caliber: 7 MM REM MAG Produced: 06/23/2004 Repairman: Bruce Travis  
 Verify Repair: **High Priority** Status: Repairing 7/24/2007 6:45:05 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:

City: **CRAIG** **CRAIG**

State: **AK** Zip Code: **99921** Country: **US** State: **AK** Zip Code: **99921** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

| Contact / Condition | Problems  | Estimate                  | History / Status   | Shipping / Billing   |
|---------------------|-----------|---------------------------|--------------------|----------------------|
| Date                | User ID   | Desc1                     | Desc2              | Current Status       |
| 7/20/2007 10:39     | valentids | From: Check In            | To:                | Repairing            |
| 7/20/2007 10:39     | valentids | Repair information change |                    | 7/24/2007 6:45:05 AM |
| 7/23/2007 6:48:4    | Travisbw  | Estimate Update           | Status: Estimating | Travisbw             |
| 7/23/2007 11:35     | valentids | Repair information change |                    | Check In             |
| 7/23/2007 11:41     | valentids | Repair information change |                    | Repair Location      |
| 7/24/2007 6:41:4    | Travisbw  | Estimate Update           | Status: PartsHold  | ICN                  |
| 7/24/2007 6:45:0    | System    | Immediate SAP Allocation  |                    | Current Location     |
| 7/24/2007 7:13:2    | Travisbw  | Estimate Update           | Status: Repairing  | ICN                  |
|                     |           |                           |                    | Transfer Number      |

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

**Repair Search** **Refresh** **Close**

supryll 7/24/2007 8:31 AM BAPS NUM TNS SCRI

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<br>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

| 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                       |                              |




|                          |                        |                            |                                     |
|--------------------------|------------------------|----------------------------|-------------------------------------|
|                          | 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                |



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

REMININGTON  
 4732 700

|   |                                  |  |  |                           |              |
|---|----------------------------------|--|--|---------------------------|--------------|
| <input type="checkbox"/> SERVICE<br><input type="checkbox"/> INSTALL                |                                  | <input type="checkbox"/> WILL CALL<br><input checked="" type="checkbox"/> WARRANTY |  | PHONE 907-42-3731         | DATE 7/20/07 |
| NAME EDDY DELEON  |                                  |  |  | MAKE REMINGTON            |              |
| APT. 153  |                                  |  |  | MODEL 700                 |              |
|   |                                  |  |  | SERIAL S6404088           |              |
| ITEM TO BE SERVICED   |                                  |  |  | NATURE OF SERVICE REQUEST |              |
| QUAN.   | DESCRIPTION OF PARTS OR MATERIAL |  |  |                           | AMOUNT       |
|   | BOLT WON'T STAY LOCKED           |  |  |                           | 8th          |
|   | UPON CLOSING OF FIRE             |  |  |                           | 015          |
|   | FROM THE SAFETY GUN              |  |  |                           | 22" R        |
|   | Fm SAFE TO FIRE FLOOR            |  |  |                           |              |
|   | PLATE RETAINING SPRING           |  |  |                           |              |
|   | LATCH BROKEN PLEASE              |  |  |                           |              |
|   | REPLACE                          |  |  |                           |              |
|   | FIX OR <del>REPAIR</del> UNDER   |  |  |                           |              |
|   | WARRANTY                         |  |  |                           |              |
|   | TKS                              |  |  |                           |              |
|   | FRIR                             |  |  |                           |              |
| could not duplicate concern.  |                                  |  |  |                           |              |
| LABOR PERFORMED:  |                                  |  |  | Total                     |              |
| CYCLES. ASSM VERY dirty + rusty   |                                  |  |  | Material                  |              |
| Replace TPA, check over, clean  |                                  |  |  | Tax                       |              |
| AT 1/2 cost. Quote  |                                  |  |  | Total Labor               |              |
| Serial Number: S6404088   |                                  |  |  |                           |              |
| Model: 700  |                                  |  |  |                           |              |
|  |                                  |  |  |                           |              |
| RE00134444  |                                  |  |  |                           |              |
| RESPONSIBLE FOR LOSS,<br>OUR CONTROL.<br>4732                                       |                                  |  |  |                           |              |



**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** Serial: **S6404088** Model: **700** Center Fire Caliber: **30.05 SPRG** Produced: **04/20/2001** Repairman: **New 9/25/2007 8:14:30 AM**

Verify Repair Status:

**Address Information**

Customer: **MACK'S SPORT SHOP** Received From: **MACK'S SPORT SHOP**

Name: **MACK'S SPORT SHOP** Return To: **MACK'S SPORT SHOP**

Address 1: **212 LOWER MILL BAY** Address 2: **212 LOWER MILL BAY**

City: **KODIAK** PO Box:  PO Box:

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      | Current Status       |
|------------------|----------|-----------|---------------------------|------------|----------------------|
| 9/25/2007 8:11:3 | New      | valentids | Repair Added              |            | New                  |
| 9/25/2007 8:14:3 | Update   | valentids | Repair information change |            | 9/25/2007 8:14:30 AM |
| 9/25/2007 8:14:5 | Expedite | valentids | From: Check In            | To:        | valentids            |
| 9/27/2007 9:28:0 | Expedite | pencerl   | From: Product Services    | To: Repair | Repair Bench         |

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

Repair Location: **ILN** Current Location: **ILN** Transfer Number:

**Repair Search** **Refresh** **Close**

suprvl 9/27/2007 11:02 AM RAPS NIUM IINS SCRI

start Inbox - Microsoft Out Arms Services Repair Microsoft Excel - PS.H Search for a Serial Num 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<br>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



|                          |                        |                            |                                 |
|--------------------------|------------------------|----------------------------|---------------------------------|
| Bolt                     | Muzzle/Crown Condition | Slightly Worn; Functioning |                                 |
|                          | 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 )





## 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 1h

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): 101-760-2600

Fax: 201-760-2550

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

jeff@starnet-media.com

E-mail Address:

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

Please describe your problem and date of occurrence:

Rifle inadvertently discharges when the safety is set to fire. Rifle discharged first time I loaded it at the range and pushed the safety to "F" position. 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

PS 8871

could not duplicate concern.  
Trigger pull set screw adjusted.  
Trigger Assm. Dirty/Sticky.  
Wadebolt lock mechanism clean  
& smooth.  
Quite



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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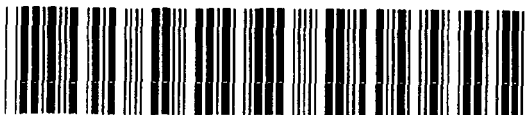
Visit Our Other Remington Websites

[Other Sites](#)

*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](mailto:fred.supry@remington.com)

( PS 8873 )

6/22/2007







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:

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

*Left Message*  
*6/26/2007*  
*\$ 21.20*

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 )

6/26/2007



Fred Supry, Manager

Product Service and Law Enforcement Training

Remington Arms Company

14 Hoefler Avenue

Illion, NY 13357

Phone: 315-895-3606

Fax: 315-895-3661

e-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

Message was spam and virus filtered by Vircom Modusgate appliance

( PS 8876

6/26/2007



**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** Serial: A6887450 Model: 700 Center Fire Caliber: 7 MM REM MAG Produced: 04/07/1980 Repairman: Robert Frink  
 Verify Repair Status: PartsHold 6/26/2007 10:47:35 AM

**Address Information**

Customer: ☒ Received From Return To: ☒ Received From

Name: **JEFF DIPAOLO** **JEFF DIPAOLO**

Address 1: **10 SUMMIT AVE** **10 SUMMIT AVE**

Address 2:  PO Box:   PO Box:

City: **MONTVALE** **MONTVALE**

State: **NJ** Zip Code: **07645** Country: **US** State: **NJ** Zip Code: **07645** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

| Contact / Condition | Problems     | Estimate | History / Status                  | Shipping / Billing    |
|---------------------|--------------|----------|-----------------------------------|-----------------------|
| Date                | Code         | User ID  | Desct                             | Current Status        |
| 6/25/2007 7:33:4    | Expedite     | pencerl  | From: Product Services            | PartsHold             |
| 6/25/2007 10:12     | Estimate     | frinkre  | Estimate Update                   | 6/26/2007 10:47:35 AM |
| 6/25/2007 11:28     | Expedite     | pencerl  | From: Repair Bench                | frinkre               |
| 6/25/2007 3:31:1    | ApprovalHold | BatchHol | Quotation Control                 | ApproveRack           |
| 6/25/2007 4:20:2    | Comment      | brennanr | Left Message For Customer to Call | Repair Location       |
| 6/25/2007 4:21:1    | Comment      | brennanr | Mailed Estimate to Customer       | ILN                   |
| 6/26/2007 10:47     | Approved     | supryll  | E-mail                            | Current Location      |
|                     |              |          |                                   | ILN                   |
|                     |              |          |                                   | Transfer Number       |

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

Repair Search Refresh Close

supryll 6/26/2007 10:49 AM LDAPS NDM NNS 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<br>E jcdittes@scglobal.net |

## Incident Information

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

1230

Feb. 7, 2007

Dear Sirs,

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

6#  
DQ 9/7  
.014  
22"

This rifle, purchased new by my mother  
in the mid-to late 1970's, has spontaneously  
discharged twice on two separate 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.

Thank you.  
John Dittes

RECEIVED  
MAY 4 2007  
BY: *[Signature]*

over

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                   |             |                   |                |
| S      | fires on safe release Concern:1007 Fired on Safe Release |             | Unknown           |                |
| C      |  |             |                   |                |

12/19/07-correspondence from repair-on occasion 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

| 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

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 Return To: ☐ Received From  
 Name: DUNS SPORTING GOODS  
 Address 1: 6733 COMMERCIAL BLVD  
 Address 2: PO Box:  
 City: PEVELY  
 State: MD Zip Code: 63070 Country: US  
 State: MD Zip Code: 63070 Country: US

FFL:

| Contact / Condition | Problems   | Estimate                  | History / Status               | Shipping / Billing    |
|---------------------|------------|---------------------------|--------------------------------|-----------------------|
| Date                | User ID    | Desc1                     | Desc2                          | Current Status        |
| 12/15/2007 8:58     | Sanguinegl | Repair Added              |                                | Closed                |
| 12/15/2007 9:03     | Sanguinegl | Closed at Expedite        |                                | 12/15/2007 9:03:28 AM |
| 12/18/2007 7:48     | supryfl    | Returned to AS for repair | Bolt lock modification program | Sanguinegl            |
|                     |            |                           |                                | Product Services      |
|                     |            |                           |                                | Repair Location       |
|                     |            |                           |                                | ILN                   |
|                     |            |                           |                                | Current Location      |
|                     |            |                           |                                | ILN                   |
|                     |            |                           |                                | Transfer Number       |

Repair Search

Refresh

Close

PS 8884



**OK**  
**REPAIR TAG**  
**145862**

DUNN'S SPORTING GOODS, INC.  
 2755 COMMERCIAL  
 PEPPER, MO 63070  
 (636) 475-4400

|   |  |                          |                               |
|---|--|--------------------------|-------------------------------|
| CUSTOMER <i>Kevin Swape</i>   |  | COPY NO. <b>K 145862</b> |                               |
| ADDRESS <i>Remington</i>  |  | PHONE                    | DATE RECEIVED <i>11/30/07</i> |
| MODEL OR SERIAL NO. <i>700</i>  |  |                          | PROMISED DELIVERED            |
| TROUBLE REPORTED <i>SN: 6439526</i>   |  |                          |                               |
| DESCRIPTION OF MATERIAL USED <i>On Occasion when safety is turned off gun fires</i> |  | AMOUNT                   |                               |
| <i>SENT 12/5/7</i>  |  | TOTAL MATERIALS          |                               |
|   |  | LABOR                    |                               |
|   |  | TAX                      |                               |
|   |  | TOTAL                    |                               |
| RECEIVED BY <i>Thank You! CASH</i>  |  | ON COMPLETION OF WORK →  |                               |

Serial Number: **A6439526**

Model: **700**



**RE00138370**

*Could not duplicate concern  
 please TPA check over, clear  
 under lock program  
 Don \$ 20.00 + ship.  
 Quote*

( PS 8885 )



Form H

**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 of 1456 Megan Ave.  
(print name) (street address)

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

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

MODL 496741078 4/23/2009  
(government issued photo ID type) (ID number) (ID expiration date)

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

Lem 700 AG 439526  
(make) (model) (serial number)  
Rifle 270 Win  
(type, i.e. shotgun) (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.

[Signature] 11-30-2007 Nato  
(Signed) (date) (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 K15862 repair log number 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      |   |
|              |                        | Test Fired                 | False                                       |
| Feeding Test | Tests                  | 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** Serial: **T6201505** Model: **700** Center Fire Caliber: **30 06 SPRG** Produced: **12/15/1993** Repairman: **supryfl** Status: **Closed 12/17/2007 9:19:55 AM**

Verify Repair

**Address Information:**

Customer: **GREG DURBAN** Received From: **GREG DURBAN**

Name: **GREG DURBAN**

Address 1: **312 PFEIFER RD.** Address 2: **PO Box**

City: **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 12:01    | Email Sent    | ArmEmail   | Repair Received           | HUNT3R@EMBARQM     |
| 12/17/2007 12:01    | Email Verifie | 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

Product Services: **sanguinegl**

Repair Location: **ILN**

Current Location: **ILN**

Transfer Number: **ILN**

Repair Search Refresh Close

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

Start Inbox - Microsoft Outlook Microsoft Excel - PS H... Arms Services Repair Case/Monit - Microsof



1883

# 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?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                     |  |                                     |            |
| Name: GREG DURBAN  |  | Date of Purchase: About 8 years Ago |            |
| Address (no PO Boxes):<br>312 Pfeiffer Rd.   |  |                                     |            |
| City: Prospect   |  | State: PA.                          | Zip: 16052 |
| Phone (Daytime): 412-299-4377  |  | Fax:                                |            |
| E-mail Address: HUNT3R@EMBARQMAIL.COM  |  |                                     |            |
| <input checked="" type="checkbox"/> 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 safety to the Fire position results in the Rifle to Fire or the firing pin to release approximately 50% of the time. |  |                                     |            |
| Ammunition Information:  |  |                                     |            |
| Manufacturer: Remington, Howady  |  | Type: 165 grn. Boat Tail            |            |
| 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: Hopps   |  |                                     |            |
| 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   |  |                                     |            |
| Brand of lubricant used: then separating stock from  |  |                                     |            |

↓  
- Remoil  
- WD40

\* I was advised this repair would

2#  
XN  
12/93  
24"  
.015



|  |                    |
|--|--------------------|
| 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?  |                    |
| <input checked="" type="checkbox"/> YES <input type="checkbox"/> 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:   |                    |
| <b>REMINGTON ARMS CO., INC</b><br><br><b>ATTN: Arms Service Division</b><br><b>14 Hoefler Ave</b><br><b>Ilion, NY 13357</b>  |                    |
| <p><b>⚠ 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.</b></p> <p>             :: Record the serial number of your firearm before sending it.<br/>             :: 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.)<br/>             :: Remove all accessories from your firearm to prevent loss or damage.<br/>             :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.         </p> <p>Post. Remington is not responsible for purchase insurance from your carrier.</p> <p>Guidelines:</p> <p>Returned to you C.O.D. (To avoid C.O.D. Charges, please ship your gun).</p> <p>estimate detailing the nature of the repair, applicable taxes and repair estimate. Repairs can be paid by check, money order, VISA, or M.C. (Master Card). If you wish, you can expedite repairs over \$100.00 to be billed to your credit card.</p> |                    |

Serial Number:

**T6201505**

Model: **700**



**RE00138411**

Fire pin will follow down.  
 Trig set screws altered so  
 there is no trigger return.  
 replace TPA, check oven, 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<br>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

| 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 |   |
|              | Test Fired             | False                      |   |
| Feeding Test | Tests                  | 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

1669  
169 N. Clearview Ave.

Langhorne, Pa. 19047

[joey@joefonde.com](mailto:joey@joefonde.com)

[<mailto:joey@joefonde.com>](mailto:joey@joefonde.com)

215-752-1483

10/76  
4H  
22"  
1010

October 9, 2007

Called customer  
for credit card info -  
waiting on call back

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.

You

*Joseph Fonde*

Joseph Fonde

Thank

Follows Dow N. very dirty -  
Trigger set screws altered  
up from TPA, check over, clean  
under bolt with program on  
\$20.00  
A note

Serial  
Number:

A6365287301

Model: 700



RE00135301

( PS 8894 )



RECEIVED  
OCT 24 2007  
BY: *[Signature]*

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<br>PO Box 245 | Mariposa | CA    | 95338 |     | W 209-966-2692<br>E nutsandbolts@sti.net |

## Incident Information

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

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          |                                 |
|                          | Tests                  | Test Fired                     | False                           |
| Feeding Test             |                        | 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**

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

**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700  
Madison, NC 27025-0700

[www.remington.com](http://www.remington.com) [info@remington.com](mailto:info@remington.com)

**ESTIMATING  
REPORT**

**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.

|  |   |  |
|--|---|--|
| <b>Repair Order Number</b><br>RE00134301<br><b>Account # - R-</b>            | <b>Description/Serial Number</b><br>A6385073                                  | <b>Date Received -</b> 9/26/2007<br><b>Estimate Date -</b> 9/27/2007<br><b>Current Date -</b> 10/16/2007 |
| <b>Customer</b><br>TROY FOSTER<br>5188 HWY 49 N<br><br>MARIPOSA, CA 95338 US | <b>Return To</b><br>TROY FOSTER<br>5188 HWY 49 N<br><br>MARIPOSA, CA 95338 US |  |
| <b>Phone (H)</b> (209)-966-2692<br><b>Phone (W)</b>                          | <b>Fax</b><br><b>Email</b>  |  |

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**

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

| Technician's Comments |   |
|-----------------------|---|
| Problem/Notes         | Check over replace trigger assb. under bolt lock safety program for \$20. |

| Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote |                                   |     |                 |                |                     |                 |
|--|-----------------------------------|-----|-----------------|----------------|---------------------|-----------------|
| Material #   | Material Description              | Qty | Warranty<br>Y/N | Price/<br>Unit | Discount<br>Percent | Extended<br>Amt |
| <b>Part</b>  |                                   |     |                 |                |                     |                 |
| F305570  | 700 X-MARK PRO TRIG ASSB RH BLACK | 1   | Y               | \$90.00        | 0%                  | \$0.00          |
| <b>Service</b>   |                                   |     |                 |                |                     |                 |
| 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          |
| <b>Sub Total:</b>  |                                   |     |                 |                |                     | <b>\$0.00</b>   |
| <b>Est. Sales Tax:</b>   |                                   |     |                 |                |                     |                 |
| <b>Grand Total:</b>  |                                   |     |                 |                |                     | <b>\$0.00</b>   |

PS 8898



(WHL)  
**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 99N  
MARIPOSA, CA  
95338

When? - WED -

SERIAL? -

OK? - Yes

Damage - casing, door trim  
door in laundry.

NO adjustments to Trigger  
system

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 occurring. 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 bolt, 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. Considerable 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.



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



# 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,



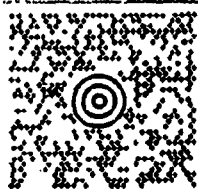
Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

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



10 LBS  
RS

SHIP TO:  
ATTN: PRODUCT SERVICES  
REMINGTON ARMS CO INC  
14 HOFER 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

45 9.0.49

LP2844 69.00 07/2007



International Shipping Notice - Carriage by sea under the bill of lading is subject to the rules relating to liability and other terms and conditions contained in the Convention for the Unification of Certain Rules Relating to International Carriage of Goods by Air ("the Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road ("the CMR Convention"). These provisions are subject to change without notice from time to time. The United States Government has entered into the Warsaw Convention with the United Kingdom and certain other countries. The country to which you are shipping your goods may or may not have signed the Warsaw Convention.

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**

|  |          |                            |              |
|--|----------|----------------------------|--------------|
| <b>DATE:</b>   | 8/3/2007 | <b>REQUESTED BY:</b>       | Laura Watson |
| <b>QUANTITY:</b>                                     | 1        | <b>WEIGHT PER PACKAGE:</b> | 10           |
| PLEASE CHECK ONE:<br>MEDIA<br>COORDINATOR<br>TO MAIL |          | I WILL MAIL XXXX           |              |
| <b>DESCRIPTION:</b> REF: 700                         |          |                            |              |

**LABEL INFORMATION**

|  |  |  |  |
|--|--|--|--|
| <b>MAIL LABEL TO:</b> Troy Foster<br>PO Box 245<br>5188 Hwy 49 N<br>Mariposa, CA 95338             |  | 4XX596 AUG 6, 2007 ALL CURR USD 1 OF 1<br>SERVICE GND COM ACT WT 10.0 LBS<br>TRACKING# 124XX5969066598575<br>REF 1:TROY FOSTER/LW<br>REF 2:ATTN: SERVICE DEPT                  |  |
| <b>RETURN ITEM</b> Ilion, NY<br>Attn: Product Service<br>Factory Only<br><br>(Need a label please) |  | HANDLING CHARGE 0.00<br>SINGLE-PIECE PUB RATE CHRGs:<br>DV 0.00 COD 0.00 SVC T/P<br>DC 0.00 DG 0.00 RS 0.50<br>AH 0.00 PR 0.00 SD 0.00<br>TOT PUB CHG 10.12 PUB+HANDLING 10.12 |  |

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

( PS 8903 )

8/6/2007



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 49N

MARIPOSA, CA  
95338

When? WED

SERIAL?

OK? Yes

Damage - ceiling, door trim  
door in laundry.

NO adjustments to Trigger  
adjuster

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

857758

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 occurring. 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 bolt, 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. Considerable 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.



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 wife and me.

Thank you.  
Troy Foster  
209-966-2962



# 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  
Consumer Affairs Administrator  
Remington Arms Company

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



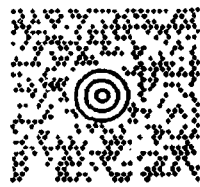
TROY FOSTER  
5188 HWY 49 N  
MARIPOSA CA 95338

10 LBS  
RS

1 OF 1

SHIP TO:

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

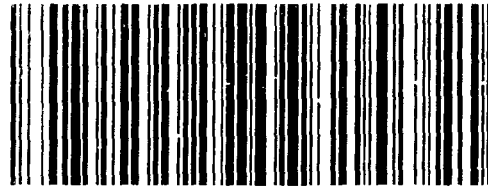


NY 135 0-01



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

MS 9.0.49

LP2844 69.0A 07/2007



International Shipping Notice - Cargo 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, including if applicable, those agreed to by the United States and the carrier, shall apply to the extent they are not inconsistent with the terms and conditions of the contract of carriage. For more information, please refer to the carrier's website.

( PS 8907 )



# Remington

## Factory Repair Instructions

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

|  |  |                               |            |
|--|--|-------------------------------|------------|
| Model Number: 700BDL 22 250  |  | Serial Number: UNK            |            |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO   |  |                               |            |
| Name: TROY FOSTER  |  | Date of Purchase: Approx 1986 |            |
| Address (no PO Boxes):<br>4084 TRIANGLE ROAD   |  |                               |            |
| City: MARIPOSA   |  | State: CA                     | Zip: 95338 |
| Phone (Daytime): 209 966 2692  |  | Fax: 209 966 6639             |            |
| E-mail Address: NUTSANDBOLTS@STI.NET   |  |                               |            |
| <input checked="" type="checkbox"/> 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):<br>FACTORY   |  |                               |            |
| <del>Handload Information:</del>   |  |                               |            |
| <del>Powder Used:</del>  |  | <del>Powder Weight:</del>     |            |
| <del>Case/Hull Used:</del>   |  | <del>Primer Used:</del>       |            |
| <del>Bullet Type/Shot Size:</del>  |  | <del>Reloader Used:</del>     |            |
| 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?  |          |
| <input type="checkbox"/> YES <input checked="" type="checkbox"/> 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:   |          |
| <b>REMINGTON ARMS CO., INC</b><br><br><b>ATTN: Arms Service Division</b><br><b>14 Hoefler Ave</b><br><b>Ilion, NY 13357</b>  |          |
| <p><b>⚠ 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.</b></p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p> |          |



**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** Serial: A6395073 Model: 700 Center Fire Caliber: 22 250 REM Produced: 12/03/1976 Repairman: Status: New 9/26/2007 10:54:40 AM

Verify Repair

**Address Information**

Customer: Received From: Return To: Received From:

Name: **TROY FOSTER** **TROY FOSTER**

Address 1: **5188 HWY 49 N** **5188 HWY 49 N**

Address 2: PO Box: PO Box:

City: **MARIPOSA** **MARIPOSA**

State: **CA** Zip Code: **95338** Country: **US** 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      | skinnerll | Repair Added              |                    |
| 9/26/2007 10:52:    | Update   | valentids | Repair information change |                    |
| 9/26/2007 10:54:    | Expedite | valentids | From: Check In            | To:                |
| 9/26/2007 10:54:    | Update   | valentids | Repair information change |                    |
| 9/27/2007 9:23:1    | Expedite | pencerll  | From: Check In            | To: Repair         |

Shipping Hold ☐ InterFace 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  
valentids  
Repair Bench  
Repair Location  
ILN  
Current Location  
ILN  
Transfer Number

Repair Search Refresh Close

supryll 9/27/2007 9:33 AM CAP5 NUM INS SCRL

Start Inbox - Microsoft Out Arms Services Repair Microsoft Excel - PS H Search for a Serial Nu 9:33 AM



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

# Remington

## Factory Repair Instructions

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

|   |  |                               |            |
|---|--|-------------------------------|------------|
| Model Number: <del>700</del> 700 ADL  |  | Serial Number: E6797860       |            |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO  |  |                               |            |
| Name: Charles E Gales   |  | Date of Purchase:             |            |
| Address (no PO Boxes):<br>808 NW 54th St  |  |                               |            |
| City: Micamoa   |  | State: Florida                | Zip: 32607 |
| Phone (Daytime): 352-466-4830   |  | Fax:                          |            |
| E-mail Address:<br><input type="checkbox"/> I would like to receive future e-mail updates from Remington.   |  |                               |            |
| Please describe your problem:<br>When we take safety off the gun fires. After gun was fired it wouldn't go back on safety. Pull bolt half way back then it would go on to safety. Then when you took safety off the gun would fire. Did it 34 times in a row. Wal-mart-Gainesville 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:  |  |                               |            |

7#  
22"  
2011/01  
011

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?<br><input type="checkbox"/> YES <input type="checkbox"/> NO   |
| Comments:   |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?   |
| What were the services performed?   |
| <p>Ship your <b>INSURED</b> firearm by either UPS or Parcel Post to:</p> <p><b>REMINGTON ARMS CO., INC</b></p> <p><b>ATTN: Arms Service Division</b></p> <p><b>14 Hoefler Ave</b></p> <p><b>Ilion, NY 13357</b></p>   |
| <p><b>WARNING:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. <b>THIS IS A VIOLATION OF FEDERAL LAW.</b> 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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>Post: Remington is not responsible for purchase insurance from your carrier.</p> <p>Guidelines:</p> <p>Returned to you C.O.D. (To avoid C.O.D. Charges, please ship your gun)</p> <p>Estimate detailing the nature of the repair, applicable taxes and repair 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.</p> |

Serial Number:

**E6797860**

Model: **700**



**RE00131846**

**RECEIVED**  
**AUG 06 2007**

BY: *[Signature]*

*TRIG. AND TRIG. PIN RUSTED,  
 CAUSING TRIG. PIECE TO BIND.  
 REPLACE TPA, CHECK OVER, CLEAN  
 AT M/C # 230145*

(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** Serial: E6797860 Model 700 Center Fire Caliber 30.06 SPRG Produced: 11/16/2001 Repairman: Status: New 8/3/2007 7:12:45 AM

Verify Repair

**Address Information**

Customer Received From Return To Received From

Name: **CHARLES GALES** **CHARLES GALES**

Address 1: **808 NW 5TH STREET** **808 NW 5TH STREET**

Address 2: **PO Box:** **PO Box:**

City: **MICANOPY** **MICANOPY**

State: **FL** Zip Code: **32667** Country: **US** 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   | valentids | Repair information change           |
| 8/3/2007 7:14:05 | Expedite | valentids | 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  
valentids

**Product Services**  
Repair Location: ILN  
Current Location: ILN  
Transfer Number:

**Repair Search** **Refresh** **Close**

supryfl 8/3/2007 9:08 AM CAPS NUM INS SCFL

start Inbox - Microsoft PS Hold Guns A5 Arms Services Re 2 Microsoft Office Microsoft Word 9:08 AM



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        |                   |                |
| S      | Fired with safety on when closing bolt | Concern:1008 Fired on Bolt Closing |                   | Unknown        |
| 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:FIRE 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

Order # 09509

Date 9-2-97

How Ship \_\_\_\_\_

Terms \_\_\_\_\_

1344

WP 8/67  
5.5#  
22"  
.007

Remington

| Quantity | Lot No. | Description           | Unit Cost | Total |
|----------|---------|-----------------------|-----------|-------|
|          |         | 700 6571167           |           |       |
|          |         | ADI                   |           |       |
|          |         | Customer Send Gun     |           |       |
|          |         | Fixed with safety on  |           |       |
|          |         | Closing bolt.         |           |       |
|          |         | Leopard scope on Gun  |           |       |
|          |         | MR-4x24 1 bullet slug |           |       |

Serial Number:

6571167 253

Model: 700



RE00130253

could not duplicate concern  
Trog. set screws Acted  
replace TPA, check over, clean  
under bolt lock program for  
\$20.00 Quote

PS 8918

Buyer \_\_\_\_\_

Page No. \_\_\_\_\_



Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair Number: RE00130253

Serial: 6571167; Model: 700; Center Fire; Caliber: 6  
MM; REM Produced: 09/26/1972

Repairman:  
Status: New 6/15/2007 8:45:13 AM

Verify Repair

Address Information

Customer:  
Name: GALLENSON'S  
Address 1: 166 E 200 S  
Address 2: PO Box  
City: SALT LAKE CITY  
State: UT Zip Code: 84111 Country: US

☒ Received From  
Return To: GALLENSON'S  
Address 1: 166 E 200 S  
Address 2: PO Box  
City: SALT LAKE CITY  
State: UT Zip Code: 84111 Country: US

☐ FFL

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

| Date             | Code     | User ID   | Desc                      |
|------------------|----------|-----------|---------------------------|
| 6/12/2007 10:51  | New      | donovands | Repair Added              |
| 6/15/2007 8:45:1 | Update   | valenlds  | Repair information change |
| 6/15/2007 8:54:4 | Expedite | valenlds  | From: Check In            |

☐ Shipping Hold  
☐ Interface 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  
valenlds  
Product Services:  
Repair Location:  
ILN  
Current Location:  
ILN  
Transfer Number:

Repair Search

Refresh

Close

supryll6/18/20078:51 AMDAPSNUMINSSECI

startInbox - Microsoft OutPS Hold Guns ASArms Services Repair8:51 AM



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<br>Richard | Gourley   | 49887 Calcutta Smith Ferry Rd | East<br>Liverpool | OH    | 43920 |     | H 330-385-2250 |

## Incident Information

| Claims             | Codes                      | Repair Est.  | Medical Treatment | Medical Status |
|--------------------|----------------------------|--|-------------------|----------------|
| PI<br>PD<br>S<br>C | Cause:4038<br>Concern:1008 | Could Not Duplicate Concern<br>Fired on Bolt Closing | Unknown           |                |

PI

PD

S Fires when you close the bolt

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 |                             |                             |
| Bolt                     | Muzzle/Crown Condition | Slightly Worn; Functioning  |                             |
|                          | Firing Pin             | Slightly Worn; Functioning  |                             |
|                          | Shroud                 | Slightly Worn; Functioning  |                             |
|                          | Face                   | Slightly Worn; Functioning  |                             |
|                          | Handle                 | Slightly Worn; Functioning  |                             |
| Extractor                | Stop                   | Slightly Worn; Functioning  |                             |
|                          | Condition              | Slightly Worn; Functioning  |                             |
|                          | Cut Condition          | Slightly Worn; Functioning  |                             |
| Locking                  | Ext/Eject Test         | False                       |                             |
|                          | Block Condition        | ---Select---                |                             |
|                          | Lug Condition          | Like new; Functioning       |                             |
| Overall                  | Notch Condition        | ---Select---                |                             |
|                          | Exterior Condition     | Slightly Worn; Functioning  |                             |
|                          | Stock Condition        | Slightly Worn; Functioning  |                             |
| Receiver                 | Fore End Condition     | ---Select---                |                             |
|                          | Condition              | Slightly Worn; Functioning  |                             |
| Safety                   | Bulged                 | False                       |                             |
|                          | Description            |                             | STANDARD M/700 SAFETY       |
|                          | Function               | Like new; Functioning       |                             |
| Sear                     | Sub-Assembly           | Non-ISS                     |                             |
|                          | Lift                   | ---Select---                | .016                        |
|                          | Notch                  | Like new; Functioning       |                             |
| Feeding Test             | Tests                  | Test Fired                  | False                       |
|                          |                        | 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

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

DL 9/91  
5#  
M/4 clm. on  
TR 17. TO GUNDS  
22"  
2016

Daniel R. Gourley  
49887 Calcutta Smith Ferry Rd  
East Liverpool, OH 43920

Serial Number:  
**C6670584**

Model: 700



RE00128185

RECEIVED  
APR 24 2007

BY: \_\_\_\_\_

128185

could not duplicate concern.  
can replace TRA AT 1/2 normal cost,  
to restore confidence in RA12  
check over, clear.

Quote

( PS 8922 )



## Repair Inquiry



Repair Number: RE00128185

Serial: C6670584 Model 700 Center Fire Caliber:  
308 WIN ADL Produced: 09/06/1991

Repairman:

Status:

New 4/20/2007 3:00:22 PM

Verify Repair

## Address Information

Customer:

Received From

Return To:

Received From

Name: DANIEL GOURLEY

DANIEL GOURLEY

Address 1: 49887 CALCUTTA SMITH FERRY RD

49887 CALCUTTA SMITH FERRY RD

Address 2: PO Box:

PO Box:

City: EAST LIVERPOOL

EAST LIVERPOOL

State: OH Zip Code: 43920

Country: US

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 | pencil    | 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 Inquiry

Imwatson

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%

100%

100%

100%

100%

100%

100%

100%

100%



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<br>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      |             |                   |                |
| S fired on safe release | Concern:1007 Fired on Safe Release |             | N                 | pending        |
| 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  | 35550 - 479 E                   |                                  |                |
| City, St Zip  | Spokane OK 74848                                    |                                 |                                  |                |
| Home  | 405-382-3911  |                                 |                                  |                |
| Cell  |   |                                 |                                  |                |
| Work  |   |                                 |                                  |                |
|   |   |                                 |                                  |                |
| Incident Information                                |   |                                 |                                  |                |
| Personal Injury <input checked="" type="checkbox"/> | Property Damage <input checked="" type="checkbox"/> | Safety <input type="checkbox"/> | Concern <input type="checkbox"/> |                |
| Nature of Injury:                                   |   |                                 |                                  |                |
| Medical Treatment:                                  |   |                                 |                                  |                |
| Claim:  |   |                                 |                                  |                |
| Incident: Purch for husband loweys 200.             |   |                                 |                                  |                |
| Took on loan diff safety gun fired                  |   |                                 |                                  |                |
| Metal door stuck - gun went off, took diff safety   |   |                                 |                                  |                |
| 2 wks - hearing - Medicine                          |   |                                 |                                  |                |
|   |   |                                 |                                  |                |
| (Gun repaired through RARL)                         |   |                                 |                                  |                |
| DOX-883320  |   |                                 |                                  |                |
| ARS-✓   |   |                                 |                                  |                |
|   |   |                                 |                                  |                |
| Firearm Information                                 |   |                                 |                                  |                |
| Manufacturer  | Type of Action                                      | Model/Caliber/Ga.               | Serial Number                    | Date of manuf. |
| Rem   | BIF   | 100/270                         | 96251837                         | 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                          |   |                                 |                                  |                |
|   |   |                                 |                                  |                |
|   |   |                                 |                                  |                |
|   |   |                                 |                                  |                |
|   |   |                                 |                                  |                |
|   |   |                                 |                                  |                |



## 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:

## 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

PS 8926

## Repair Search

Refresh

Close

Imwatson

12/3/2007

1:30 PM

CAPS

NUM

JRS

15:01

Start

2 Micros...

2 Intern...

Search fo...

P-touch E...

Arms Ser...

2 Micros...

Arms Se...

FullShot 97

97%

«

»

5

3:30 PM



# 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  
Consumer Affairs Administrator  
Remington Arms Company

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

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

( PS 8927

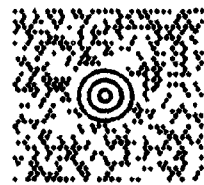


BONNIE & CHARLES GRANT  
PO BOX 447  
SEMINOLE OK 74868

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

US 9.0.49

LP2442 72.0A 10/2007



International Shipping Notice - Carriage and Insurance 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, including all amendments thereto, are incorporated into this contract. For shipping details, call 1-800-752-1862.

( 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<br>C 704-985-4239 |

## Incident Information

| Claims               | Codes                              | Repair Est. | Medical Treatment | Medical Status |
|----------------------|------------------------------------|-------------|-------------------|----------------|
| PI                   |                                    |             |                   |                |
| PD hole through wall | Cause:4039 No Fault Found          |             | Unknown           |                |
| S                    | Concern:1008 Fired on Bolt Closing |             |                   |                |
| C                    |                                    |             |                   |                |

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 |                            |  |
| Bolt         | Muzzle/Crown Condition | Slightly Worn; Functioning |  |
|              | Firing Pin             | Slightly Worn; Functioning |  |
|              | Shroud                 | Slightly Worn; Functioning |  |
|              | Face                   | Slightly Worn; Functioning | Brass shavings on bolt face  |
|              | Handle                 | Like new; Functioning      |  |
| Extractor    | Stop                   | Like new; Functioning      |  |
|              | Condition              | Slightly Worn; Functioning | Extractor dropped shells during ext/eject test.                          |
|              | Cut Condition          | Slightly Worn; Functioning |  |
| Locking      | Ext/Eject Test         | True                       |  |
|              | Block Condition        | ---Select---               |  |
|              | Lug Condition          | Like new; Functioning      |  |
| Magazine     | Notch Condition        | ---Select---               |  |
|              | Condition              | ---Select---               |  |
| Overall      | Box Condition          | Like new; Functioning      |  |
|              | Exterior Condition     | Slightly Worn; Functioning |  |
|              | Stock Condition        | Slightly Worn; Functioning |  |
| Receiver     | Fore End Condition     | ---Select---               |  |
|              | Condition              | Slightly Worn; Functioning |  |
| Safety       | Bulged                 | False                      |  |
|              | Description            |                            | Model 700 Safety   |
|              | Function               | Like new; Functioning      |  |
| Sear         | Sub-Assembly           | Non-ISS                    |  |
|              | Lift                   | ---Select---               |  |
|              | Notch                  | Like new; Functioning      |  |
|              | Condition              | Like new; Functioning      | All sealant intact - functions properly in all tests during examination. |
| Pull         | Trigger                | ---Select---               | 4.75 lbs   |
| Altered      |                        | False                      |  |
| Sub-Assembly |                        | M/700 Non-Bolt Lock        |  |

PS 8930



|                |            |   |            |                            |
|----------------|------------|---|------------|----------------------------|
| Repair Number: | RE00136658 | Serial: G6544428 Model 700 Center Fire Caliber: | Repairman: |                            |
| Verify Repair: |            | 300 WSM Produced: 02/16/2006                    | Status:    | New 11/16/2007 11:22:33 AM |

|   |  |  |  |
|---|--|--|--|
| Customer: <input checked="" type="radio"/> Received From: |  | Return To: <input checked="" type="radio"/> 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                      |  |

[illegible]

| Contact / Condition |           | Problems                  |  | Estimate                            |  | History / Status                            |  | Shipping / Billing     |  |
|---------------------|-----------|---------------------------|--|-------------------------------------|--|---|--|------------------------|--|
|                     |           |                           |  |                                     |  |   |  | Current Status         |  |
| Date                | User ID   | Desc1                     |  | Desc2                               |  | <input type="checkbox"/> Shipping Hold      |  | New                    |  |
| 11/12/2007 9:25     | skinnerl  | Repair Added              |  |                                     |  | <input type="checkbox"/> Interface Hold     |  | 11/16/2007 11:22:33 AM |  |
| 11/16/2007 11:2     | valentids | Repair information change |  |                                     |  | <input type="checkbox"/> Estimate Sent      |  | valentids              |  |
| 11/16/2007 11:2     | valentids | From: Check In            |  | To:                                 |  | <input type="checkbox"/> Parts Received     |  | Repair Bench           |  |
| 11/19/2007 8:49     | supryfl   | Returned to AS for repair |  | Install X-Mark Pro trigger assembly |  | <input type="checkbox"/> Passed Inspection  |  | Repair Location        |  |
| 11/19/2007 8:49     | supryfl   | From: Product Services    |  | To: Repair Bench                    |  | <input type="checkbox"/> Return As Received |  | ILN:                   |  |
|                     |           |                           |  |                                     |  | <input type="checkbox"/> Has been Approved  |  | Current Location       |  |
|                     |           |                           |  |                                     |  | <input type="checkbox"/> Internal Repair    |  | ILN:                   |  |
|                     |           |                           |  |                                     |  |   |  | Transfer Number        |  |

## Repair Search

**Refresh**

**Close**



# 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  
Consumer Affairs Administrator  
Remington Arms Company

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

( PS 8932 )

*No fault found  
could not duplicate  
accidental discharge concern.  
Install new Xmark-pro trigger  
group at r/c as gesture  
of goodwill under warranty.  
Check feeding & function concern.  
FLS 11/19/2007*



# Remington

## Factory Repair Instructions

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

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 cam and 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: F300 WSM FS1

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

165 Grain Fusion soft points

### Handload Information:

Powder Used: See Po.

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



|   |         |
|---|---------|
| 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 occurred & 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?   |         |
| <input checked="" type="checkbox"/> YES <input type="checkbox"/> 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?   |         |
|   |         |
|   |         |
| <b>Ship your INSURED firearm by either UPS or Parcel Post to:</b><br><br><div style="text-align: center;"> <b>REMINGTON ARMS CO., INC</b><br/><br/> <b>ATTN: Arms Service Division</b><br/> <b>14 Hoefler Ave</b><br/> <b>Ilion, NY 13357</b> </div>  |         |
| <b>⚠ 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.</b>   |         |
| :: Record the serial number of your firearm before sending it.<br>:: 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.)<br>:: Remove all accessories from your firearm to prevent loss or damage.<br>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.<br>:: 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.  |         |



2/17 4:34 John Green

Arms discharge

36544428

c. 704 985 4039

22 030 8390

1917 Palmetto Dr

Appt D

Albemarle, NC

28001

(1561)

box -

- Gun not loaded
- Cycled rounds to see how it feels
- Didn't load paper
- Didn't see box, one in the box
- Didn't touch trigger
- Round went through wall
- No injuries
- Unlawful discharge of weapon
- Police dept.
- Albemarle, NC
- Out of date
- 3 in box, one in danger

( 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  
Consumer Affairs Administrator  
Remington Arms Company

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

( PS 8936 )

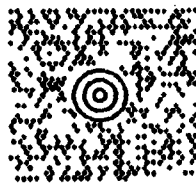


JOHN GREEN  
1917 PALMETO DR. APT D  
ALBEMARLE NC 28001

10 LBS  
RS

1 OF 1

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

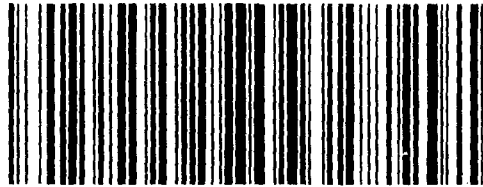


NY 135 0-01



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

HS 9 0 48

LP2442 69.0A 07/2007



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( 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      |             |                   |                |
| S fired on safe release | Concern:1007 Fired on Safe Release |             | Y                 | stitches, ok   |
| 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 &amp; 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 144  |                                 |                                  |                     |
| City, St Zip   | Hudson, NC 28638                                    |                                 |                                  |                     |
| Home   | 828-320-6736  |                                 |                                  |                     |
| Cell   |   |                                 |                                  |                     |
| Work   |   |                                 |                                  |                     |
|  |   |                                 |                                  |                     |
| Incident Information   |   |                                 |                                  |                     |
| Personal Injury <input checked="" type="checkbox"/>                  | Property Damage <input checked="" type="checkbox"/> | Safety <input type="checkbox"/> | Concern <input type="checkbox"/> |                     |
| Nature of Injury: Stitches on thumb                                  |   |                                 |                                  |                     |
| Medical Treatment:   |   |                                 |                                  |                     |
| Claim:   |   |                                 |                                  |                     |
| Incident:  |   |                                 |                                  |                     |
| Fired on safe release  |   |                                 |                                  |                     |
| Shot 6x purch through LINDA POWELL - 60.0mm through window           |   |                                 |                                  |                     |
| Trigger adjusted by gunsmith afterwards                              |   |                                 |                                  |                     |
| Safety sticking, pushed forward went off.                            |   |                                 |                                  |                     |
| rough spot on safety   |   |                                 |                                  |                     |
| He'll send in after season. Strongly want to send in & be successful |   |                                 |                                  |                     |
| Firearm Information  |   |                                 |                                  |                     |
| Manufacturer   | Type of Action                                      | Model/Caliber/Gauge             | Serial Number                    | Date of Manufacture |
| 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   |   |                                 |                                  |                     |
|  |   |                                 |                                  |                     |
|  |   |                                 |                                  |                     |
|  |   |                                 |                                  |                     |
|  |   |                                 |                                  |                     |
|  |   |                                 |                                  |                     |

Unlabeled  
shot in  
OH.





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,

A handwritten signature in cursive script that reads "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](mailto:laura.watson@remington.com)

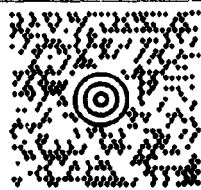


RICHARD GRIMES  
PO BOX 144  
HUDSON NC 28638

10 LBS  
RS

1 OF 1

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

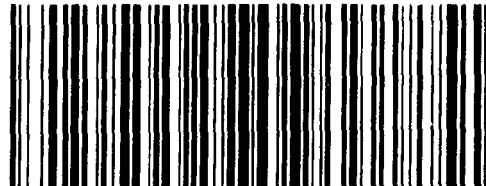


NY 135 0-01



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

US 9.8.49

LP2442 69 0A 07/2007



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( 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<br>E r4jpblo@aol.com |

## Incident Information

| Claims | Codes                   | Repair Est.          | Medical Treatment     | Medical Status |
|--------|-------------------------|----------------------|-----------------------|----------------|
| PI     |                         |                      |                       |                |
| PD     | Cause:4015              | Improper Maintenance |                       |                |
| S      | fired when locking bolt | Concern:1008         | Fired on Bolt Closing | Unknown        |
| 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

| 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               |
|              |                        | Test Fired                     | False                           |
| Feeding Test | Tests                  | 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 )



# Remington

## Factory Repair Instructions

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

|  |   |
|--|---|
| Model Number: 30-06 Springfield<br>model 700   | Serial Number: 182767                           |
| Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO    |   |
| Name: ROGER R. HANSEN  | Date of Purchase: SUMMER OF 1966<br>I THINK I J |
| Address (no PO Boxes):<br>1348 S. WINTERHAVEN DR   |   |
| City: PUEBLO WEST  | State: CO. Zip: 81007                           |
| Phone (Daytime): 719-251-5880  | Fax: 719-647-0421                               |
| E-mail Address: R45Pbio@aol.com  |   |
| <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.  |   |
| Please describe your problem:<br>Bolt is UNSAFE. HAS FIRED 4<br>DIFFERENT TIMES WHEN LOCKING bolt. |   |
| (38094)  |   |
| 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 side plates AND  
will follow down. replace TRA, check over  
& clean under bolt lock, no. 912AM.  
Ron \$20.00      Quote

( PS 8945 )

XM 12/6  
10 + II  
7211



|   |           |
|---|-----------|
| 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? |           |
| <input type="checkbox"/> YES <input checked="" type="checkbox"/> 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 Division**

**14 Hoefler Ave**

**Union, 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  
NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ding it.  
damage in shipping and handling. Preferably,  
be returned.)  
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 Repairman: 06 SPRG  
 Verify Repair Status: New 12/10/2007 1:29:47 PM

**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:   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            | Current Status        |
| 12/6/2007 1:06:4    | skinnerll | Repair Added              |                  | New                   |
| 12/7/2007 8:21:2    | ArmEmail  | Repair Received           | R45PBLO@AOL.COM  | 12/10/2007 1:29:47 PM |
| 12/7/2007 8:21:2    | ArmEmail  | Receipt                   | R45PBLO@AOL.COM  | valentids             |
| 12/10/2007 1:29     | valentids | Repair information change |                  | Repair Bench          |
| 12/10/2007 1:31     | valentids | From: Check In            | To:              | Repair Location       |
| 12/11/2007 8:19     | penceil   | From: Product Services    | To: Repair Bench | ILN                   |
|                     |           |                           |                  | Current Location      |
|                     |           |                           |                  | ILN                   |
|                     |           |                           |                  | Transfer Number       |

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

Repair Search Refresh Close

supryll 12/11/2007 8:45 AM CAPS NUM IN'S SCRL

star Inbox - Microsoft Out Microsoft Excel Current Cases - Micro Arms Services Repair 0:45 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         | Herslon   | 1319 Waterline Rd. | Butte | MT    | 59701 |     | H 406-494-3081<br>C 406-490-0284 |

Incident Information

| Claims        | Codes  | Repair Est. | Medical Treatment | Medical Status |
|---------------|--|-------------|-------------------|----------------|
| PI            |  |             |                   |                |
| PD shot truck | Cause:4015 Improper Maintenance                                    |             | Unknown           |                |
| S             | Concern:1025 Unexplained Discharge - No Mention of Safety Position |             |                   |                |
| C             |  |             |                   |                |

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                     | Trigger                | ---                        | 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



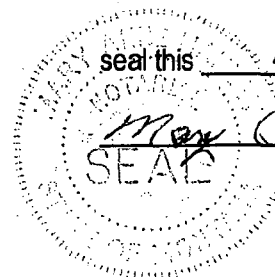
RELEASE

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

My Commission expires 4-15-2009

[Signature]  
Signature

517-82-2928  
Social Security Number

1319 Waterline Rd  
Address

Butte, MT 59701  
City, State, Zip



# 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. \_\_\_\_\_  
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:   |          |       |
| Date:   |          |       |
|   | 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  
Consumer Affairs Administrator  
Remington Arms Company

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



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         | Herslon   | 1319 Waterline Rd. | Butte | MT    | 59701 |     | H 406-494-3081<br>C 406-490-0284 |

Incident Information

| Claims        | Codes  | Repair Est. | Medical Treatment | Medical Status |
|---------------|--|-------------|-------------------|----------------|
| PI            |  |             |                   |                |
| PD shot truck | Cause:4015 Improper Maintenance                                    |             |                   |                |
| S             | Concern:1025 Unexplained Discharge - No Mention of Safety Position |             | Unknown           |                |
| C             |  |             |                   |                |

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

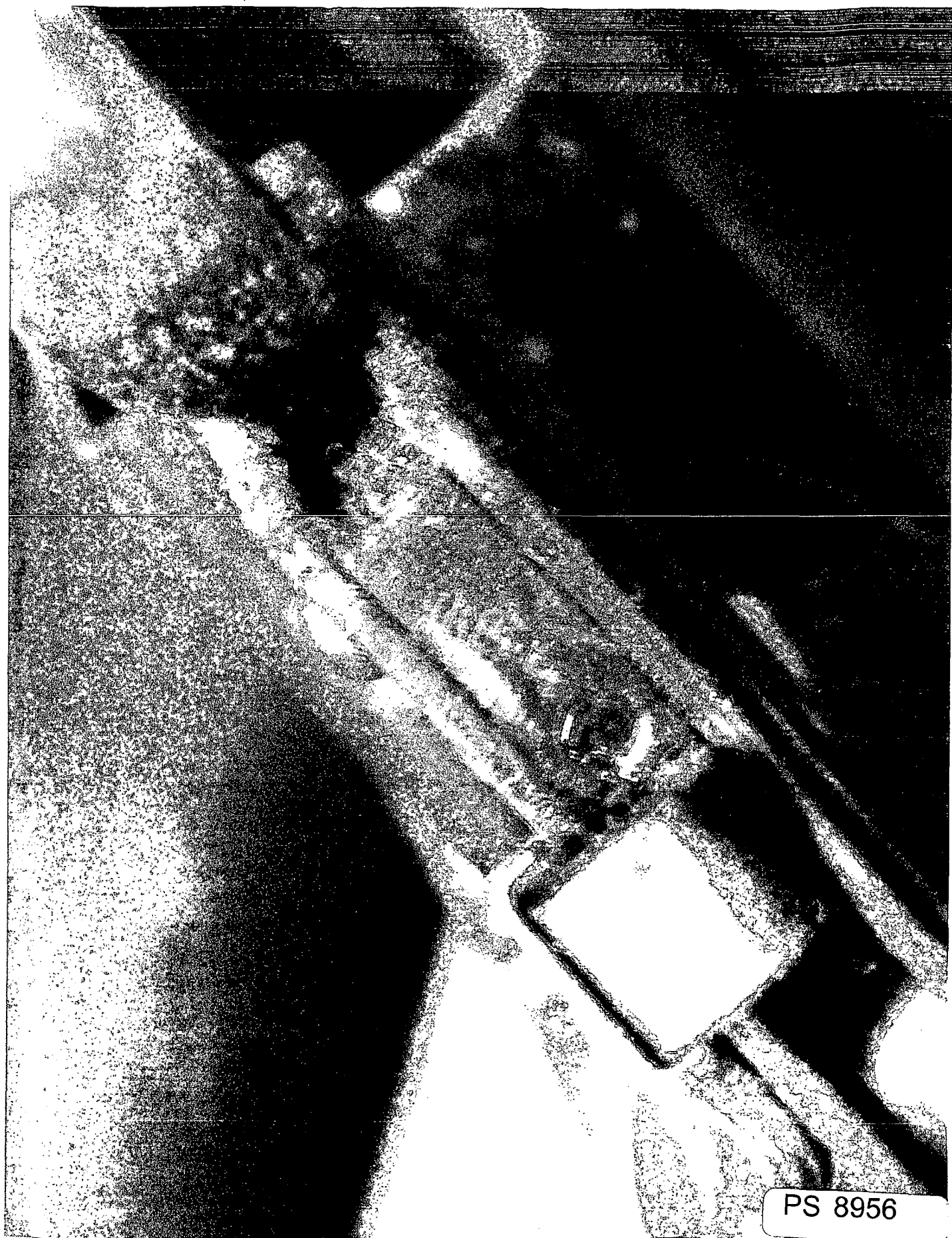
Examination[Remington/CF/BA]

| 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                |  |



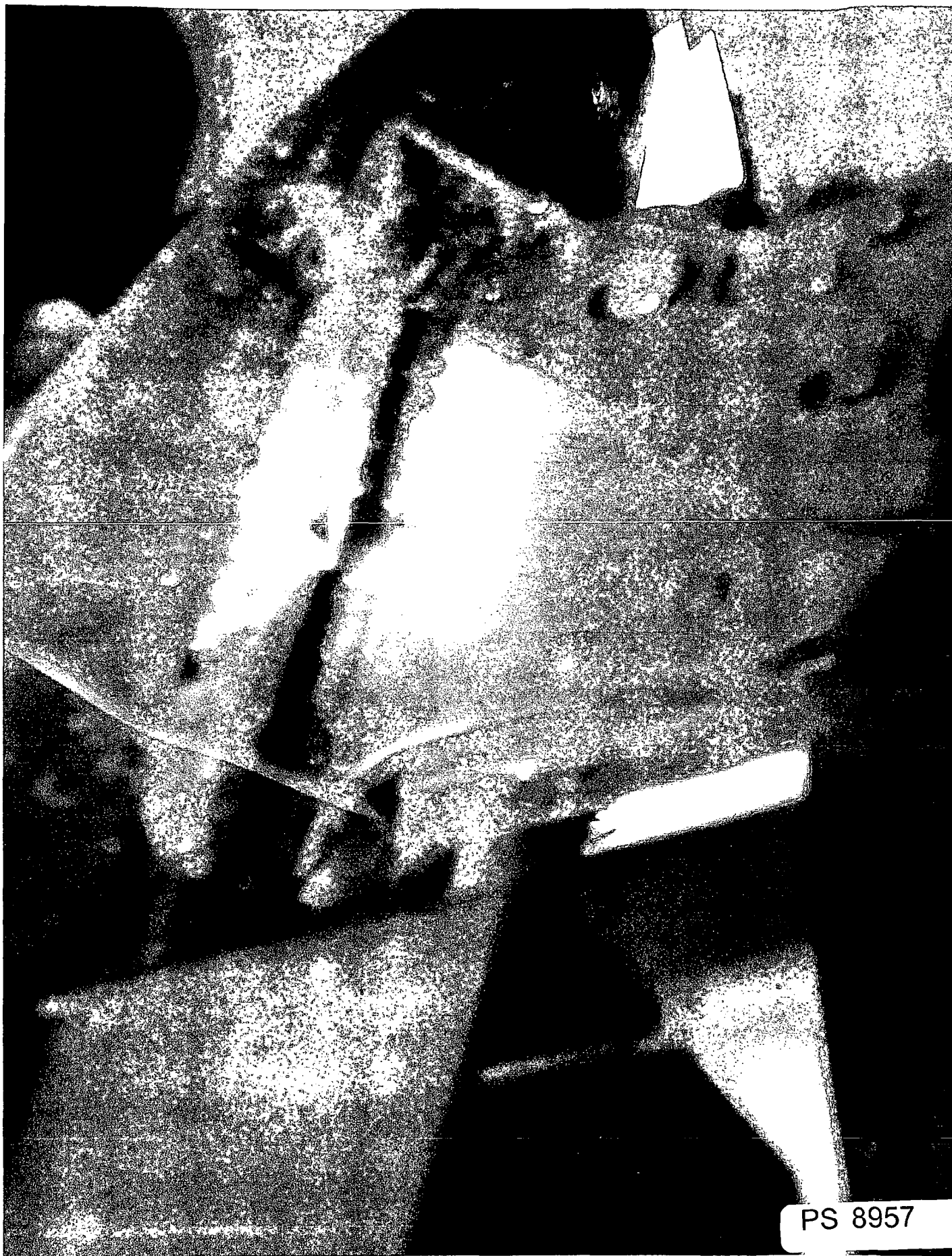
|                          |                        |                            |  |
|--------------------------|------------------------|----------------------------|--|
|                          | Fired while Obstructed |                            |  |
|                          | Muzzle/Crown Condition | 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 |  |
|                          | Condition              | Abused; Functioning        | Bolt stop sticks, safety works hard. Trigger has not been cleaned properly it is coated with stick r |
| Pull                     | Trigger                | ---Select---               | 5.75 lbs.  |
| Altered                  |                        | False                      |  |
| Sub-Assembly             |                        | M/700 Non-Bolt Lock        |  |
| Non-Remington Components | Description            |                            | Lyman scope, scope rings, and scope mount.   |





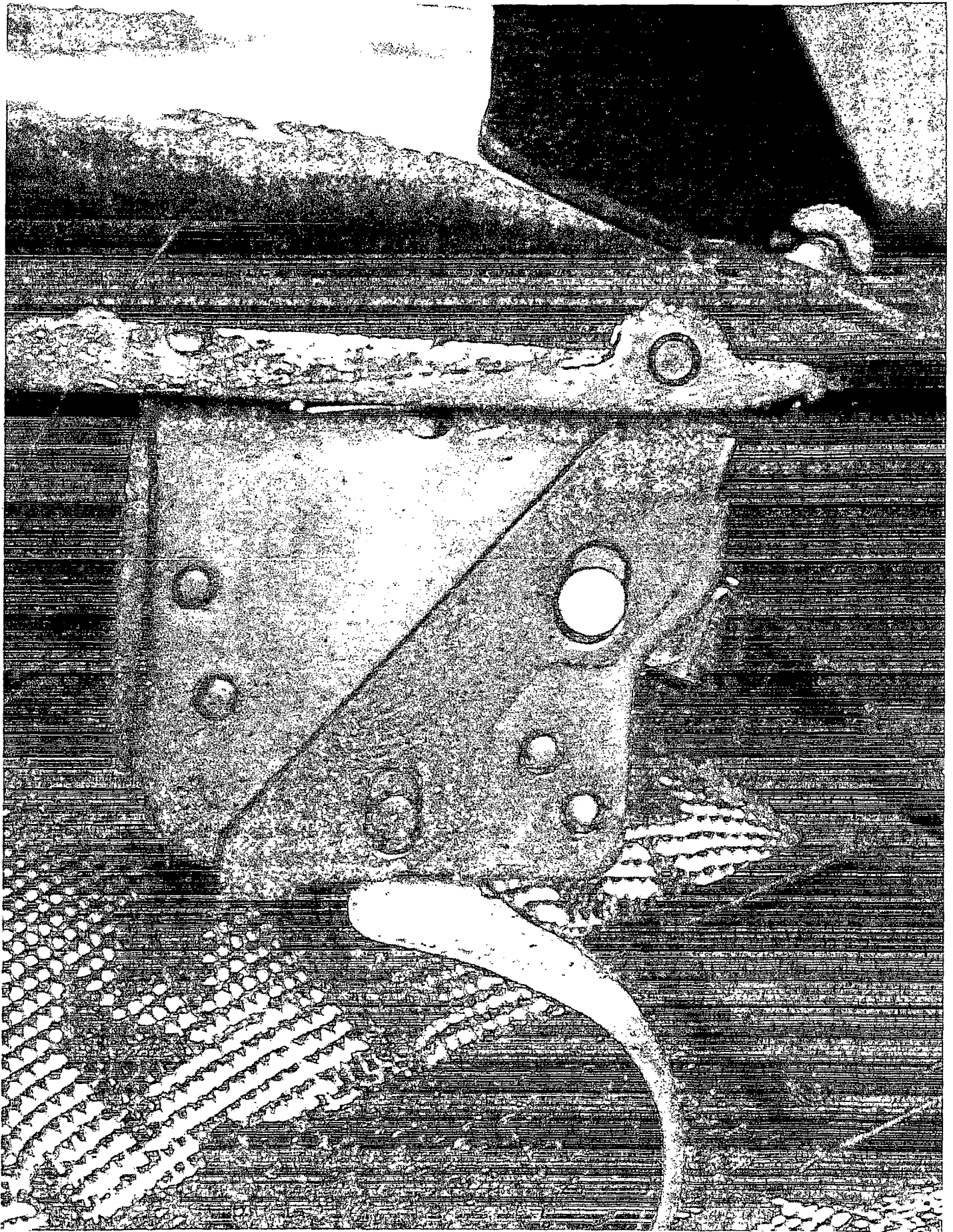
PS 8956





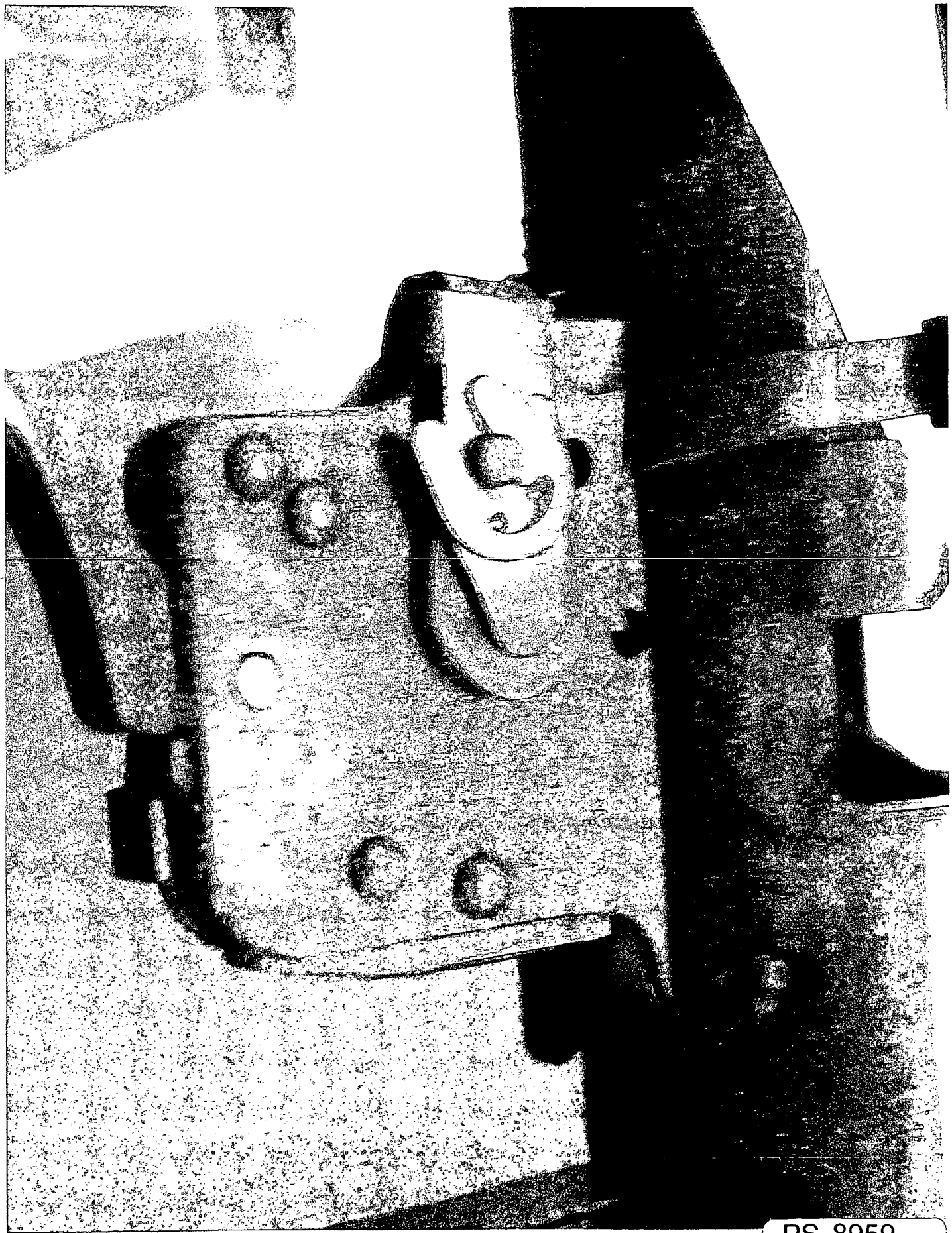
PS 8957





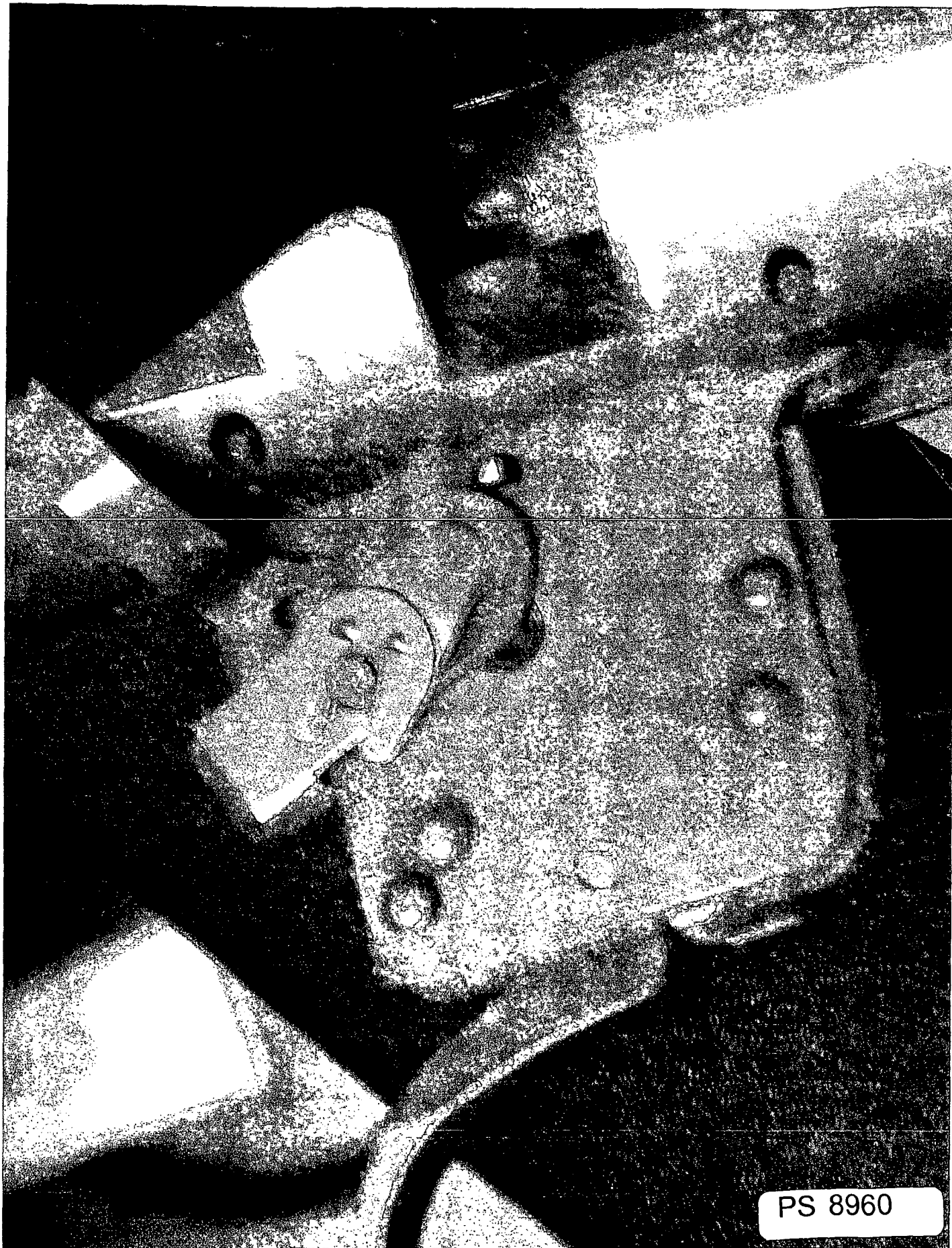
( PS 8958 )





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](mailto: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](mailto:laura.watson@remington.com)

11/27/07 COST will check w/ INS & get  
 Dist. of RE & CO. 2007  
 - offered to replace TRA N/C  
 Goodwill as we  
 - couldn't cover \$3000, maintenance  
 issue. May help w/ deductible  
 - He didn't know that we had  
 it

11/26/2007

( 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** Serial: 86726507 Model: 700 Center Fire Caliber: Repairman: Status: New 11/16/2007 8:05:18 AM  
 Verify Repair: 30 06 SPRG Produced: 07/17/1985

**Address Information**

Customer: Received From: Return To: Received From:

Name: **ED HERLSON** **ED HERLSON**

Address 1: **1319 WATERLINE ROAD** **1319 WATERLINE ROAD**

Address 2: PO Box: PO Box:

City: **BUTTE** **BUTTE**

State: **MT** Zip Code: **59701** Country: **US** State: **MT** Zip Code: **59701** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

| Contact / Condition | Problems  | Estimate                  | History / Status        | Shipping / Billing    |
|---------------------|-----------|---------------------------|-------------------------|-----------------------|
| Date                | User ID   | Desc1                     | Desc2                   | Current Status        |
| 11/12/2007 9:33     | skinnettl | Repair Added              |                         | New                   |
| 11/16/2007 8:05     | valenids  | Repair information change |                         | 11/16/2007 8:05:18 AM |
| 11/21/2007 9:16     | supryll   | Placed in PS Back Rack    | Holding for disposition | valenids              |
|                     |           |                           |                         | Check In              |
|                     |           |                           |                         | Repair Location       |
|                     |           |                           |                         | ILN                   |
|                     |           |                           |                         | Current Location      |
|                     |           |                           |                         | ILN                   |
|                     |           |                           |                         | Transfer Number       |

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

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



# Remington®

136660

October 30, 2007

Herlson  
1 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,

*Laura Watson*

a Watson  
sumer Affairs Administrator  
ington Arms Company

ie: 800-243-9700 ext 8789  
336-548-7890  
ail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

*Improper care TA coated  
with sticky residue - often  
new x mark for trigger as  
gesture of goodwill. Mr. Herlson  
should turn the damages in to  
his insurance for this accident.*

*Frank*



# Remington.

## Factory Repair Instructions

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

|   |                                   |
|---|-----------------------------------|
| Model Number: <i>Model 700</i>  | Serial Number: <i>86726507</i>    |
| Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO   |                                   |
| Name: <i>Ed. Herlson</i>  | Date of Purchase: <i>Nov 1994</i> |
| Address (no PO Boxes):  |                                   |
| City: <i>Butte</i> State: <i>MT</i> Zip: <i>59701</i>   |                                   |
| Phone (Daytime): <i>406-494-3081</i>  | Fax:                              |
| E-mail Address: <i>elherlson@aol.com</i>  |                                   |
| <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.   |                                   |
| Please describe your problem:   |                                   |
| <i>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.</i> |                                   |
| Ammunition Information:   |                                   |
| Manufacturer: <i>Remington</i>  | Type:                             |
| Other (i.e. bullet weight/type, shot size, powder):   | <i>180 Grain</i>                  |
| 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: <i>2</i>   |                                   |
| How often do you clean the bore? (Months or Number of rounds) <i>end of hunting each year</i>   |                                   |
| How often do you clean the action? (Months or Number of rounds) <i>1</i>  |                                   |
| How often do you clean the trigger assembly? (Months or Number of rounds) <i>1</i>  |                                   |
| Brand of lubricant used:  |                                   |



|   |                                |
|---|--------------------------------|
| How often do you lubricate the bore? (Months or Number of rounds)                                       | <i>After each hunting year</i> |
| How often do you lubricate the action? (Months or Number of rounds)                                     | <i>11</i>                      |
| How often do you lubricate the trigger assembly? (Months or Number of rounds)                           | <i>11</i>                      |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? |                                |
| <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                     |                                |
| Comments:   |                                |
|   |                                |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?     |                                |
| <i>N/A</i>  |                                |
| What were the services performed?   |                                |
| <i>N/A</i>  |                                |
|   |                                |

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

**REMINGTON ARMS CO., INC**

**ATTN: Arms Service Division**

**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





# 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

|          |                 |                |             |          |       |
|----------|-----------------|----------------|-------------|----------|-------|
| Acct #   | : 36367         | Date: 11-29-07 | 0 lb 2.2 oz | Base :\$ | 7.47  |
| Cust #   | : 0DL0000008339 |                |             | Spc S:\$ | 2.86  |
| Zip/Zone | : 59701 / 8     |                |             | Addl :\$ | 0.00  |
| Trk #    | : 790392307904  |                |             |          |       |
| Pkg ID # | : 1201          |                |             | Total \$ | 10.33 |
| Service  | : FedEx 2Day®   |                |             |          |       |

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  
Consumer Affairs Administrator  
Remington Arms Company

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



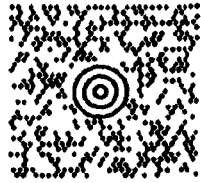
ED HERLSON  
1319 WATERLINE RD  
BUTTE MT 59701

12 LBS  
RS

1 OF 1

SHIP TO:

ATTN: PRODUCT SERVICES  
REMINGTON ARMS CO INC  
14 HOEFLE AVE  
ILION NY 13357

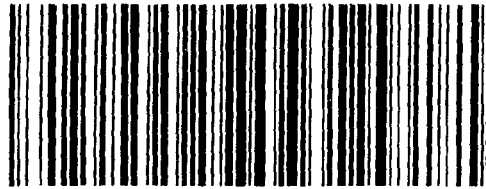


NY 135 0-01



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

HS 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 conventions, notwithstanding in advance were accepted from the U.S. in accordance with the Export Administration Regulations, Division of International Trade, Bureau of Economic Warfare, United States of America, Washington, D.C. For shipping policies, call 1-800-725-7255.

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<br>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

| 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 |                       |
| Feeding Test             | Tests                  | Test Fired                 | False                 |
|                          |                        | 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.

|  |               |   |                                      |                    |        |
|--|---------------|---|--------------------------------------|--------------------|--------|
| TO   |               | Remington Arms Co. Inc.<br>ATTN: Arms Service Division<br>14 Hoefler Ave.<br>Ilion, NY 13357                                    |                                      | SHIP TO<br>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<br>SN - C642 7500<br>gun fires when bolt closes<br>please replace trigger or<br>whatever it needs<br>thanks |                                      |                    | 131648 |
| CONDITIONS<br>GOODS ARE SUBJECT TO OUR INSPECTION AND APPROVAL.<br>IF SHIPMENT WILL BE DELAYED FOR ANY REASON, ADVISE US IMMEDIATELY, STATING ALL THE NECESSARY FACTS.<br>TO AVOID ERRORS, NOTE SPECIFICATIONS CAREFULLY AND IF UNABLE TO COMPLETE ORDERS AS WRITTEN NOTIFY US PROMPTLY. |               |   | BY: Richard Hays<br>PURCHASING AGENT |                    |        |

POCC-704-3  
PRINTED IN U.S.A.



Serial Number: **C6427500**

Model: **700**



**RE00131648**

**RECEIVED**  
JUL 30 2007

BY: *[Signature]*

could not duplicate concern.  
trig. set screws of thread.  
trig. assm. has been painted  
over. replace TPA, check  
over, clean at 1/2 normal  
cost.

*Quote*

( 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

Serial: C6427500 Model: 700 Center Fire Caliber: 3006

Repairman:

Status: New 7/25/2007 11:42:36 AM

Address Information

Customer: SHIVELY TRUE VALUE

Received From: SHIVELY TRUE VALUE

Return To: SHIVELY TRUE VALUE

Received From:

Address 1: 119 EAST BRIDGE STREET

Address 2:

PO Box:

City: SARATOGA

State: WV Zip Code: 26331 Country: US

State: WV Zip Code: 26331 Country: US

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

| Date              | Code     | User ID  | Desc1                               | Desc2 |
|-------------------|----------|----------|-------------------------------------|-------|
| 7/23/2007 1:11:14 | New      | skinner1 | Repair Added                        |       |
| 7/25/2007 10:43   | 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  | 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

7/25/2007 11:42:36 AM

valentds

Product Services

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

supryll

7/26/2007

8:55 AM

CAPS

NUM

INS

SCRL

start

Inbox - Microsoft Out

Microsoft Word

Arms Service: Repair

6/59 AM



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<br>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



9/84 22"  
DE 1773  
CONTROL NUMBER  
013

1193

ORDER NUMBER

FIRM *Remington Arms Co.*

DATE *3-23-07*

ADDRESS *14 Hoefler Ave. Lion, NY 13357*

| QUANTITY                                 | PART NUMBER    |                               | COST | EXTENSION |
|--|----------------|-------------------------------|------|-----------|
| <b>RETURNED GOODS</b>                    |                |                               |      |           |
| <i>Mds. returned for warranty repair</i> |                |                               |      |           |
| <i>1</i>                                 | <i>700 ADL</i> | <i>SN B6613331</i>            |      |           |
|  |                | <i>Gun goes off by itself</i> |      |           |

Serial Number:

**B6613331**

Model: **700**



**RE00127436**

**436**

**RECEIVED**

**APR 18 2007**

BY: *[Signature]*

*Please repair*

*Thank You*

**PS 8975**

*UPS chg. 10.20 could not duplicate concern  
Trigger ASSM. contaminated with a partially dried & sticky  
lubrication residue, causing sear cam to stick to  
side plates. Replace TPA, check over, clean A 1/2 normal  
cost.*

*quote 57.04*



## Repair Inquiry

Repair Number: RE00127436

Serial: B6613331 Model 700 Center Fire Caliber:  
243 ADL Produced: 09/11/1984

Repairman: Carl Cotton

Verify Repair

Status: PartsHold 4/16/2007 8:46:04 AM

## 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: PO Box:

City: GRAND FORKS GRAND FORKS

State: ND Zip Code: 58203 Country: US State: ND Zip Code: 58203 Country: US

FFL:

| Contact / Condition  | Problems              | Estimate | History / Status | Shipping / Billing |                       |   |                 |   |  |  |
|--|-----------------------|----------|------------------|--------------------|-----------------------|---|-----------------|---|--|--|
| <b>Problems Reported</b> <table border="1"><thead><tr><th>Code</th><th>Desc</th></tr></thead><tbody><tr><td>M123</td><td>FORWARD TO PRODUCT SE</td></tr><tr><td>M992</td><td>FIRES BY ITSELF</td></tr></tbody></table> |                       | Code     | Desc             | M123               | FORWARD TO PRODUCT SE | M992  | FIRES BY ITSELF | <b>Repair Notes</b> <p>Replaced trigger assy.<br/>at 1/2 price, per product<br/>service. Trigger assy's<br/>are not available at this<br/>time.</p> |  |  |
| Code   | Desc                  |          |                  |                    |                       |   |                 |   |  |  |
| M123   | FORWARD TO PRODUCT SE |          |                  |                    |                       |   |                 |   |  |  |
| M992   | FIRES BY ITSELF       |          |                  |                    |                       |   |                 |   |  |  |
| <b>Problems Found</b> <table border="1"><thead><tr><th>Code</th><th>Desc</th></tr></thead><tbody><tr><td>M992</td><td>STICKY LUBRICANT</td></tr></tbody></table>   |                       | Code     | Desc             | M992               | STICKY LUBRICANT      | <b>Repairman's Comments</b> <p>HOLDING FOR TRIGGER ASSY.</p><br><b>CSR Comments</b> |                 |   |  |  |
| Code   | Desc                  |          |                  |                    |                       |   |                 |   |  |  |
| M992   | STICKY LUBRICANT      |          |                  |                    |                       |   |                 |   |  |  |

Repair Search

Refresh

Close

PS 8976

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%

&lt;&lt; &gt;&gt; 10:34 AM



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<br>Cranberk, BC | Canada |       | V1C 7J6 |     | C 250-919-1278<br>E thorcoff@importautogroup.com |

## Incident Information

| Claims   | Codes   | Repair Est. | Medical Treatment | Medical Status |
|--|---|-------------|-------------------|----------------|
| PI<br>PD Hole in truck roof<br>S gun goes off prematurely<br>C | Cause:4079 Other - Unexamined<br>Concern:1008 Fired on Bolt Closing |             | Unknown           |                |

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 (EDMONTON) |             | 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: Daniel M. Conrad 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<br>NUMBER | UNIT OF<br>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 | Charge Code | 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 - <u>Goodwill</u>                 | X         |             |             |

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 4<sup>th</sup> 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](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](mailto:laura.watson@remington.com)

Message was spam and virus filtered by Vircom Modusgate appliance

10/30/2007

( PS 8979 )



**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.

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](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](mailto:laura.watson@remington.com)

10/11/2007

( PS 8980 )




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### 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](mailto: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

( 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

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George Wortner Guns  
433 Queen St P.O. Box 411  
Chatham, Ontario N7M 5K5  
519-352-0924  
519-352-4380 Fax

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W.R. Longs Gunsmithing 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

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Ellwood Epps Sporting Goods  
RR #3 HWY 11 North  
Orillia, ON  
L3V 6H3  
(705) 689-5333  
(705) 689-2279  
info@ellwoodepps.com

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**QUÉBEC**

Chasse & Pêche 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

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Armurier Lavaltrie Inc.  
111 St-Antoine Sud  
Lavaltrie, Québec J5T-1C1  
450-586-1305  
450-586-1305 Fax

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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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*Remington*

( 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 |                   | Unknown        |
| S      |  | Concern:1008 Fired on Bolt Closing     |                   |                |
| 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                       |



|                          |                        |                            |                                 |
|--------------------------|------------------------|----------------------------|---------------------------------|
| 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            |



# 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 | 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.<br><br>Signed: _____<br>Signed: <i>Dennis N. [Signature]</i><br>Date: 12/6/07 |         |       |
| Gross   | 21      | 20    |
| Discount  |         |       |
| Net   | 21      | 20    |

**For Treasury Use Only**

Date Paid \_\_\_\_\_

Reference No. \_\_\_\_\_

Bank Acct \_\_\_\_\_

JSD Amt \_\_\_\_\_

If in Foreign Currency \_\_\_\_\_

( PS 8986 )



## Repair Inquiry

Repair Number: RE00135657

Serial: A6308040 Model: 700 Center Fire Caliber:  
243 WIN Produced: 06/10/1976

Reparman:

Status:

New 10/24/2007 10:59:22 AM

## Address Information

Customer:

Received From:

Return To:

Received From:

Name: RICHARD HOWELL

RICHARD HOWELL

Address 1: 1121 JACKSON ROAD

1121 JACKSON ROAD

Address 2:

PO Box:

PO Box:

City: CLEARWATER

CLEARWATER

State: FL

Zip Code: 33755

Country: US

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  | skinnerll | Repair Added                |                                |
| 10/24/2007 10:59 | valentids | Repair information change   |                                |
| 10/24/2007 11:00 | valentids | From: Check In              | To:                            |
| 10/25/2007 8:59  | supryll   | Returned to AS for quote on | 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

10/24/2007 10:59:22 AM

valentids

Product Services

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

View R

supryll

10/25/2007

8:59 AM

CAPS

NUM

JNS

SCR

start

Inbox - Microsoft O...

Microsoft Word

Microsoft Excel

Arms Services Repa...

Current Cases - Mic...

8:59 AM

RECEIVED  
OCT 26 2007  
BY: *[Signature]*

PS 8987



# Remington®

December 8, 2006

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  
Consumer Affairs Administrator  
Remington Arms Company

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

Serial Number:

A6308040

Model: 700



RE00135657

*Could not duplicate concern.  
Trig. Assm. dirty/misr.  
replace TPA, check over, clean  
under bolt lock program  
for \$20.00  
Quote*

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.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?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> 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   |                         |            |
| <input checked="" type="checkbox"/> 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?<br><input type="checkbox"/> YES <input type="checkbox"/> 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 <b>INSURED</b> firearm by either <b>UPS</b> or <b>Parcel Post</b> to:  |
| <b>REMINGTON ARMS CO., INC</b><br><br><b>ATTN: Arms Service Division</b><br><b>14 Hoefler Ave</b><br><b>Ilion, NY 13357</b>  |
| <p><b>⚠ 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.</b></p> <p> <b>:: Record the serial number of your firearm before sending it.</b><br/> <b>:: 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.)</b><br/> <b>:: Remove all accessories from your firearm to prevent loss or damage.</b><br/> <b>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</b><br/> <b>:: 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.</b> </p> <p>Charge repairs will be processed using the following guidelines:</p> <p> <b>:: 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)</b><br/><br/> <b>:: 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.</b> </p> |



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 |                   |                |
| S      | Concern:1007 Fired on Safe Release |  | Unknown           |                |
| 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

| 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

Scott Howland  
Signature

XXX-XXX-XXXX  
Social Security Number

166 DUNBAR RD  
Address

WINDSOR, NEW YORK, 13865  
City, State, Zip



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.

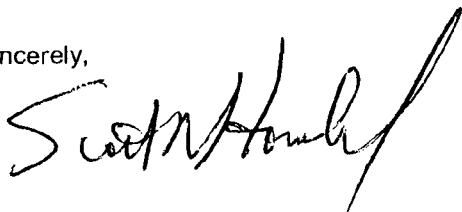
**Cost/Benefit Analysis:**

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,



( PS 8994



Remington Arms Company, Inc.

Madison, NC 27025

ORIGINAL

Seller's  
Invoice  
Date

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. \_\_\_\_\_ 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  | Cents |
| Refund for damages/ PS case 852         | 766      | 00    |
|   |          |       |
|   |          |       |
|   |          |       |
|   |          |       |
| Wire Transfer Information               |          |       |
| Bank:                                   |          |       |
| ABA:                                    |          |       |
| Pay to:                                 |          |       |
| Acct #:                                 |          |       |
| Distribution                            |          |       |
| 8850050-230145 Cost Element/Cost Center | Gross    |       |
| Tax                                     | 766      | 00    |
|   | Discount |       |
|   | Net      |       |
|   | 766      | 00    |

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: James M. Conner

Date: 4/20/07

|                          |       |
|--------------------------|-------|
| For Treasury Use Only    |       |
| Date Paid                | _____ |
| Reference No.            | _____ |
| Bank Acct                | _____ |
| USD Amt                  | _____ |
| (If in Foreign Currency) |       |

( PS 8995 )



Status: Shipped 1/29/2007 4:00:02 PM

FFL: [ ] [ ] [ ] [ ] [ ] [ ]

### Shipping / Billing

| Part    | Typ | Description          | Need | Inv | Kit | Avail | Recv | Wint | 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    |       |      |        |

☒ Charge Taxes

**Close**

PS 8996

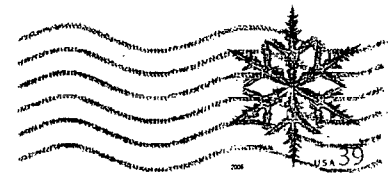


*Remington.*

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

| 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                    |  |
| Scar      | Lift                   | ---Select---               | not measured   |
|           | Notch                  | Slightly Worn; Functioning |  |
|           |                        |                            |  |
|           |                        |                            | Sticky residue is  |



|                             |             |                        |                         |                        |
|-----------------------------|-------------|------------------------|-------------------------|------------------------|
|                             |             | Condition              | Abused; Not Functioning | holding the sear down. |
| Pull                        | Trigger     | ---Select---           | Not measured            |                        |
| Altered                     |             | False                  |                         |                        |
| Sub-Assembly                |             | M/700 Non-Bolt<br>Lock |                         |                        |
| Non-Remington<br>Components | Description |                        | Scope base and rings    |                        |



Serial Number:

Model: 700



RE001 33379

1507

Install new TA  
N/C - Also stock was  
damaged in shipment - repair,  
touchup damage N/C.

Check over completely.

FCS 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 securing the ~~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.

Sincerely,  
Richard Huffines



## 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      | Accidental Discharge | Unexplained Discharge - No Mention of Safety Position | Unknown           |                |
| C      | Concern:1025         |   |                   |                |

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. Ca: Date Da APV AP |
|------------|-------------------|--------------|---------------|-----------------|--------------------------|
|            |                   |              |               |                 |                          |

BLM

( PS 9004 )



Program

**Repair/Replacement Repair/Replacement**  
**Cost 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<br>or Components | TRIG ASSM SET SCREWS<br>ALTERED |
| Barrel      | Description               |                                      | 22" 3006 SPR                    |
|             | Date Code                 |                                      | BQ                              |
|             | Bore Plugged              | False                                |                                 |
|             | Bulged                    | False                                |                                 |
|             | Fired                     | False                                |                                 |
|             | Fired while<br>Obstructed |                                      |                                 |
|             | Muzzle/Crown<br>Condition | Slightly Worn;<br>Functioning        |                                 |
| Bolt        | Firing Pin                | Slightly Worn;<br>Functioning        |                                 |
|             | Shroud                    | Worn; Functioning                    |                                 |
|             | Face                      | Worn; Functioning                    |                                 |
|             | Handle                    | Slightly Worn;<br>Functioning        |                                 |
|             | Stop                      | Slightly Worn;<br>Functioning        |                                 |
| Extractor   | Condition                 | Slightly Worn;<br>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                           |
|                          |                    | False                      |                                 |
| Feeding Test             |                    |                            |                                 |
| 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          |



**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** Serial: A8564990 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 Return To: ☒ Received From

Name: **JIM'S TRADING POST** **JIM'S TRADING POST**

Address 1: **#10 SW PLAZA** **#10 SW PLAZA**

Address 2:  PO Box:  PO Box:

City: **PINE BLUFF** **PINE BLUFF**

State: **AR** Zip Code: **71603** Country: **US** State: **AR** Zip Code: **71603** Country: **US**

FFL:

| Contact / Condition | Problems | Estimate                  | History / Status     | Shipping / Billing    |
|---------------------|----------|---------------------------|----------------------|-----------------------|
| Date                | User ID  | Desc1                     | Desc2                | Current Status        |
| 5/7/2007 3:27:21    | donovan  | Repair Added              |                      | ApprovalHold          |
| 5/9/2007 8:57:30    | valentis | Repair information change |                      | 5/11/2007 10:36:06 AM |
| 5/9/2007 9:40:51    | valentis | From: Check In            | To:                  | frinkre               |
| 5/11/2007 6:07:4    | pencil   | Repair Maintenance        | Status: New          | ApproveRack           |
| 5/11/2007 8:07:4    | pencil   | From: Product Services    | To: Repair Bench     | Repair Location       |
| 5/11/2007 10:36     | frinkre  | Estimate Update           | Status: ApprovalHold | ILN                   |
| 5/11/2007 12:43     | pencil   | From: Repair Bench        | To: ApproveRack      | Current Location      |
|                     |          |                           |                      | ILN                   |
|                     |          |                           |                      | Transfer Number       |

supvrit 5/11/2007 1:32 PM CAPS NUM INS SDRL

start Inbox - Micros... Arms Services Current Cases... Microsoft Exe... Microsoft Word Part Search by... 1:37 PM



CAMO Sling

**JIM'S TRADING POST**

#10 Southwest Plaza • P. O. Box 1345  
PINE BLUFF, ARKANSAS 71613

(870) 534-8591

129031

Date

5/01

20

Name

Resington

Address

City

ILION, New York

| Number | Description          | Price | Amount |
|--------|----------------------|-------|--------|
|        | Item HAS gone        |       |        |
|        | OFF ON two different |       |        |
|        | occassions.          |       |        |
|        | It should be UNDER   |       |        |
|        | SAFETY RECALL        |       |        |
|        | process              |       |        |
|        | Item NOC             |       |        |
|        | 30-06                |       |        |
|        | A6654990             |       |        |
|        |                      |       | over   |

"Hunter's Headquarters"

Our 28th Year

( PS 9008 )

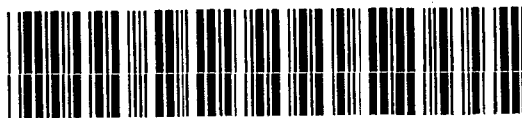


TEOPG1

Serial  
Number:

A6554990

Model: 700



RE00129031

could not duplicate concern  
T1219. ASSM. Set screws altered.  
Replace TPA, check over, clean  
under Bolt Lock program  
Ron \$ 20.00

Quote



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             | Tests                  | 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 )



1190 710 794 016

Receipt Of Firearm(s) Delivered to the Plant for Repair  
Firearm Checked For Live Ammunition [K]

File 004716

Delivery Date 8/28/07

Customer Name (Print) PETER M. KANTER DUM PHD.

Address 925 QUAKER RD State NY Zip 14052  
EAST AURORA

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

Customer request: GUN FIRES WHEN SAFETY PUSHED FORWARD

Return Process Return to Clark St. Ent. ☒ 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 [Signature] Date 8/28/07  
person delivering firearm

Signature Ryan Elke Date 8/28/07  
security officer

Signature Walt Buggs Date 8/30/07  
arms service / CSR

Up Verification

red the above described firearm to the  
lawfully possess a firearm in New York State.

Serial Number:

**A6818947**

Model: **700**



**RE00133369**

ie same who delivered

**RECEIVED**

AUG 31 2007

BY: [Signature]

Date 8/30/07

**Domington**

( PS 9012 )

EW 10/79  
24"  
25#  
could not duplicate concern  
TPA piece + search for - 011  
Rem. mfg. can replace TPA,  
clean over + clean under  
50 ft local program  
\$20.00 quote

\* PLEASE CALL  
ME BEFORE  
REPAIR.



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

## Repair Inquiry

Repair Number: RE00133369

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

## Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: PETER KANTER PETER KANTER

Address 1: 925 QUAKER ROAD 925 QUAKER ROAD

Address 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    | Qty | Description           | Need | Inv | Kit | Avail | Recv | Wmnt | 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

lmwalson

8/31/2007

1:57 PM

CAPS

NUM

TNS

SCAL

Start

2 Microsoft...

2 Internet ...

P-touch Edit...

Arms Servi...

Serial Num...

Search for a ...

FullShot 97

97%

1:57 PM



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 | RJ    | 02917 |     | H 401-231-4809 |

## Incident Information

| Claims | Codes                 | Repair Est.                        | Medical Treatment | Medical Status |
|--------|-----------------------|------------------------------------|-------------------|----------------|
| PI     |                       |                                    |                   |                |
| PD     | Cause:4006            | Altered Adjustments or Components  |                   |                |
| S      | Fires on bolt closing | Concern:1008 Fired on Bolt Closing | Unknown           |                |
| 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

| 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 &amp; sticky causing part to stick &amp; 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 SIR

1345

130293

DU 9/71  
22"

I PURCHASED THIS GUN 20 YEARS AGO  
OFF OF A FRIEND. 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 50000 DOLLARS.

I KNOW YOU'LL DO ME RIGHT. PS 9016

THANK YOU SO MUCH  
LOVE KING  
PAUL H.

over



EP2031

SET SCREWS ALTERED - NO TROG.  
RETURN. TROG. ASSW DIRTY & STICKY  
CAUSING PAINT TO STICK & BIND.  
Replace TPA, check over, clean  
under bolt lock program  
Ron # 20.00

Serial  
Number:

6470889

Model: 700



RE00130293







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<br>E kdlarue@earthlink.net |

## Incident Information

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

| 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      |                                 |
|              |                        | Test Fired                 | False                           |
| Feeding Test | Tests                  | False                      |                                 |
| Trigger      | Condition              | Slightly Worn; Functioning |                                 |
|              | Pull                   | ---Select---               | 3#                              |
|              | Altered                | True                       | SET SCREWS ALTERED              |
|              | Sub-Assembly           | M/700 Bolt Lock            |                                 |

( PS 9020 )



## 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:

PO Box:

City: BISHOP

BISHOP

State: CA

Zip Code: 93514

Country: US

State: CA

Zip Code: 93514

Country: US

FEL

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

| Date             | User ID    | Desc1                     | Desc2                          |
|------------------|------------|---------------------------|--------------------------------|
| 12/15/2007 8:38  | Sanguinegi | Repair Added              |                                |
| 12/15/2007 8:42  | Sanguinegi | Closed at Expedite        |                                |
| 12/15/2007 12:01 | AmEmail    | Repair Received           | KDLARUE@EARTHLINK.NE           |
| 12/15/2007 12:01 | AmEmail    | Receipt                   | KDLARUE@EARTHLINK.NE           |
| 12/18/2007 7:50  | 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

Closed

12/15/2007 8:42:27 AM

Sanguinegi

Product Services

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

supryll

12/18/2007

7:50 AM

CAPS

NUM

INS

SCRL

Start

Inbox - Microsoft Out...

Microsoft Excel - PS H...

Arms Services Repair...

7:50 AM





## 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: kdlaue@earthlink.net  |           |                       |  |
| <p>Please describe your problem:</p> <p>i released the safety and the gun fired on it's own.</p>  |           |                       |  |
| 448 characters left   |           |                       |  |
| NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.  |           |                       |  |
| <p><b>Ⓢ 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.</b></p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: 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.</p> |           |                       |  |

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Other Sites

Remington

Serial Number:

296972

Model: 700



RE00138365

[http://www.remington.com/support/repair\\_services/general\\_repair\\_form.asp](http://www.remington.com/support/repair_services/general_repair_form.asp)

12/2/2007

Could not duplicate concern  
try set screws & reed,  
up the TPA, check over/clean  
under BOOT LOCK PROGRAM  
Ran \$20.00 + ship

Quote

( PS 9022 )

24"55  
WP 8/67  
JH  
009



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                   |             |                   |                |
| S      | fired on safe release Concern:1007 Fired on Safe Release |             | Unknown           |                |
| 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<br>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

| 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         |



|           |                        |                             |                         |
|-----------|------------------------|-----------------------------|-------------------------|
|           | 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                   |



|                             |              |                               |                                       |
|-----------------------------|--------------|-------------------------------|---------------------------------------|
| Feeding Test                |              | False                         |                                       |
| Trigger                     | Condition    | Slightly Worn;<br>Functioning | RUSTY TRIG AND PIN                    |
|                             | Pull         | ---Select---                  | 6#                                    |
|                             | Altered      | False                         |                                       |
|                             | Sub-Assembly | M/700 Non-Bolt Lock           |                                       |
| Non-Remington<br>Components | Description  |                               | SCOPE BASE W/BOTTOM HALF REAR<br>RING |



1852

NY 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.

80022

Thank you,  
Marino Firearms Inc.  
John Marino  
President

Serial Number: **D6615704**

Model: **700**



**RE00138022**

could not duplicate concern.  
Trig + Trig pin dusty. Replace  
TRA, check over, clean AT  
N/C to restore confidence in  
rifle. #23045

© 2000 BROWNELLS, INC. Montezuma, IA 50171



ATTACH  
TO GUN

JOB 316254  
NO.

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 NY Zip 13783 Phone 637-4922

- |                                       |                                      |                                   |
|---------------------------------------|--------------------------------------|-----------------------------------|
| <input type="checkbox"/> Malfunction  | <input type="checkbox"/> Broken Pts. | <input type="checkbox"/> Reblue   |
| <input type="checkbox"/> Rebarrel     | <input type="checkbox"/> Action Work | <input type="checkbox"/> Clean    |
| <input type="checkbox"/> Scope Mounts | <input type="checkbox"/> Recoil Pad  | <input type="checkbox"/> Refinish |

☐ Other \_\_\_\_\_  
Details rifle fires when  
safety is pushed fwd  
very light pressure on  
trigger dangerous

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](mailto: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: **RE00138022** Serial: 06615704 Model 700 Center Fire Caliber: 7-MM-03 REM Produced: 06/18/2004 Repairman: Status: New 12/10/2007 12:51:43 PM

Verify Repair

**Address Information**

Customer: ☒ Received From Return To: ☐ Received From

Name: **MARIONO FIREARMS** **MARIONO FIREARMS**

Address 1: **95 EAST FRONT ST** **95 EAST FRONT ST**

Address 2: **PO Box:** **PO Box:**

City: **HANCOCK** **HANCOCK**

State: **NY** Zip Code: **113783** Country: **US** State: **NY** Zip Code: **113783** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

| Contact / Condition | Problems   | Estimate                  | History / Status | Shipping / Billing     |
|---------------------|------------|---------------------------|------------------|------------------------|
| Date                | User ID    | Desc1                     | Desc2            | Current Status         |
| 12/5/2007 3:06:1    | williamssi | Repair Added              |                  | New                    |
| 12/10/2007 12:5     | valentids  | Repair information change |                  | 12/10/2007 12:51:43 PM |
| 12/10/2007 12:5     | valentids  | From: Check In            | To:              | valentids              |
| 12/11/2007 8:29     | penceil    | From: Product Services    | To: Repair Bench | Repair Bench           |
|                     |            |                           |                  | Repair Location        |
|                     |            |                           |                  | ILN                    |
|                     |            |                           |                  | Current Location       |
|                     |            |                           |                  | ILN                    |
|                     |            |                           |                  | Transfer Number        |

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

**Repair Search** **Refresh** **Close**

suprill 12/11/2007 8:54 AM CAPS NUM INS SERB

start Inbox - Microsoft Out Microsoft Excel Current Cases - Micro Arms Services Repal 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 |             |                   |                |
| S fired on safe release | Concern:1007 Fired on Safe Release     |             | Y                 | pending        |
| 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       |  |
| Feeding Test             | Tests                  | Test Fired                  | False  |
|                          |                        | 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             |



**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

**CO NTS:****Factory Repair Form**

cell #:  
803-837-4115 >contact @ this #

Received Date: NOV 13 2007  
CSN: 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



## Factory Repair Form



## Factory Repair Form

Return to Previous Page

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

|  |  |                                  |                   |
|--|--|----------------------------------|-------------------|
| Model Number: <i>Remington Model 700</i>   |  | Serial Number: <i>E6 50 9173</i> |                   |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO   |  |                                  |                   |
| Name: <i>Claude McElroy</i>  |  | Date of Purchase: <i>1 year</i>  |                   |
| Address (no PO Boxes):   |  |                                  |                   |
| City: <i>Bramberg</i>  |  | State: <i>SC</i>                 | Zip: <i>29003</i> |
| Phone (Daytime): <i>803-837-4115</i>   |  | Fax: <i>803-793-4433</i>         |                   |
| E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent)   |  |                                  |                   |
| E-mail Address:<br><input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.   |  |                                  |                   |
| Please describe your problem and date of occurrence: <i>Date occurrence happen on safety act, as a trigger was 11/9/07 @ 5:30 p.m. when it disengaged, causing the gun to fire twice @ 2 different times &amp; 2 different days.</i> |  |                                  |                   |
| 500 characters left  |  |                                  |                   |
| Ammunition Information:  |  |                                  |                   |
| Manufacturer: <i>Hornady</i>   |  | Type: <i>7MM Rem Mag</i>         |                   |
| Other (i.e. bullet weight/type, shot size, powder): <i>139 gr BTSP</i>   |  |                                  |                   |
| 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: <i>outdoor gun cleaner solution for rifle</i>   |  |                                  |                   |
| How often do you clean the bore? (Months or Number of rounds) <i>Before &amp; after every use</i>  |  |                                  |                   |
| How often do you clean the action? (Months or Number of rounds) <i>Before &amp; after every use</i>  |  |                                  |                   |
| How often do you clean the trigger assembly? (Months or Number of rounds) <i>Clean trigger assembly</i>  |  |                                  |                   |
| Brand of lubricant used: <i>ten oil - we teflon in case best of clean as needed</i>  |  |                                  |                   |
| How often do you lubricate the bore? (Months or Number of rounds) <i>every 2 weeks or after every</i>  |  |                                  |                   |
| How often do you lubricate the action? (Months or Number of rounds) <i>Before &amp; after every use</i>  |  |                                  |                   |

PS 9031



## Factory Repair Form

Page 2 of 2

|   |   |
|---|---|
| How often do you lubricate the trigger assembly? (Months or Number of rounds)   | <i>Before &amp; after every use</i>                                 |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?   | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?   | <i>None</i>   |
| What were the services performed?   | <i>None</i>   |
| <i>New gun been fired around 20 times @ the most.</i>   |   |
| 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:  |   |
| <b>Remington Arms Co., Inc.</b><br><b>Attn: Arms Service Division</b><br><b>14 Hoefler Avenue</b><br><b>Ilion, NY 13357</b>   |   |
| <p>Ⓢ 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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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</p> |   |

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Visit Our Other Remington Websites  
 Other Sites

**Remington.**

( 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 \$1800 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.

This happened on  
Friday November 9, 2007

Sincerely,  
Claude F. McAlhany Jr.

( 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

CSN: Tan

Response Date: \_\_\_\_\_

Response/Fac: \_\_\_\_\_

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 )



## Factory Repair Form

Page 1 of 2



## Factory Repair Form

Return to Previous Page

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

|  |  |                                 |                   |
|--|--|---------------------------------|-------------------|
| Model Number: <i>Remington Model 700</i>   |  | Serial Number: <i>E6 509173</i> |                   |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO   |  |                                 |                   |
| Name: <i>Charles M. Kelly</i>  |  | Date of Purchase: <i>1 year</i> |                   |
| Address (no PO Boxes):   |  |                                 |                   |
| City: <i>Bramberg</i>  |  | State: <i>SC</i>                | Zip: <i>29003</i> |
| Phone (Daytime): <i>803-837-4115</i>   |  | Fax: <i>803-793-4433</i>        |                   |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)   |  |                                 |                   |
| E-mail Address:  |  |                                 |                   |
| <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.  |  |                                 |                   |
| Please describe your problem and date of occurrence: <i>Date occurrence happens on safety, act, as a trigger was 11/9/07 @ 5:36 p.m. when it disengaged, causing the gun to fire twice @ 2 different days.</i> |  |                                 |                   |
| 500 characters left  |  |                                 |                   |
| Ammunition Information:  |  |                                 |                   |
| Manufacturer: <i>Hornady</i>   |  | Type: <i>7MM Rem Mag</i>        |                   |
| Other (i.e. bullet weight/type, shot size, powder): <i>139 gr BTSP</i>   |  |                                 |                   |
| 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: <i>outdoor gun cleaner solution for rifle</i>   |  |                                 |                   |
| How often do you clean the bore? (Months or Number of rounds) <i>Before &amp; after every use</i>  |  |                                 |                   |
| How often do you clean the action? (Months or Number of rounds) <i>Before &amp; after every use</i>  |  |                                 |                   |
| How often do you clean the trigger assembly? (Months or Number of rounds) <i>Clean trigger assembly</i>  |  |                                 |                   |
| Brand of lubricant used: <i>Ken oil - we teflon in case</i> <i>best oil I can do</i>   |  |                                 |                   |
| How often do you lubricate the bore? (Months or Number of rounds) <i>every 2 weeks or after every</i>  |  |                                 |                   |
| How often do you lubricate the action? (Months or Number of rounds) <i>Before &amp; after every use</i>  |  |                                 |                   |

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.

This happened on  
Friday November 9, 2007

Sincerely,  
Claude F. McAlhany Jr.

( PS 9036 )



2:20 Dr. ANSARI

12/5 Inspected teeth today, X rays

- States everyone has cracks in their teeth
- Can't verify that this is due to the incident
- any object hitting teeth could cause them to turn grey & could need a root canal
- Can't say if this would happen or not
- \$1800 estimate was ~~not~~ 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 prior agreement
- Dr would release records to me if Claude gave permission
- Dr. creating files as he sees 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 go to at times.

- Her parents of busted by from  
incident.







1760

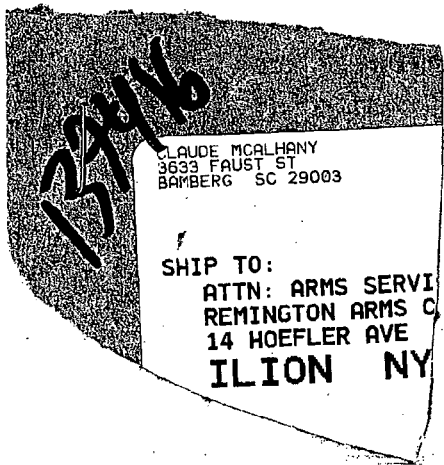
X

RS 11/98

4.5#

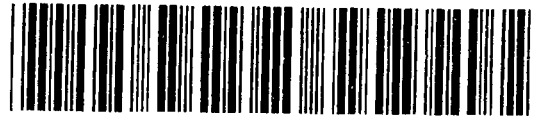
.013

24"



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](mailto: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 -  
NEK for money  
\$1800 to be claimed

( PS 9041 )

12/4/2007



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    |             |                   |                |
| S Fires on safe release | Concern:1007 Fired on Safe Release |             | Unknown           |                |
| 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                |                               |



|                          |                        |                            |                                 |
|--------------------------|------------------------|----------------------------|---------------------------------|
|                          | 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      |                                 |
|                          |                        |                            |                                 |
| Feeding Test             | Tests                  | Test Fired                 | False                           |
|                          |                        | 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  
10/74  
2008  
22"

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 disappointment 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  
SIDEPIECES. REPLACE TPA CHECK  
BURN CLEAN UNDER BOLT COIL  
PROGRAM BEN \$20.00  
Quote

( PS 9044



If you cannot locate your Remington model number from the menus above, or if you need further assistance, please call our Consumer Services Department at 1-800-243-9700, Monday - Friday, 9:00AM - 5:00PM.

NAN 4-9-07

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Remington Arms Co.

attn  
ARM-SVC  
14 Hoefler Ave  
FLORIDA  
N.Y. 13357

200

www.

ADA  
Phone

called about  
1000. ~~2000~~ 26 gun  
700 BDR P  
30.06 W P

4-10-07  
talked with  
Mr. Rayon 1982  
I think was his  
name at the

1800-243-9700  
NAN  
GAVE  
ME TO  
SOME  
MAN

my husband was <sup>CA</sup>  
not injured  
But he ~~was~~ is  
a heart patient  
and is still  
battered mentally  
I should say, but  
Please help us  
with this gun  
we give us our money  
back

( PS 9045



# About : Hunting / Shooting

## 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 are 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?

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,

4-9-07 1200 Nov  
He has several Remington gun  
Repair  
700 BDL  
30.06  
Remington



"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

1  
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**

Serial: 6761060 Model 700 LH Center Fire  
Caliber: 30 -06 Produced: 09/10/1974

Repairman:

Verify Repair

**High Priority**

Status:

New 4/30/2007 10:34:23 AM

### 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**

PS 9050

Imwatson

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



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<br>W 713-590-7049 |

## Incident Information

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

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<br>LAMESA TX | TWO PIECE SCOPE BASE,BOTTOM HALF OF<br>RINGS,HARD CASE | U              |          |      |           |

CONCERN: FF - FBC

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

| 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                       |                        |



1684  
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*  
Les McLaughlin

could not duplicate concern  
trng. 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

6#  
EV 10/79  
24"  
.012



**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** Serial: A6719387 Model 700 Center Fire Caliber 7 MM REM MAG Produced: 10/08/1979 Repairman Status: New 10/23/2007 11:43:33 AM

Verify Repair

**Address Information**

Customer: **LES MCLAUGHLIN** Received From: **LES MCLAUGHLIN**

Address 1: **2210 WALNUT GROVE LANE** Address 2: **2210 WALNUT GROVE LANE**

City: **RICHMOND** PO Box:  PO Box:

State: **TX** Zip Code: **77469** Country: **US** State: **TX** Zip Code: **77469** Country: **US**

IFL:

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

| Date            | User ID   | Desc1                     | Desc2            |
|-----------------|-----------|---------------------------|------------------|
| 10/16/2007 10:1 | skinnerit | 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 | penceril  | 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**

suprtyl 10/25/2007 9:21 AM CAPS NUM INS SCRI

start Inbox - Microsoft O... Microsoft Word Microsoft Excel Arms Services Repair Current Cases - Mic... 9:21 AM

**RECEIVED**  
OCT 26 2007  
BY: *[Signature]*

( 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

| 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---                   |                            |
|                          | Tests                  | Test Fired                     | False                      |
| Feeding Test             |                        | 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** Serial: ML218252 Model 700ML Center Fire Caliber: 50 SYN Produced: 05/19/1998 Repairman: Bruce Travis Status: Shipped 11/13/2007 4:00:02 PM

Verify Repair:

**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: PO Box:

City: **DOVER** **DOVER**

State: **DE** Zip Code: **19901** Country: **US** State: **DE** Zip Code: **19901** Country: **US**

FFL:

| Contact / Condition | Problems | Estimate                 | History / Status       | Shipping / Billing    |
|---------------------|----------|--------------------------|------------------------|-----------------------|
| Date                | User ID  | Desc1                    | Desc2                  | Current Status        |
| 11/13/2007 7:20     | pencerl  | From: Check In           | To: Repair Bench       | Shipped               |
| 11/13/2007 8:51     | Travisbw | Repair Maintenance       | Status: Estimating     | 11/13/2007 4:00:02 PM |
| 11/13/2007 8:53     | Travisbw | Estimate Update          | Status: PartsHold      | System                |
| 11/13/2007 8:55     | System   | Immediate SAP Allocation |                        | Packing               |
| 11/13/2007 9:24     | Travisbw | From: Repair Bench       | To: Final Inspect      | Repair Location       |
| 11/13/2007 9:24     | Travisbw | Final Inspection         | Warranty               | ILN                   |
| 11/13/2007 11:0     | kanedg   | Packed                   |                        | Current Location      |
| 11/13/2007 4:00     | System   | Pitney Bowes File        | 121148130300067461.470 | ILN                   |
|                     |          |                          |                        | Transfer Number       |

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

Repair Search Refresh Close

start 11/13/2007 4:19 PM CAPS NUM INS SCRL

Inbox - Microsoft Out... Arms Services Repair PS Hold Guns AS Microsoft Word 4:19 PM

**RECEIVED**

NOV 15 2007

BY: *[Signature]*

( PS 9056 )



Date:

11-12-07

1756

KS 5/98  
22"

Randolph Perton

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 Safety 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

connector broken.  
replace TPA, check over, clean.  
AT N/C # 230145

Serial Number:

ML218252

Model: 700ML



RE00136391

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<br>E timny.sc.z@aol.com |

## 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      | safety stiff, fires on safe release |             |                   |                |

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

| 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



supryll
12/18/2007
8:31 AM
CAPS
NUM
INS
SCPL



# Remington

## Factory Repair Instructions

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

|  |             |                                 |  |
|--|-------------|---------------------------------|--|
| Model Number: 700 BDL "Cost De"  |             | Serial Number: F6256119         |  |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |             |                                 |  |
| Name: Timothy Mielnicki  |             | Date of Purchase: 2003          |  |
| Address (no PO Boxes):<br>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.502@AOL.com  |             |                                 |  |
| <input type="checkbox"/> I would like to receive future e-mail updates from Remington.           |             |                                 |  |
| Please describe your problem:  |             |                                 |  |
| Fires when safety is switched 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 Sprg/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: Klean 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: Klean Bore (Formula 3 Gun Conditioner)                                  |             |                                 |  |

COULD NOT duplicate concerns.  
Trig. + Trig. pin rusted  
Hydraulic Tool, which could not  
AT N/C #2 50145

( PS 9060 )

CK 4/03  
824  
014  
22"

} never let  
sitting  
dirty



|  |                                      |
|--|--------------------------------------|
| How often do you lubricate the bore? (Months or Number of rounds)  | 3 times a year or after cleaning     |
| How often do you lubricate the action? (Months or Number of rounds)  | 3 times a 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?  |                                      |
| <input checked="" type="checkbox"/> YES <input type="checkbox"/> 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:   |                                      |
| <b>REMINGTON ARMS CO., INC</b><br><br><b>ATTN: Arms Service Division</b><br><b>14 Hoefler Ave</b><br><b>Ilion, NY 13357</b>  |                                      |
| <p><b>⚠ 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.</b></p> <ul style="list-style-type: none"> <li>:: Record the serial number of your firearm before sending it.</li> <li>:: 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.)</li> <li>:: Remove all accessories from your firearm to prevent loss or damage.</li> <li>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</li> <li>:: 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.</li> </ul> <p>Charge repairs will be processed using the following guidelines:</p> <ul style="list-style-type: none"> <li>:: 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)</li> <li>:: 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.</li> </ul> |                                      |

( PS 9061 )



Remington

**MODEL 700™ BDL "CUSTOM DELUXE"**  
**BOLT ACTION RIFLE**  
**22" BARREL / 30-06**

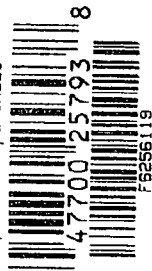
ASK FOR THE PACKING CARTON

- INSTRUCTION BOOK 3509

201207 LOCK KEY ASSEMBLY (2)

74 FORM 1444

proof of purchase



owner registration sticker



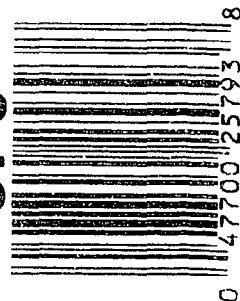
ORDER NO. **25793**

BARREL LENGTH **22"**

CAPACITY **5**

**F6256119**

UPC



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.

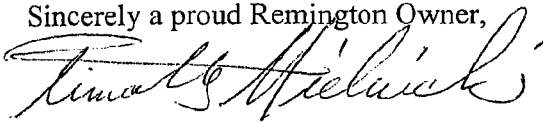
I decided to break the gun down completely and clean everything I could think of cleaning. I can't begin to think it was that dirty since I have fired it so little and it has always been kept clean, but I did. I reassembled the gun and Dry fired it 10 times according to the manual. When doing so it continued 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.

Sincerely a proud Remington Owner,



Timothy Mielnicki

Serial Number: **F6256119**

Model: **700**



**RE00138428**

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 |                   |                |
| PD Hole through house        | Concern:1008 | Fired on Bolt Closing       | U                 |                |
| 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 except 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 | ( |
|------------|-------------------|--------------|---------------|------|------------|---|
|            |                   |              |               |      |            | 1 |

PS 9064



Replace  
TA at n/c

Y

5/22/2007

Settlement APV

1800.00

5/2

**Repair/Replacement Repair/Replacement****Cost****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 settlermer  
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;<br>Functioning | Sluggish movement due to some sticky residue. |
|                          | Stop               | Slightly Worn;<br>Functioning |   |
| Extractor                | Condition          | Slightly Worn;<br>Functioning |   |
|                          | Cut Condition      | Slightly Worn;<br>Functioning |   |
|                          | Ext/Eject Test     | True                          |   |
| Locking                  | Block Condition    | ---Select---                  |   |
|                          | Lug Condition      | Slightly Worn;<br>Functioning |   |
|                          | Notch Condition    | ---Select---                  |   |
| Magazine                 | Condition          | ---Select---                  |   |
|                          | Box Condition      | Slightly Worn;<br>Functioning |   |
| Overall                  | Exterior Condition | Worn;<br>Functioning          |   |
|                          | Stock Condition    | Worn;<br>Functioning          |   |
|                          | Fore End Condition | ---Select---                  |   |
| Receiver                 | Condition          | Slightly Worn;<br>Functioning |   |
|                          | Bulged             | False                         |   |
| Safety                   | Description        |                               | Standard M/700 Bolt Lock Safety               |
|                          | Function           | Slightly Worn;<br>Functioning |   |
| Sear                     | Lift               | ---Select---                  |   |
|                          | Notch              | Slightly Worn;<br>Functioning |   |
|                          | Condition          |                               | Slightly Worn; Functioning                    |
| Pull                     | Trigger            | ---Select---                  | 4.0 lbs                                       |
| Altered                  |                    | False                         |   |
| Non-Remington Components | Description        |                               | Scope Base                                    |





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](mailto: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 )







*Remington Arms Company, Inc.*

Seller's  
Invoice  
Date

Seller's Invoice No. \_\_\_\_\_ 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   | Gross    | 1,800.00 |
| Firearms Pre-lit: 8850050-230145   | Discount |          |
|  | Net      |          |
|  |          | 1,800.00 |

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: \_\_\_\_\_

Date: **5/25/2007**

|                              |       |
|------------------------------|-------|
| <b>For Treasury Use Only</b> |       |
| 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



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 Return To Received From

Name: MICHAEL MILLER MICHAEL MILLER

Address 1: 5144 CHATEAUGAY DRIVE 5144 CHATEAUGAY DRIVE

Address 2: PO Box: PO Box:

City: MASON MASON

State: OH Zip Code: 45040 Country: US State: OH Zip Code: 45040 Country: US

FEL

Contact / Condition Problems Estimate History / Status Shipping / Billing

| Date             | User ID   | Desc1                                  | Desc2       |   | Current Status       |
|------------------|-----------|--|-------------|---|----------------------|
| 2/13/2007 12:41  | perceil   | From: Gallery                          | To: Final I | <input type="checkbox"/> Shipping Hold                | Shipped              |
| 2/14/2007 8:12:5 | dekanekcg | Final Inspection                       | Warranty    | <input type="checkbox"/> InterFace Hold               | 2/14/2007 4:00:02 PM |
| 2/14/2007 9:47:5 | kanedg    | Packed                                 |             | <input type="checkbox"/> Estimate Sent                | System               |
| 2/14/2007 4:00:0 | System    | Pitney Bowes File                      | 1211481     | <input checked="" type="checkbox"/> Parts Received    | Packing              |
| 2/14/2007 5:05:0 | ArmEmail  | Shipped                                | MAM_KC      | <input checked="" type="checkbox"/> Passed Inspection | Repair Location      |
| 2/14/2007 5:05:1 | ArmEmail  | Repair Complete                        | MAM_KC      | <input type="checkbox"/> Return As Received           | ILN                  |
| 5/25/2007 1:22:4 | supryll   | Settlement APV issued (\$1800) at Ilon |             | <input type="checkbox"/> Has Been Approved            | Current Location     |
|                  |           |  |             | <input type="checkbox"/> Internal Repair              | Transfer Number      |

Repair Search Refresh Close

supryll 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



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

| 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 |                                   |                            |



|                          |                        |                            |                        |
|--------------------------|------------------------|----------------------------|------------------------|
|                          | 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        |



|                |            |  |            |                                      |
|----------------|------------|--|------------|--------------------------------------|
| Repair Number: | RE00137445 | Serial: 6749000 Model 700 Center Fire Caliber: | Repairman: | Chuck Dekanek                        |
| Verify Repair: |            | 30.06 SPRG Produced: 09/13/1974                | Status:    | Approval Hold 11/29/2007 11:36:31 AM |

|                  |                        |  |                   |                        |                                     |
|------------------|------------------------|--|-------------------|------------------------|-------------------------------------|
| <b>Customer:</b> |                        | <input checked="" type="radio"/> Received From | <b>Return To:</b> |                        | <input type="radio"/> Received From |
| Name:            | MOBILE SHOOTING CENTER |  | Name:             | MOBILE SHOOTING CENTER |                                     |
| Address 1:       | 9170 C AIRPORT BLVD    |  | Address 1:        | 9170 C AIRPORT BLVD    |                                     |
| Address 2:       | PO Box:                |  | Address 2:        | PO Box:                |                                     |
| City:            | MOBILE                 |  | City:             | 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                |          |  |   |  | Current Status         |  |
| 11/27/2007 12:3     | valentds  | Repair Added                |                      |          |  | <input type="checkbox"/> Shipping Hold            |  | ApprovalHold           |  |
| 11/28/2007 10:2     | pencil    | From: Check In              | To: Repair Bench     |          |  | <input type="checkbox"/> InterFace Hold           |  | 11/29/2007 11:36:31 AM |  |
| 11/29/2007 11:3     | dekanekcg | Estimate Update             | Status: ApprovalHold |          |  | <input checked="" type="checkbox"/> Estimate Sent |  | dekanekcg              |  |
| 11/29/2007 3:02     | pencil    | From: Repair Bench          | To: ApproveRack      |          |  | <input type="checkbox"/> Parts Received           |  | ApproveRack            |  |
| 11/29/2007 3:31     | BatchJob  | Quotation Control           |                      |          |  | <input type="checkbox"/> Passed Inspection        |  | Repair Location        |  |
| 11/30/2007 7:34     | johnsonwm | Mailed Estimate to Customer |                      |          |  | <input type="checkbox"/> Return As Received       |  | ILN                    |  |
|                     |           |                             |                      |          |  | <input type="checkbox"/> Has been Approved        |  | Current Location       |  |
|                     |           |                             |                      |          |  | <input type="checkbox"/> Internal Repair          |  | ILN                    |  |
|                     |           |                             |                      |          |  |   |  | Transfer Number        |  |

## Repair Search

Refresh

**Close**

RECEIVED  
DEC 03 2007  
BY: *[Signature]*

PS 9075



# 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          |              |
| NAME                 |   | ADDRESS |        | 11-13-07      |              |
| Kawington 700        |   | 30-06   |        | Ser # 6749000 |              |
| SOLD BY              | CASH  | C.O.D.  | CHARGE | ON ACCT.      | MOSE. RET'D. |
| 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.  |         |        |               |              |
|                      | TRIG. Assm set screws altered will follow down. TRIG. Assm very dirty. Replace TRIG. check over |         |        |               |              |
|                      | CLEAN under bolt lock   |         |        |               |              |
|                      | PROGRAM ROP \$20.00   |         |        |               |              |
|                      | (Trig Guard Dent)   |         |        |               |              |

Serial # 6749000

Model: 700



RE00137445

Thank You

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<br>E jsn_mooney@yahoo.com |

## Incident Information

| Claims             | Codes                      | Repair Est.  | Medical Treatment | Medical Status |
|--------------------|----------------------------|--|-------------------|----------------|
| PI<br>PD<br>S<br>C | Cause:4006<br>Concern:1007 | Altered Adjustments or Components<br>Fired on Safe Release | Unknown           |                |

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

| 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

# 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?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> 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:<br><input type="checkbox"/> I would like to receive future e-mail updates from Remington.  |           |                                 |  |
| Please describe your problem and date of occurrence:<br>28 MAY 2007 While attempting to unload this weapon it accidentally discharged when safety selector was moved from safe to fire.<br>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.<br><br>IF POSSIBLE I DO NOT WANT THE NEW (ISS) bolt shroud installed. Set new trigger to 3.0lbs |           |                                 |  |
| 212 characters left  |           |                                 |  |
| Ammunition Information:  |           |                                 |  |
| Manufacturer:  |           | Type:                           |  |
| Other (i.e. bullet weight/type, shot size, powder):  |           |                                 |  |
| Handload Information:  |           |                                 |  |
| Powder Used: Vrgnet  |           | 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   |           |                                 |  |



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**

*Trigger set screws altered. Fire pin will follow down. Replace TPA check over under Bolt Lock program Ron \$20.00. Quote for refinishing 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:

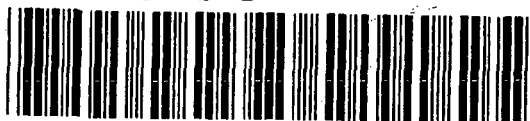
:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: 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 Express, Visa, MasterCard, Discover). 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: *dw*

Remington

( PS 9080 )



700 BDL VARMINT .243 WINCHESTER

Replace Trigger / re-finish matte black finish, incl. bot

- 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: <b>RE00130960</b>  | Serial: 6821963 Model: 700 Center Fire Caliber: 243 WIN. BARREL ACTION ONLY | Repairman:   | Status: New 5/28/2007 2:34:09 PM               |         |       |                  |     |            |              |                  |          |            |                |                  |           |          |                 |                  |               |          |         |   |  |
|---|---|--|--|---------|-------|------------------|-----|------------|--------------|------------------|----------|------------|----------------|------------------|-----------|----------|-----------------|------------------|---------------|----------|---------|---|--|
| Verify Repair   |   |  |  |         |       |                  |     |            |              |                  |          |            |                |                  |           |          |                 |                  |               |          |         |   |  |
| <b>Address Information</b>  |   |  |  |         |       |                  |     |            |              |                  |          |            |                |                  |           |          |                 |                  |               |          |         |   |  |
| Customer:   | <input checked="" type="radio"/> Received From                              | Return To:   | <input checked="" type="radio"/> Received From |         |       |                  |     |            |              |                  |          |            |                |                  |           |          |                 |                  |               |          |         |   |  |
| Name: <b>JASON L. MOONEY</b>  | <b>JASON L. MOONEY</b>  |  |  |         |       |                  |     |            |              |                  |          |            |                |                  |           |          |                 |                  |               |          |         |   |  |
| Address 1: <b>1615 SOUTH 6TH STREET</b>   | <b>1615 SOUTH 6TH STREET</b>  |  |  |         |       |                  |     |            |              |                  |          |            |                |                  |           |          |                 |                  |               |          |         |   |  |
| Address 2: <b>PO Box:</b>   | <b>PO Box:</b>  |  |  |         |       |                  |     |            |              |                  |          |            |                |                  |           |          |                 |                  |               |          |         |   |  |
| City: <b>RICHMOND</b>   | <b>RICHMOND</b>   |  |  |         |       |                  |     |            |              |                  |          |            |                |                  |           |          |                 |                  |               |          |         |   |  |
| State: <b>IN</b> Zip Code: <b>47374</b> Country: <b>US</b>  | State: <b>IN</b> Zip Code: <b>47374</b> Country: <b>US</b>                  |  |  |         |       |                  |     |            |              |                  |          |            |                |                  |           |          |                 |                  |               |          |         |   |  |
| FFL: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>  |   |  |  |         |       |                  |     |            |              |                  |          |            |                |                  |           |          |                 |                  |               |          |         |   |  |
| Contact / Condition   | Problems  | Estimate   | History / Status                               |         |       |                  |     |            |              |                  |          |            |                |                  |           |          |                 |                  |               |          |         |   |  |
| <table border="1"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> </tr> </thead> <tbody> <tr> <td>6/28/2007 2:34:0</td> <td>New</td> <td>sanguinegl</td> <td>Repair Added</td> </tr> <tr> <td>6/28/2007 2:38:0</td> <td>Expedite</td> <td>sanguinegl</td> <td>From: Check In</td> </tr> <tr> <td>6/28/2007 5:05:1</td> <td>EmailSent</td> <td>ArmEmail</td> <td>Repair Received</td> </tr> <tr> <td>6/28/2007 5:05:2</td> <td>EmailVerified</td> <td>ArmEmail</td> <td>Receipt</td> </tr> </tbody> </table> |   | 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 | <input type="checkbox"/> Shipping Hold<br><input type="checkbox"/> InterFace Hold<br><input type="checkbox"/> Estimate Sent<br><input type="checkbox"/> Parts Received<br><input type="checkbox"/> Passed Inspection<br><input type="checkbox"/> Return As Received<br><input type="checkbox"/> Has been Approved<br><input type="checkbox"/> Internal Repair |  |
| 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 / Billing<br>Current Status: New<br>6/28/2007 2:34:09 PM<br>sanguinegl<br>Product/Service:<br>Repair Location:<br>IN<br>Current Location:<br>IN<br>Transfer Number: |  |         |       |                  |     |            |              |                  |          |            |                |                  |           |          |                 |                  |               |          |         |   |  |
| Repair Search   |   | Refresh Close  |  |         |       |                  |     |            |              |                  |          |            |                |                  |           |          |                 |                  |               |          |         |   |  |



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     |                            |  |                   |                |
| S      | Cause:4006<br>Concern:1007 | Altered Adjustments or Components<br>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. Ca: Date Da APV AP |
|------------|-------------------|--------------|---------------|-----------------|--------------------------|
|            |                   |              |               |                 |                          |

PS 9083



BLM  
Program

**Repair/Replacement Repair/Replacement**

**Cost**

**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;<br>Functioning |                                    |
|                             | Ext/Eject Test     | False                         |                                    |
| Locking                     | Block Condition    | ---Select---                  |                                    |
|                             | Lug Condition      | Slightly Worn;<br>Functioning |                                    |
|                             | Notch Condition    | ---Select---                  |                                    |
| Overall                     | Exterior Condition | Slightly Worn;<br>Functioning |                                    |
|                             | Stock Condition    | ---Select---                  | N/A                                |
|                             | Fore End Condition | ---Select---                  |                                    |
| Receiver                    | Condition          | Slightly Worn;<br>Functioning |                                    |
|                             | Bulged             | False                         |                                    |
| Safety                      | Description        |                               | STANDARD M/700 BOLT<br>LOCK SAFETY |
|                             | Function           | Like new;<br>Functioning      |                                    |
|                             | Sub-Assembly       | Non-ISS                       |                                    |
| Sear                        | Lift               | ---Select---                  | .008                               |
|                             | Notch              | Slightly Worn;<br>Functioning |                                    |
|                             | Tests              | Test Fired                    | False                              |
| Feeding Test                |                    | False                         |                                    |
| Trigger                     | Condition          | Slightly Worn;<br>Functioning |                                    |
|                             | Pull               | ---Select---                  | 4.5#                               |
|                             | Altered            | True                          | SET SCREWS ALTERED                 |
|                             | Sub-Assembly       | M/700 Bolt Lock               |                                    |
| Non-Remington<br>Components | Description        |                               | TWO PIECE SCOPE BASE               |



1252



AO 3/77  
4.5" II  
22"  
1008

## General Repair Form

Back to Repair Services

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

|   |  |                   |  |
|---|--|-------------------|--|
| <b>Model Number:</b> 700  | <b>Serial Number:</b> 21764            |                   |  |
| <b>Name:</b> Mountain Sport Shop  | <b>Date of Purchase:</b> ?? very early |                   |  |
| <b>Address (no PO Boxes):</b> W6530 20th Drive  |  |                   |  |
| <b>City:</b> Wautoma  | <b>State:</b> WI                       | <b>Zip:</b> 54982 |  |
| <b>Phone (Daytime):</b> 9207873815  | <b>Fax:</b>                            |                   |  |
| <b>E-mail Address:</b> mtmman@network2010.net   |  |                   |  |
| <b>Please describe your problem:</b>  |  |                   |  |
| <p>This rifle should qualify for the safety recall/upgrade.</p> <p>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.</p> <p>Please repair under the recall procedure.</p> <p>My FFL should be on file from previous transactions.</p> <p>Thank you, Gerald Kraus DBA Mountain Sport Shop</p>                               |  |                   |  |
| 54 characters left  |  |                   |  |
| <b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.   |  |                   |  |
| <b>WARNING:</b> 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.<br>:: 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.)<br>:: Remove all accessories from your firearm to prevent loss or damage.<br>:: 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



could not duplicate concern.  
 trig. set screws altered up face  
 TPA, 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



175/5  
16/5

| Case Information                                      |   |  |                                  |                  |
|---|---|--|----------------------------------|------------------|
| Date of Call  | Incident Date                                       | Pre Lit                                    | Lit                              | Obsolete         |
| 12/11/01  |   |  |                                  |                  |
| Customer Information                                  |   |  |                                  |                  |
| Name  | Reporter (Age 84)                                   | Incident (Age )                            |                                  |                  |
| Robert NIKOLAS  |   |  |                                  |                  |
| Address   | 1896 Spruce Grove Rd                                |  |                                  |                  |
| City, St Zip  | Bloomington, IL 61704                               |  |                                  |                  |
| Home  | 248-352-7575  |  |                                  |                  |
| Cell  |   |  |                                  |                  |
| Work  |   |  |                                  |                  |
| Incident Information                                  |   |  |                                  |                  |
| Personal Injury <input type="checkbox"/>              | Property Damage <input checked="" type="checkbox"/> | Safety <input checked="" type="checkbox"/> | Concern <input type="checkbox"/> |                  |
| Nature of Injury:                                     |   |  |                                  |                  |
| Medical Treatment:                                    |   |  |                                  |                  |
| Claim:  |   |  |                                  |                  |
| Incident: Couple weeks ago                            |   |  |                                  |                  |
| M/700 purch used for 15 yrs loaned to friend put down |   |  |                                  |                  |
| friend pushed bolt, gun went off & shot him.          |   |  |                                  |                  |
| Injury board.com Feb 7, 2001                          |   |  |                                  |                  |
| BDSO. 88-351  |   |  |                                  |                  |
| ACS-✓   |   |  |                                  |                  |
| Firearm Information                                   |   |  |                                  |                  |
| Manufacturer  | Type of Action                                      | Model/Caliber/Ga.                          | Serial Number                    | Date of Purchase |
| Rem   | B/A   | 700 TMC 11.6                               | 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                            |   |  |                                  |                  |
|   |   |  |                                  |                  |
|   |   |  |                                  |                  |
|   |   |  |                                  |                  |
|   |   |  |                                  |                  |



# 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  
Consumer Affairs Administrator  
Remington Arms Company

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

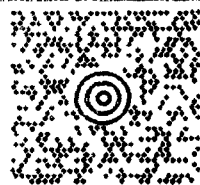


ROBERT NIKOLAS  
1896 SPRING GROVE RD  
BLOOMFIELD HILLS MI 48304

10 LBS  
RS

1 OF 1

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

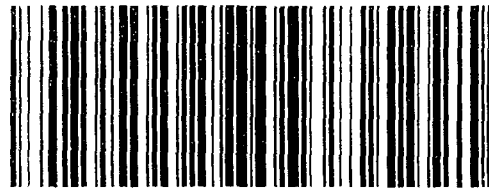


NY 135 0-01



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

HS 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 conventions, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Overhead carriers in U.S. are prohibited. For shipping places, call 1-800-762-7062.

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<br>W 908-475-3322 |

## Incident Information

| Claims | Codes                                   | Repair Est.                        | Medical Treatment | Medical Status |
|--------|---|------------------------------------|-------------------|----------------|
| PI     |   |                                    |                   |                |
| PD     | Cause:4015                              | Improper Maintenance               |                   |                |
| S      | Firing pin engages when bolt locks down | Concern:1008 Fired on Bolt Closing | Unknown           |                |
| 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

| 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 |   |
|                          |                        | Condition                  | Abused; Functioning                                 |
| Pull                     | Trigger                | ---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

Occasional follow down  
did not duplicate during exam.  
Excessive oil buildup 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** Serial: 18256820 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            | Current Status      |
| 8/6/2007 5:32:58    | skinnerll | Repair Added              |                  | Estimating          |
| 8/8/2007 8:00:23    | valentids | Repair information change |                  | 8/8/2007 3:03:35 PM |
| 8/8/2007 10:35:5    | pencetl   | Repair Maintenance        | Status: New      | Linkke              |
| 8/8/2007 10:39:2    | pencetl   | From: Check In            | To: Repair Bench | Repair Bench        |
|                     |           |                           |                  | Repair Location     |
|                     |           |                           |                  | ILN                 |
|                     |           |                           |                  | Current Location    |
|                     |           |                           |                  | ILN                 |
|                     |           |                           |                  | Transfer Number     |

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

**Repair Search** **Refresh** **Close**

supryll 8/8/2007 3:54 PM IDAPS NUM INS SCRL

start Inbox - Microsoft Out... Arms Services Repel PS Hold Guns AS Part Search by Mate Search for a Serial N. 3:54 PM



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

| 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<br>TRIGGER IS BINDING |
| Barrel       | Description               |                               | 24" 243 WIN HB                                       |
|              | Date Code                 |                               | OW   |
|              | Bore Plugged              | False                         |  |
|              | Bulged                    | False                         |  |
|              | Fired                     | False                         |  |
|              | Fired while<br>Obstructed |                               |  |
|              | Muzzle/Crown<br>Condition | Slightly Worn;<br>Functioning |  |
| Bolt         | Firing Pin                | Slightly Worn;<br>Functioning |  |
|              | Shroud                    | Slightly Worn;<br>Functioning |  |
|              | Face                      | Slightly Worn;<br>Functioning |  |
|              | Handle                    | Slightly Worn;<br>Functioning |  |
|              | Stop                      | Slightly Worn;<br>Functioning |  |
| Extractor    | Condition                 | Slightly Worn;<br>Functioning |  |
|              | Cut Condition             | Slightly Worn;<br>Functioning |  |
|              | Ext/Eject Test            | False                         |  |
| Locking      | Block Condition           | ---Select---                  |  |
|              | Lug Condition             | Slightly Worn;<br>Functioning |  |
|              | Notch Condition           | ---Select---                  |  |
| Overall      | Exterior Condition        | Slightly Worn;<br>Functioning |  |
|              | Stock Condition           | Slightly Worn;<br>Functioning |  |
|              | Fore End Condition        | ---Select---                  |  |
| Receiver     | Condition                 | Slightly Worn;<br>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 | Tests                     | False                         |  |
| Trigger      | Condition                 | Slightly Worn;<br>Functioning | VERY DIRTY/STICKY                                    |
|              | Pull                      | ---Select---                  | 7#   |



|                             |              |                 |                      |
|-----------------------------|--------------|-----------------|----------------------|
|                             | Altered      | False           |                      |
|                             | Sub-Assembly | M/700 Bolt Lock |                      |
| Non-Remington<br>Components | Description  |                 | TWO PIECE SCOPE BASE |



0265-340-67-365-0

Receipt Of Firearm(s) Delivered to the Plant for Repair  
Firearm Checked For Live Ammunition [ ]

File. 004680

7#  
0W7/12  
24"  
008

Delivery Date 12/27/12

1-126

Customer Name (Print) Michael McGovern

Address 1026 EAST HILL RD State NY Zip 12122  
MIDDLETOWN

Phone Number (516) - 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 brackets

Customer request: ACTION FAILURE - UNINITIATED DISCHARGE

Return Process Return to Clark St. Ent. [ ] 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 [Signature] Date 2/27/13  
person delivering firearm

Signature Ryan Flike Date 2/27/13  
security officer

Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
arms service / CSR

TRIG. ASSM DIRTY / STICKY  
TRIG. IS BUNDLED AND  
NOT RETURNING. UPGRADE  
TPA check over 1000  
UNDER BOLT LOCK  
PMS 92000 KOR  
820.00  
Quote

Customer Pick Up Verification

ed the above described firearm to the  
wfully possess a firearm in New York State.

\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_ PS 9098  
e same who delivered

\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
urning the firearm

RECEIVED  
AUG 06 2007

Serial Number: **6435872**

Model: **700**



RE00132066

Receipt Of Firearm  
Date 6/1/13

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**    Serial: 8435872 Model 700 Center Fire with 24 inch barrel Caliber: 243 WIN VARMINT BDL    Repairman: Dale Lewis  
 Verify Repair    Produced: 01/07/1972    Status: ApprovalHold 8/2/2007 3:22:06 PM

**Address Information**

Customer: ☐ Received From: ☒ Return To: ☐ Received From: ☐

Name: **MICHAEL OGORMAN**    **MICHAEL OGORMAN**

Address 1: **1026 EAST HILL ROAD**    **1026 EAST HILL ROAD**

Address 2:  PO Box:      PO Box:

City: **MIDDLEBURGH**    **MIDDLEBURGH**

State: **NY**    Zip Code: **12122**    Country: **US**    State: **NY**    Zip Code: **12122**    Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

| Contact / Condition | Problems     | Estimate | History / Status         | Shipping / Billing  |
|---------------------|--------------|----------|--------------------------|---------------------|
| Date                | Code         | User ID  | Desc1                    | Current Status      |
| 8/2/2007 8:28:48    | ReOpened     | pencerl  |                          | ApprovalHold        |
| 8/2/2007 8:26:53    | Expedite     | pencerl  | From: Product Services   | 8/2/2007 3:22:06 PM |
| 8/2/2007 3:16:06    | Estimate     | lewisdb  | Estimate Update          | lewisdb             |
| 8/2/2007 3:20:04    | Repairing    | System   | Immediate SAP Allocation | ApproveBack         |
| 8/2/2007 3:21:17    | Estimate     | lewisdb  | Estimate Update          | Repair Location     |
| 8/2/2007 3:21:28    | Expedite     | pencerl  | From: Repair Bench       | ILN                 |
| 8/2/2007 3:22:06    | Estimate     | lewisdb  | Estimate Update          | Current Location    |
| 8/2/2007 4:24:52    | ApprovalHold | BatchJob | Quotation Control        | ILN                 |
|                     |              |          |                          | Transfer Number     |

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

supryl 8/3/2007 8:39 AM CAPS NUM INS SCR

start    Inbox - Microsoft...    PS Hold Guns AS    Arms Services Rep...    2 - Microsoft Offi...    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<br>E bluewolfjo@charter.net |

## Incident Information

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

| 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 |



|              |                        |                            |                     |
|--------------|------------------------|----------------------------|---------------------|
| 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        |                     |



RECEIVED  
OCT 31 2007  
BY: *[Signature]*

PS 9102



1695



## Factory Repair Form

Return to Previous Page

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? <input type="checkbox"/> YES <input checked="" type="checkbox"/> 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:<br><input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.   |  |                                 |            |
| Please describe your problem and date of occurrence:<br>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.<br>Thanks, James Orton<br><div style="text-align: center; margin-top: 10px;"> <i>could not duplicate concern.<br/>             trig-set screws altered.<br/>             replace TPA, check over, clean.<br/>             At 1/2 nonmat cost. Good-will<br/>             gesture. Go-Ahead</i> </div> |  |                                 |            |
| 250 characters left  |  |                                 |            |
| Ammunition Information:  |  |                                 |            |
| Manufacturer: Remington  |  | Type: core-locked 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  |  |                                 |            |

 XS 12/98  
 2.5H  
 .015

e



|   |
|---|
| 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? <input checked="" type="checkbox"/> YES <input type="checkbox"/> 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  |
| <b>NOTE:</b> 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:<br><br>Remington Arms Co., Inc.<br>Attn: Arms Service Division<br>14 Hoefler Avenue<br>Ilion, NY 13357   |
| <p><b>Ⓢ WARNING:</b> 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.</p> <p>:: Record the serial number of your firearm before sending it.<br/>         :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ed.)<br/>         damage.<br/>         box. Shipments without a proper<br/>         Remington is not responsible for<br/>         se insurance from your carrier.</p> <p>you C.O.D. (To avoid C.O.D. Charges, please include your</p> <p>detailing the nature of the repair, applicable taxes and shipping.<br/>         can be paid by check, money order, or credit card (American<br/>         expedite repairs over \$75.00 by setting a pre-authorized amount<br/>         onically through Check21.</p> |

Number: **E6520132**

Model: **700**



**RE00135931**

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 Other Sites

*Remington*

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. *[Signature]* James Orton



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<br>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

| 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                     | Trigger                | ---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: 9800205 Model: 700 Center Fire Caliber: 3006  
 Verify Repair: ☐ Return To: ☐ Received From: ☐ Received From: ☐  
 Status: New 8/3/2007 1:53:39 PM

**Address Information**

Customer: ☐ Received From: ☐ Return To: ☐ Received From: ☐  
 Name: **RALPH PAGE** **RALPH PAGE**  
 Address 1: **18 VICKSBURG STATION** **18 VICKSBURG STATION**  
 Address 2:  PO Box:  PO Box:   
 City: **ST CHARLES** **ST CHARLES**  
 State: **MO** Zip Code: **63303** Country: **US** State: **MO** Zip Code: **63303** Country: **US**

FEL:

| Contact / Condition | Problems  | Estimate                             | History / Status          | Shipping / Billing  |
|---------------------|-----------|--------------------------------------|---------------------------|---------------------|
| Date                | User ID   | Desc1                                | Desc2                     | Current Status      |
| 7/31/2007 10:54     | skinnerjl | Repair Added                         |                           | New                 |
| 7/31/2007 12:05     | ArmEmail  | Repair Received                      | RICK.PAGE@SBCGLOB         | 8/3/2007 1:53:39 PM |
| 7/31/2007 12:05     | ArmEmail  | Receipt                              | RICK.PAGE@SBCGLOB         | Valentids           |
| 8/3/2007 1:53:39    | valentids | Repair information change            |                           | Product Services    |
| 8/3/2007 1:54:25    | valentids | From: Check In                       | To:                       | Repair Location     |
| 8/6/2007 10:31      | supryfl   | Address, Billing, or Ship Method Chg | from Approval Screen      | Current Location    |
| 8/6/2007 10:32      | supryfl   | Returned to Arms Service for repair  | Bolt Lock Modification Pr | Transfer Number     |

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

Repair Search Refresh Close

start | 8/3/2007 | 10:32 AM | CARS | NUM | RMS | SCBL | 10:32 AM

1443

Returned to Arms Service for  
bolt lock modification program 8/6/07

RECEIVED  
AUG 07 2007

BY: *[Signature]*

( PS 9107 )





## General Repair Form

Back to Repair Services

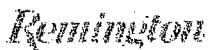
NOTE: Please complete and print this form, and then include it with your firearm

|   |           |                                 |  |
|---|-----------|---------------------------------|--|
| 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   |           |                                 |  |
| <b>Please describe your problem:</b><br>Gun Sometimes discharges when bolt is closed.<br><div style="text-align: right; margin-top: 10px;">Check# 5857<br/>\$20.00</div>  |           |                                 |  |
| PS I have enclosed \$ 20.00 to participate in the Safety Program.<br>Thanks, RWP  |           |                                 |  |
| 366 characters left   |           |                                 |  |
| <b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.   |           |                                 |  |
| <b>⚠ WARNING:</b> 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.<br>:: 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.)<br>:: Remove all accessories from your firearm to prevent loss or damage.<br>:: 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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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  |  |                                 |            |
| <b>Please describe your problem:</b><br>Gun sometimes discharges when bolt is closed.  |  |                                 |            |
| 455 characters left  |  |                                 |            |
| <b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.  |  |                                 |            |
| <b>Ⓢ WARNING:</b> 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.<br><br>:: Record the serial number of your firearm before sending it.<br>:: 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.)<br>:: Remove all accessories from your firearm to prevent loss or damage.<br>:: 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<br>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

| 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#  
KZ 5/15  
.008  
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

*David G. Pitts*

*Rifle  
Ser. # 6853496*

*30.06 BDL*

*will follow down. Trig Assm.  
is dirty + rusty Trig. is  
binding. replace TPA, check  
over, clean under bolt  
bolt program for \$22.00  
Quote*

RECEIVED  
JUL 30 2007

BY: *[Signature]*

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** Serial: 6853496 Model 700 Center Fire Caliber 30.06 SPRG Produced: 05/28/1975 Repairman: Status: New 7/25/2007 2:50:07 PM

Verify Repair

#### 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   | Current Status   |
| 7/25/2007 2:50:07   | New      | valentds | Repair Added  | New  |
| 7/25/2007 2:52:3    | Expedite | valentds | From: Check In  | 7/25/2007 2:50:07 PM   |
| 7/26/2007 8:42:5    | Comment  | supryll  | Returned to Arms Service for repair   | valentds   |
|                     |          |          | <input type="checkbox"/> Shipping Hold<br><input type="checkbox"/> Interface Hold<br><input type="checkbox"/> Estimate Sent<br><input type="checkbox"/> Parts Received<br><input type="checkbox"/> Passed Inspection<br><input type="checkbox"/> Return As Received<br><input type="checkbox"/> Has been Approved<br><input type="checkbox"/> Internal Repair | Product Services<br>Repair Location<br>ILN<br>Current Location<br>ILN<br>Transfer Number |

Repair Search Refresh Close

supryll 7/26/2007 8:43 AM CAPS NUM INS SCRI

start Inbox - Microsoft Out... Microsoft Word Arms Services Repair 8/14/2007 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                            |             |                   |                |
| S      | fired on bolt closing Concern:1008 Fired on Bolt Closing |             | Unknown           |                |
| 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 of 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 )



|  |  |                                 |                                  |                |
|--|--|---------------------------------|----------------------------------|----------------|
| <b>Case Information</b>                  |  |                                 |                                  |                |
| Date of Call                             | Incident Date                            | Pre Lit                         | Lit                              | Obsolete       |
| 11/20/07                                 |  |                                 |                                  |                |
| <b>Customer Information</b>              |  |                                 |                                  |                |
|  | Reporter (Age )                          | Incident (Age )                 |                                  |                |
| Name                                     | D J EAMNOR                               |                                 |                                  |                |
| Address                                  | 367 Davis Street                         |                                 |                                  |                |
| City, St Zip                             | West Memphis, LA 70392                   |                                 |                                  |                |
| Home                                     |  |                                 |                                  |                |
| Cell                                     | 318-381-4456                             |                                 |                                  |                |
| Work                                     |  |                                 |                                  |                |
| <b>Incident Information</b>              |  |                                 |                                  |                |
| Personal Injury <input type="checkbox"/> | Property Damage <input type="checkbox"/> | Safety <input type="checkbox"/> | Concern <input type="checkbox"/> |                |
| Nature of Injury:                        |  |                                 |                                  |                |
| Medical Treatment:                       |  |                                 |                                  |                |
| Claim:                                   |  |                                 |                                  |                |
| Incident: 700 FSK                        |  |                                 |                                  |                |
| Shot for oil                             |  |                                 |                                  |                |
| we replaced in 2003                      |  |                                 |                                  |                |
| took out this year                       |  |                                 |                                  |                |
| 17" + 18" shot went off when bolt closed |  |                                 |                                  |                |
| took all barrels out to oil              |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
| <b>Firearm Information</b>               |  |                                 |                                  |                |
| Manufacturer                             | Type of Action                           | Model/Cal. or Ga.               | Serial Number                    | Date of manuf. |
|  |  |                                 | 36293001                         |                |
| Date Purchased                           | Where Purchased                          | Original Owner                  |                                  |                |
|  |  |                                 |                                  |                |
| <b>Ammunition Information</b>            |  |                                 |                                  |                |
| Manufacturer                             | Caliber/ Gauge                           | Factory or Reloads              |                                  |                |
|  |  |                                 |                                  |                |
| Bullet type                              | Bullet wt.                               | Lot #                           |                                  |                |
|  |  |                                 |                                  |                |
| Additional Ammo Info:                    |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
| <b>Other Products Information</b>        |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |

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  
Consumer Affairs Administrator  
Remington Arms Company

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



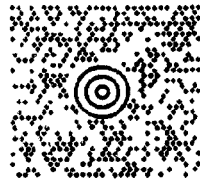
DJ RAYNER  
367 DAVIS JONES RD  
WEST MONROE LA 71292

10 LBS  
RS

1 OF 1

SHIP TO:

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

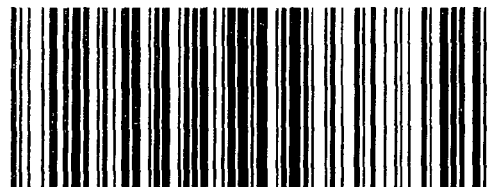


NY 135 0-01



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

LP2644 69.0A 07/2007



International Shipping Notice - Carriage remainder 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, technology or software were reported from the U.S. in accordance with the Export Administration Regulations. Shipment subject to U.S. law and regulations. For more information, call 1-800-752-7862.

( 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<br>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

| 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 SEAR CAM 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



RECEIVED  
DEC 23 2007  
BY: *[Signature]*

PS 9120



# 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? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO   |                                  |
| Name: Deborah Roberson  | Date of Purchase: 10/03          |
| Address (no PO Boxes):<br>7301 Tredawn Rd   |                                  |
| City: Balto.  | State: Md. Zip: 21220            |
| Phone (Daytime): 4436003472   | Fax: 4103357541                  |
| E-mail Address:<br><input type="checkbox"/> I would like to receive future e-mail updates from Remington.   |                                  |
| Please describe your problem:<br>Last winter I took this to Valley Gun Shop, the<br>firearm won't engage in the bolt until you turn off<br>the safety then when you turn off the safety<br>it fires. They told me they sent it to the<br>factory and charged me \$125.00 and now<br>it still does the same thing. This is the<br>4th Remington I have purchased and have never<br>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: <del>peridot pellets</del>   | Powder Weight: <del>100 gr</del> |
| Case/Hull Used:   | Primer Used:                     |
| Bullet Type/Shot Size:  | Reloader Used:                   |
| Firearms Care (Cleaning and Lubrication)  |                                  |
| Brand of cleaning solution used: Breakfree 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?  |           |
| <input type="checkbox"/> YES <input checked="" type="checkbox"/> 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:<br><br><b>REMINGTON ARMS CO., INC</b><br><br><b>ATTN: Arms Service Division</b><br><b>14 Hoefler Ave</b><br><b>Ilion, NY 13357</b>  |           |
| <b>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.</b>  |           |
| :: Record the serial number of your firearm before sending it.<br>:: 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.)<br>:: Remove all accessories from your firearm to prevent loss or damage.<br>:: 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 purchase 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 or estimate. Repairs can be paid by check, money order, or VISA). If you wish, you can expedite repairs over billed to your credit card.

Serial Number:

**ML221048**

Model: **700ML**



**RE00137162**

Trig. Assm is rusted + dirty  
causing trigger + sear arm  
to bind. Replace TPA, check out, up and  
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<br>E stwtorpedo@snowcrest.net |

## Incident Information

| Claims | Codes                      | Repair Est.                        | Medical Treatment | Medical Status |
|--------|----------------------------|------------------------------------|-------------------|----------------|
| PI     |                            |                                    |                   |                |
| PD     | Cause:4038                 | Could Not Duplicate Concern        |                   |                |
| S      | Fired when safety released | Concern:1007 Fired on Safe Release | Unknown           |                |
| 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

4.5H  
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](mailto:stwtorpedo@snowcrest.net)

Serial  
Number:

B6500397

Model: 700



RE00135005

5005  
could not duplicate concern.  
Trig. Assm. Dirty & sticky  
sear work suggest.  
check over, clean, replace  
TPA At 1/2 normal cost.  
Quote

( 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 Serial: 86500397 Model 700 Center Fire Caliber 300 WIN-MAG Produced: 10/20/1983 Repairman: Chuck Dekanek Status: Approval Hold: 10/12/2007 10:22:27 AM

Verify Repair:

Address Information

Customer: SHOOT THE WORKS Received From: SHOOT THE WORKS Return To: SHOOT THE WORKS

Name: SHOOT THE WORKS

Address 1: 4266 COUNTY ROAD MM Address 2: PO Box

City: 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                     | Current Status         |
|------------------|---------------|-----------|---------------------------|------------------------|
| 10/5/2007 10:45  | New           | skinnertl | Repair Added              | Approval Hold          |
| 10/5/2007 12:05  | EmailSent     | ArmEmail  | Repair Received           | 10/12/2007 10:22:27 AM |
| 10/5/2007 12:05  | EmailVerified | ArmEmail  | Receipt                   | dekanekcg              |
| 10/10/2007 11:11 | Update        | valentds  | Repair information change | Repair Bench           |
| 10/10/2007 11:11 | Expedite      | valentds  | From: Check In            | Repair Location        |
| 10/10/2007 11:11 | Update        | valentds  | Repair information change | ILN                    |
| 10/11/2007 9:37  | Expedite      | pencerl   | From: Check In            | Current Location       |
| 10/12/2007 10:11 | Estimate      | dekanekcg | Estimate Update           | ILN                    |

Shipping / Billing

Shipping Hold

InterFace Hold

Estimate Sent

Parts Received

Passed Inspection

Return As Received

Has been Approved

Internal Repair

Transfer Number

Repair Search Refresh Close

suprvll 10/12/2007 10:35 AM CAPS NUM INS SCRL

stan Inbox - Microsoft Outlook Microsoft Excel Search for a Serial Number 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<br>F 307-857-5438 |

## Incident Information

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

| Settlement        | Release of Claims       | Release Date            | Rembursement | 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 scope - Date 10-16-07

Serial # G6571672

Customer RMS

Phone                     

Shipping                     

Serial  
Number:

**G6571672**

Model: **700**



**RE00135795**

Returned To:

REMINGTON  
14 HOFFER AVE  
Willow NY 13357

could not duplicate concern.  
replace + PA, check over, clean  
AT N/C Good-will gesture.  
to restore confidence in  
Rifle.

RA #                     

Reason For Return

GUN GOES OFF WHEN  
SAFETY IS TAKEN OFF REPAIR  
AND RETURN  
Michael Chen

#230445

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 )



RECEIVED  
OCT 31 2007  
BY: *[Signature]*

( 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<br>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          |                       |
|              | Tests                  | Test Fired                     | False                 |
| Feeding Test | Tests                  | 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<br>E karlfarmer@aol.com |

## Incident Information

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

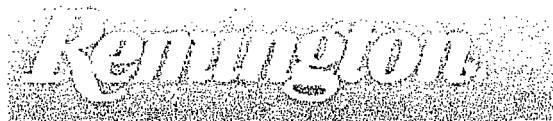
PS 9133



|                          |                        |                            |                                 |
|--------------------------|------------------------|----------------------------|---------------------------------|
| 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 )





DA 7/80  
3#  
22"  
004

## 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: KARL.FARMER@AOL.COM   |                                 |
| Please describe your problem:   |                                 |
| <p>Gun went off when safety was released.<br/>I readjusted trigger - gave it a heavier pull &amp; put in a little backlash.<br/>It is not my favorite trigger - I don't like having backlash.<br/>I WANT SAFETY modification</p>  |                                 |
| 500 characters left   |                                 |
| NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.  |                                 |
| <p><b>Ⓢ 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.</b></p>  |                                 |
| <p>Record the serial number of your firearm before sending it.<br/>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.)<br/>Remove all accessories from your firearm to prevent loss or damage.<br/>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.</p> |                                 |

127298

RECEIVED  
APR 03 2007  
BY: [Signature]

Serial Number:

A6887381

Model: 700



RE00127298

Legal Notices

Could not duplicate concern.

Remington

Trig. set screws altered  
replace TPA, check over, clean  
under Bolt lock program  
Ron \$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<br>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

| 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, &amp; 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 |                                 |
|                          |                        |                            |                                 |
| Feeding Test             | Tests                  | Test Fired                 | False                           |
|                          |                        | 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 )



1521

| 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 Dan-02 Rd.                          |  |                                  |                |
| City, St Zip                             | Columbia, SC 29204                       |  |                                  |                |
| Home                                     |  |  |                                  |                |
| Cell                                     | 803-331-3974                             |  |                                  |                |
| Work                                     | 803-788-5520 x 311                       |  |                                  |                |
|  |  |  |                                  |                |
| Incident Information                     |  |  |                                  |                |
| Personal Injury <input type="checkbox"/> | Property Damage <input type="checkbox"/> | Safety <input checked="" type="checkbox"/> | Concern <input type="checkbox"/> |                |
| Nature of Injury:                        |  |  |                                  |                |
| Medical Treatment:                       |  |  |                                  |                |
| Claim:                                   |  |  |                                  |                |
| Incident:                                |  |  |                                  |                |
| FSR                                      |  |  |                                  |                |
| box- 865227                              |  |  |                                  |                |
| Wine Storage                             |  |  |                                  |                |
|  |  |  |                                  |                |
|  |  |  |                                  |                |
| Firearm Information                      |  |  |                                  |                |
| Manufacturer                             | Type of Action                           | Model/Cal. or Ga.                          | Serial Number                    | Date of manuf. |
| Rem.                                     | BA                                       | 700/30-06                                  | 242635                           | 4.06.07        |
| 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  
Consumer Affairs Administrator  
Remington Arms Company

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

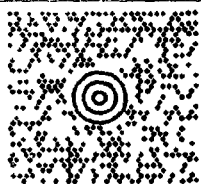


GEORGE SMITH  
2003 DALLOZ RD  
COLUMBIA SC 29204

12 LBS  
RS

1 OF 1

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

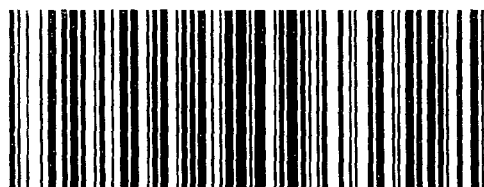


NY 135 0-01



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

MS 9.0.49

LP2844 69.0R 07/2007



International Shipping Notice: Carriage (insider) may be subject to the rules relating to liability and other terms and conditions established by the Commission for the unification of certain Rules relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Carriage of the International Carriage of Goods by Road (the "CMR Convention"). These Conventions, together with the rules established by the United Nations Convention on the Carriage of Goods by Air (the "Cairo Convention") and the Convention on the Carriage of Goods by Road (the "CMR Convention") are hereby incorporated into this contract. For shipping prices, call 1-800-757-7597.

PS 9140



# Remington®

1527

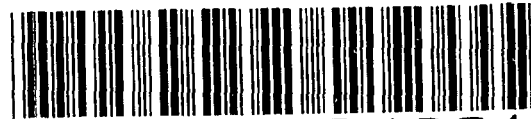
22"  
EN 10/66  
3#  
007

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  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789

Fax: 336-548-7890

E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

could not duplicate concern  
Trig. set screws altered.  
Replace TPA, check over, clean  
under bolt lock program  
~~Remington~~ AT N/C  
#230145



# 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? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO  |                           |            |
| Name: George Smith   | Date of Purchase: 11-2006 |            |
| Address (no PO Boxes): 2003 Dalloz Rd.   |                           |            |
| City: Columbia   | State: SC                 | Zip: 29204 |
| Phone (Daytime): 803-788-5520 x311   | Fax:                      |            |
| E-mail Address:<br><input checked="" type="checkbox"/> would like to receive future e-mail updates from Remington. <i>gunman@bellsouth.net</i> |                           |            |
| Please describe your problem:<br>Rifle Discharged upon Disengagement<br>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: <i>Firearm 3</i> new to me, recent purchase   |                           |            |
| How often do you clean the bore? (Months or Number of rounds) 11   |                           |            |
| How often do you clean the action? (Months or Number of rounds) 11   |                           |            |
| How often do you clean the trigger assembly? (Months or Number of rounds) 11   |                           |            |
| Brand of lubricant used: <i>Rem oil</i>  |                           |            |

( PS 9142 )



|   |  |
|---|--|
| How often do you lubricate the bore? (Months or Number of rounds)   | <i>Recent purchase</i>                 |
| How often do you lubricate the action? (Months or Number of rounds)   | <i>11</i>                              |
| How often do you lubricate the trigger assembly? (Months or Number of rounds)   | <i>11</i>                              |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?   |  |
| <input type="checkbox"/> YES  | <input checked="" type="checkbox"/> NO |
| Comments:   |  |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>I don't know.</i>  |  |
| What were the services performed?   |  |
| Ship your <b>INSURED</b> firearm by either <b>UPS</b> or <b>Parcel Post</b> to:   |  |
| <b>REMINGTON ARMS CO., INC</b><br><br><b>ATTN: Arms Service Division</b><br><b>14 Hoefler Ave</b><br><b>Ilion, NY 13357</b>   |  |
| <p><b>⚠ 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.</b></p> <p><b>:: Record the serial number of your firearm before sending it.</b></p> <p><b>:: 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.)</b></p> <p><b>:: Remove all accessories from your firearm to prevent loss or damage.</b></p> <p><b>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</b></p> <p><b>:: 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.</b></p> <p>Charge repairs will be processed using the following guidelines:</p> <p><b>:: 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)</b></p> <p><b>:: 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.</b></p> |  |



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 Serial: 242635 Model: 700 Center Fire Caliber: 30 Repairman: 06 SPRG Status: New 9/25/2007 9:59:10 AM

Verify Repair

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 State: 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      | skinnerit | Repair Added                      |                    |
| 9/25/2007 9:57:5    | Update   | valentids | Repair information change         |                    |
| 9/25/2007 9:59:1    | Update   | valentids | Repair information change         |                    |
| 9/25/2007 9:59:5    | Expedite | valentids | 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  
valentids  
Repair Bench  
Repair Location  
ILN  
Current Location  
ILN  
Transfer Number

Repair Search Refresh Close

supryl 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 No 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                   |             |                   |                |
| S      | fired on safe release Concern:1007 Fired on Safe Release |             | Unknown           |                |
| 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

| 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 )



start
Inbox - Microsoft Outlook
Microsoft Excel
Current Cases - Micro
Arms Services Repair
0:55 AM



L22/05  
S.S.#  
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? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |  |                             |            |
| Name: John Smithkin   |  | Date of Purchase: Fall 2006 |            |
| Address (no PO Boxes):<br>41 Church St  |  |                             |            |
| City: Verona  |  | State: VA                   | Zip: 24482 |
| Phone (Daytime):  |  | Fax:                        |            |
| E-mail Address:   |  |                             |            |
| <input type="checkbox"/> I would like to receive future e-mail updates from Remington.          |  |                             |            |
| Please describe your problem: Clicked safety off and gun fired                                  |  |                             |            |
|   |  |                             |            |
|   |  |                             |            |
|   |  |                             |            |
|   |  |                             |            |
|   |  |                             |            |
| Ammunition Information:   |  |                             |            |
| Manufacturer: Remington   |  | Type: 270 WSM               |            |
| Other (i.e. bullet weight/type, shot size, powder):   |  | 130 gr Core Lock PSP        |            |
| 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)                                   |  | 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: Hoopes / Outcros   |  |                             |            |

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?  |  |
| <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO  |  |
| Comments:  |  |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?  |  |
| What were the services performed?  |  |
| NA   |  |
| Ship your <b>INSURED</b> firearm by either <b>UPS</b> or <b>Parcel Post</b> to:  |  |
| <b>REMINGTON ARMS CO., INC</b><br><b>ATTN: Arms Service Division</b><br><b>14 Hoefler Ave</b><br><b>Ilion, NY 13357</b>  |  |
| <p><b>⚠ 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.</b></p> <p>             :: Record the serial number of your firearm before sending it.<br/>             :: 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.)<br/>             :: Remove all accessories from your firearm to prevent loss or damage.<br/>             :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.<br/>             :: Ship your <b>INSURED</b> firearm by either <b>UPS</b> or <b>Parcel Post</b>. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.         </p> <p>Charge repairs will be processed using the following guidelines:</p> |  |

Serial Number:

**G6470824**

Model: **700**



**RE00138016**

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.

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<br>W 803-313-2327<br>C 803-246-5056 |

## Incident Information

| Claims                  | Codes                              | Repair Est. | Medical Treatment | Medical Status |
|-------------------------|------------------------------------|-------------|-------------------|----------------|
| PI                      |                                    |             |                   |                |
| PD truck                | Cause:4014 Defective Parts         |             | Unknown           |                |
| S Fired on safe release | Concern:1007 Fired on Safe Release |             |                   |                |
| C                       |                                    |             |                   |                |

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

| 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 )



supriyl 12/18/2007 8:05 AM CAPS NUM INS SCR



1808

# 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?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> 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: Lenoir   | State: S.C.                                       | Zip: 29720 |
| Phone (Daytime): 313-2327 (shop)   | Fax: 313-2327                                     |            |
| E-mail Address: 803-246-5054 (cell) 803-283-9128 (Home)  |   |            |
| <input type="checkbox"/> 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 powder                                     |   |            |
| 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: Hopp  |   |            |
| How often do you clean the bore? (Months or Number of rounds) 2 or 3 times 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

over

AR 3/97  
2.5"  
24"



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 Division**

**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 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  
repair 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 TPA, check over clean*

*AT N/C #230145*

( PS 9154 )



1900  
**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](mailto:fred.supry@remington.com)

12/3/2007

( 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  
Consumer Affairs Administrator  
Remington Arms Company

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

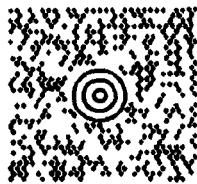


JEFF SNIPES  
114 OLD WATERWORKS RD  
LANCASTER SC 29720

10 LBS  
RS

1 OF 1

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

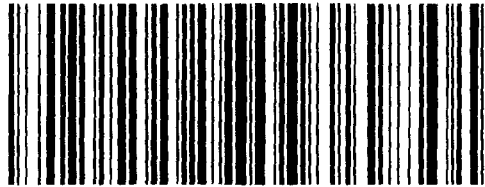


NY 135 0-01



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 and insurance may be subject to the rules relating to liability and other terms and conditions established by the Commission 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 prohibited. © 2007 UPS. For shipping details, call 1-800-752-7562. UPS® Retail 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  |                   |                |
| S      | fires on safe release | Concern:1007 Fired on Safe Release | Unknown           |                |
| 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

| 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** Serial: **ML235721** Model: **700ML** Center Fire Caliber: **50:5YN** Produced: **01/17/2001** Repairman: Status: **New 8/8/2007 1:49:44 PM**

Verify Repair

**Address Information**

Customer: ☒ Received From Return To: ☒ Received From

Name: **RONALD SONNENTAG** **RONALD SONNENTAG**

Address 1: **5472 HWY 8** **5472 HWY 8**

Address 2: **PO Box 281** **PO Box 281**

City: **LADONA** **LADONA**

State: **WI** Zip Code: **54541** Country: **US** State: **WI** Zip Code: **54541** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

| Contact / Condition | Problems | Estimate  | History / Status                    | Shipping / Billing  |
|---------------------|----------|-----------|-------------------------------------|---------------------|
| Date                | Code     | User ID   | Desc                                | Current Status      |
| 8/2/2007 4:01:22    | New      | skinnerll | Repair Added                        | New                 |
| 8/8/2007 1:49:44    | Update   | valentids | Repair information change           | 8/8/2007 1:49:44 PM |
| 8/8/2007 1:51:22    | Expedite | valentids | From: Check In To:                  | valentids           |
| 8/9/2007 10:49:1    | Comment  | supryll   | Returned to Arms Service for repair | Product Services    |
|                     |          |           |                                     | Repair Location     |
|                     |          |           |                                     | ILN                 |
|                     |          |           |                                     | Current Location    |
|                     |          |           |                                     | ILN                 |
|                     |          |           |                                     | Transfer Number     |

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

**Repair Search** **Refresh** **Close**

supryll 8/9/2007 10:49 AM BARS NUM INS SCRL

start Inbox - Microsoft O Arms Services Repa Microsoft Word Microsoft Excel - PS Enter New Case - M 10:49 AM



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<br>E southdd@juno.com |

## Incident Information

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

| 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<br>Components | Description  |                 | TWO PIECE SCOPE BASE,HARD CASE |



|  |
|--|
| <b>Reference #</b><br>071019-000060                  |
| <b>Status</b><br>Unresolved                          |
| <b>Assigned to</b><br>Not specified                  |
| <b>Topic</b><br>Firearms                             |
| <b>SLA</b><br>Not specified                          |
| <b>Queue</b><br>CSR                                  |
| <b>Date Created</b><br>10/19/2007 02:32 PM           |
| <b>Initial Response</b><br>None                      |
| <b>Last Updated</b><br>10/19/2007 02:32 PM           |
| <b>Customer SmartSense</b><br>+1 (on -3 to +3 scale) |
| <b>Staff SmartSense</b><br>0 (on -3 to +3 scale)     |

## Help with BDL 30.06

### 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:**

### Additional Information

**Model\_Number:** BDL 30.06 manufactured about 1974

4840 1) Forest wry  
 Idaho Falls, ID 83401  
 208-526-2227

10/22 11:50 AM

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  
Consumer Affairs Administrator  
Remington Arms Company

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

( PS 9166 )

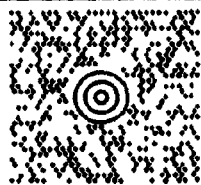


DAVID SOUTHWICK  
4840 N FOREST WAY  
IDAHO FALLS ID 83401

12 LBS  
RS

1 OF 1

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

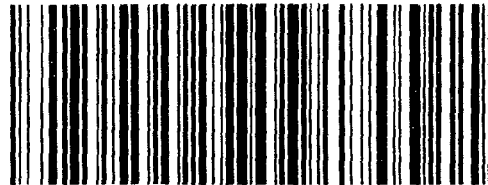


NY 135 0-01



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

US 9.0.49

LP2442 69 DA 07/2007



International Shipping Notice - Carrier's service may be subject to the rules, rates and other terms and 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, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Division Control, U.S. Customs and Border Protection, United States Customs, Washington, DC. For shipping prices, call 1-800-705-7962.

4XX596 OCT 24, 2007 ALL CURR USD 1 OF 1  
SERVICE GND COM ACT WT 12.0 LBS  
TRACKING# 1Z4XX5969065108579  
REF 1: DAVID SOUTHWICK/LW  
REF 2: REF#: 6675077

HANDLING CHARGE 0.00

SINGLE-PIECE PUB RATE CHRG:

|                   |              |         |
|-------------------|--------------|---------|
| 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** Serial: 6675077 Model 700 Center Fire Caliber 30.06 SPRG Produced: 05/07/1974 Repairman: Status: New 11/9/2007 10:13:30 AM

Verify Repair

**Address Information**

Customer: Received From Return To: Received From

Name: **DAVID SOUTHWICK**

Address 1: **4840 N FOREST WAY**

Address 2: PO Box

City: **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                          | Current Status        |
| 11/7/2007 9:26:4    | skinnerl | Repair Added              |                                | New                   |
| 11/9/2007 10:13     | valentds | Repair information change |                                | 11/9/2007 10:13:30 AM |
| 11/12/2007 10:0     | supryll  | Returned to AS for repair | Bolt Lock Modification Program | valentds              |
|                     |          |                           |                                | Check In              |
|                     |          |                           |                                | Repair Location       |
|                     |          |                           |                                | IN                    |
|                     |          |                           |                                | Current Location      |
|                     |          |                           |                                | IN                    |
|                     |          |                           |                                | Transfer Number       |
|                     |          |                           |                                |                       |

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

Repair Search Refresh Close

supryll 11/12/2007 10:03 AM CAS NUM INS SCRL

start Inbox - Microsoft Out... Microsoft Word Microsoft Excel Arms Services Repair 10:03 AM

RECEIVED  
NOV 13 2007  
BY: *[Signature]*

( PS 9168 )



# Remington®

1672  
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](mailto:laura.watson@remington.com)

Serial Number: **6675077**

Model: **700**



**RE00136477**

TRIG. ASSM. DIRTY/RUSTY  
TRIGGER BINDING. replace  
TPA, check over, clean  
under BOLT work program  
for \$ 20.00  
Quote



# 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?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO  |  |                                |            |
| Name: DAVID D. Southwick  |  | Date of Purchase: Summer of 74 |            |
| Address (no PO Boxes): 4840 N. Forest Way<br>Idaho Falls, Id 83401  |  |                                |            |
| City: Idaho Falls   |  | State: ID                      | Zip: 83401 |
| Phone (Daytime): (208) 526-2227   |  | Fax:                           |            |
| E-mail Address:<br><input type="checkbox"/> 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)   |  |                                |            |
|   |  |                                |            |
| Brand of lubricant used: Outers   |  |                                |            |

( PS 9170 )



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 Division**

**14 Hoeftler 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.



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<br>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

AY3/04  
7A  
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? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO  |  | Dealer  |            |
| Name: Sportsman Outfitters   |  | Date of Purchase: Shipped to us 3-9-07  |            |
| Address (no PO Boxes): 526 East State St   |  |   |            |
| City: Knoxville  |  | State: TN   | Zip: 37232 |
| Phone (Daytime): 8147975253  |  | Fax: 8147975777   |            |
| E-mail Address:  |  |   |            |
| <input checked="" type="checkbox"/> 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: replaced cracked stock could not dupl. carte replace TPA, check one AT N/C #230145 |            |
| Care (Cleaning and Lubrication):   |  |   |            |
| 0612987  |  | 700   |            |
| f rounds)  |  | TO restore confidence   |            |
| of rounds)   |  |   |            |
| or Number of rounds)   |  |   |            |

Serial Number:

**D66 12987**

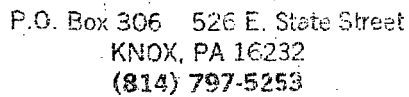
**Model: 700**



RE00138297

( PS 9173 )





\$75.00 by setting a pre-authorized amount that can be billed to your credit card.

ure of the repair, applicable taxes  
be paid by check, money order,  
you can expedite repairs over

PS 9174



## Repair Inquiry

Repair Number: RE00138297

Serial: D6612987; Model 700; Center Fire; Caliber:  
270 WIN Produced: 03/01/2004

Repairman:

Status:

New 12/14/2007 9:48:19 AM

Verify Repair:

## Address Information

Customer:

☒ Received From

Return To:

☐ Received From

Name: SPORTSMEN OUTFITTERS

SPORTSMEN OUTFITTERS

Address 1: 526 E. STATE ST.

526 E. STATE ST.

Address 2:

PO Box:

PO Box:

City: KNOX

KNOX

State: PA

Zip Code: 16232

Country: US

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

supivill

12/18/2007

8:07 AM

CAPS

NUM

HNS

SBRF



Inbox - Microsoft Out...

Microsoft Excel - PS H...

Arms Services Repair

Case Mgmt - Microsof...

9:07 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<br>C 515-212-9155<br>E jdswore@hotmail.com |

Incident Information

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

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

| 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 )







# Remington®

1725

24"  
35 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  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890

E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

TRIG. ASSM dirty and causing  
TRIG. to BIND, not return  
aphic TPA, check over, clean  
AT 1/2 normal changes.  
Quote



# 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? <input checked="" type="checkbox"/> YES <input type="checkbox"/> 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:<br><input type="checkbox"/> 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 |                               |            |
| Ammunition Information: I PUSHED THE SAFETY OFF. GUN FIRED.  |                               |            |
| 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  |                               |            |



|   |  |
|---|--|
| How often do you lubricate the bore? (Months or Number of rounds)   | <i>Every 3 or 4 Rounds</i>             |
| 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?   |  |
| <input type="checkbox"/> YES  | <input checked="" type="checkbox"/> NO |
| Comments:   |  |
|   |  |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?   | <i>NEVER</i>                           |
| What were the services performed?   |  |
|   |  |
| Ship your INSURED firearm by either UPS or Parcel Post to:  |  |
| <b>REMINGTON ARMS CO., INC</b><br><b>ATTN: Arms Service Division</b><br><b>14 Hoefler Ave</b><br><b>Ilion, NY 13357</b>   |  |
| <p><b>⚠ 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.</b></p> <p> <b>:: Record the serial number of your firearm before sending it.</b><br/> <b>:: 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.)</b><br/> <b>:: Remove all accessories from your firearm to prevent loss or damage.</b><br/> <b>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</b><br/> <b>:: 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.</b> </p> <p>Charge repairs will be processed using the following guidelines:</p> <p> <b>:: 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)</b><br/> <b>:: 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.</b> </p> |  |

( 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)

## 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:** jdsware@hotmail.com

**Password:**

**Title:**

**Contact Type:**

**Email:** jdsware@hotmail.com

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### Additional Information

**Model Number:** 700ML

**Serial Number:** ML205461

113 Marshall St

Boone, IA 50036

515-432-6393H

515-212-9155C

11/6/07 lmsg 2:35

- Safety off + gun wen. off
- No trigger work
- blistered thumb

- box 877870

- ARS





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  
Consumer Affairs Administrator  
Remington Arms Company

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



PS 9184

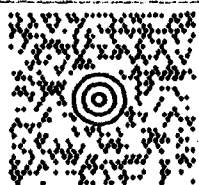
JERRY SWORE  
113 MARSHALL ST  
BOONE IA 50036

12 LBS  
RS

1 OF 1

SHIP TO:

ATTN: PRODUCT SERVICES  
REMINGTON ARMS CO INC  
14 HOEFER AVE  
ILION NY 13357

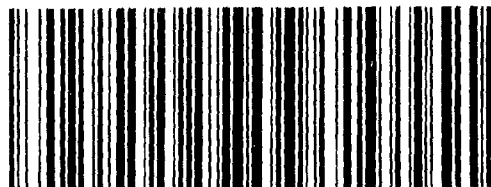


NY 135 0-01



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: Shipments from the U.S. are subject to the rules relating to liability and other terms and 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 rates, call 1-800-757-3256. United Parcel Service of America, Inc.



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  |           | 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

| 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<br>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 \_\_\_\_\_

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 700                 |            |       |
|          | S/N 30387                 |            |       |
|          | RIFLE FIRES WHEN BOLT IS  |            |       |
|          | CLOSED. REPAIR OR REPLACE |            |       |
|          | AS NECESSARY              |            |       |

THANK YOU

MIKE DELION

could not duplicate concern

TE19. ASSM VERY DARK + STICKY

hooked TPA, check every 1/2 turn

under bolt could progress RAR

\$20.00

make

Serial Number:

30387

Model: 700



RE00132698

FAX 361-854-6920

PS 9188

ORDERED BY







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<br>3919 Sugarloaf Dr. | Monrovia | MD    | 21770 |     | H 301-765-9230<br>C 301-514-1274 |

## Incident Information

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

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

| 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;<br>Functioning |                       |
| Bolt         | Firing Pin             | Slightly Worn;<br>Functioning |                       |
|              | Shroud                 | Slightly Worn;<br>Functioning |                       |
|              | Face                   | Slightly Worn;<br>Functioning |                       |
|              | Handle                 | Slightly Worn;<br>Functioning |                       |
|              | Stop                   | Slightly Worn;<br>Functioning |                       |
| Extractor    | Condition              | Slightly Worn;<br>Functioning |                       |
|              | Cut Condition          | Slightly Worn;<br>Functioning |                       |
|              | Ext/Eject Test         | False                         |                       |
| Locking      | Block Condition        | ---Select---                  |                       |
|              | Lug Condition          | Slightly Worn;<br>Functioning |                       |
|              | Notch Condition        | ---Select---                  |                       |
| Overall      | Exterior Condition     | Slightly Worn;<br>Functioning |                       |
|              | Stock Condition        | Slightly Worn;<br>Functioning |                       |
|              | Fore End Condition     | ---Select---                  |                       |
| Receiver     | Condition              | Slightly Worn;<br>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         |                       |
| Feeding Test | Tests                  | Test Fired                    | False                 |
|              |                        | False                         |                       |
| Trigger      | Condition              | Slightly Worn;<br>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  
IS IN THE FIRE POSITION AND WILL  
NOT GO ON THE SAFE POSITION  
WHEN BOLT IS OPENED AND CLOSED  
THE GUN WILL FIRE

015  
2.5"  
22"  
KL 5/91

132522

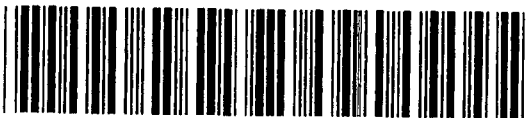
HAROLD THOMAS  
P O BOX 68  
3919 SUGARLOAF DR  
MONROVIA MD 21770

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 SEATS TO STICK TO  
SIDE PLATES. REPLACE TPA, check over,  
clean at 1/2 normal cost.

Quote

RECEIVED  
AUG 21 2007

BY: \_\_\_\_\_

( 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** Serial: C6653555 Model: 700 Center Fire Caliber 7MM-08 REM Produced: 06/03/1991 Repairman: Status: New 8/16/2007 2:26:39 PM

Verify Repair

**Address Information**

Customer: ☒ Received From Return To: ☐ Received From

Name: **HAROLD THOMAS** **HAROLD THOMAS**

Address 1: **3919 SUGARLOAF DR** **3919 SUGARLOAF DR**

Address 2: **PO Box** **PO Box**

City: **MONROVIA** **MONROVIA**

State: **MD** Zip Code: **21770** Country: **US** State: **MD** Zip Code: **21770** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

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

| Date             | Code     | User ID      | Desc1                               | Des | Shipping Hold            | Current Status       |
|------------------|----------|--------------|-------------------------------------|-----|--------------------------|----------------------|
| 8/10/2007 5:24:5 | New      | skinnerll    | Repair Added                        |     | <input type="checkbox"/> | New                  |
| 8/15/2007 4:35:4 | Comment  | poindexterij | Consumer Contact for Repair Status  |     | <input type="checkbox"/> | 8/16/2007 2:26:39 PM |
| 8/16/2007 2:26:3 | Update   | valentds     | Repair information change           |     | <input type="checkbox"/> | valentds             |
| 8/16/2007 2:27:4 | Expedite | valentds     | From: Check In                      | To: | <input type="checkbox"/> | Product Services     |
| 8/20/2007 9:35:5 | Comment  | ardenep      | Consumer Contact for Repair Status  |     | <input type="checkbox"/> | Repair Location      |
| 8/20/2007 1:09:5 | Comment  | supryll      | Returned to Arms Service for repair |     | <input type="checkbox"/> | JEN                  |
|                  |          |              |                                     |     | <input type="checkbox"/> | Current Location     |
|                  |          |              |                                     |     | <input type="checkbox"/> | JEN                  |
|                  |          |              |                                     |     | <input type="checkbox"/> | Transfer Number      |

Repair Search Refresh Close

supryll 8/20/2007 1:10 PM C4PS NUM JNS SCR

start Inbox - Micros Arms Services Enter New Cas Search for a S Microsoft Word Microsoft Excel 1:10 PM



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<br>F 678-513-7414<br>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

| 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          |                       |
|              |                        | Test Fired                     | False                 |
| Feeding Test | Tests                  | 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 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

Verify Repair

Address Information

Customer: Received From Return To Received From

Name: JASON THOMAS

Address 1: 2866 CROSS CREEK DRIVE

Address 2: PO Box:

City: CUMMING

State: GA Zip Code: 30040 Country: US

State: GA Zip Code: 30040 Country: US

FFL:

| Contact / Condition | Problems | Estimate  | History / Status          | Shipping / Billing |
|---------------------|----------|-----------|---------------------------|--------------------|
| Date                | Code     | User ID   | Desc 1                    | Des                |
| 11/30/2007 1:25     | New      | skinnerll | Repair Added              |                    |
| 12/6/2007 12:54     | Update   | valentds  | Repair information change |                    |
| 12/6/2007 12:55     | Expedite | valentds  | From Check In             |                    |
| 12/7/2007 9:40      | Comment  | supryll   | 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

supryll 12/7/2007 9:40 AM CAPS NUM IINS SCRI

start Inbox - Microsoft Out Arms Services Repair Current Cases - Micro Microsoft Excel - PS 11 9:40 AM

( PS 9197 )



1834

# 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?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> 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:<br><input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. JTCobra93@AOL.com   |  |                                  |            |
| Please describe your problem:<br>When you fire the gun and the pin stays in after you chamber another shell you eject the good shell and chamber the third shell and switch from safety to fire the gun goes off.<br><br>Not SAFE! |  |                                  |            |
| Ammunition Information:  |  |                                  |            |
| Manufacturer: Remington  |  | Type: 700                        |            |
| 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): 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:   |  |                                  |            |

KUS/01  
4.5#  
24"  
013

137677



|  |
|--|
| 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?<br><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| Comments:  |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>Never</i>   |
| What were the services performed?  |
| Ship your <b>INSURED</b> firearm by either <b>UPS</b> or <b>Parcel Post</b> to:  |
| <b>REMINGTON ARMS CO., INC</b><br><br><b>ATTN: Arms Service Division</b><br><b>14 Hoefler Ave</b><br><b>Ilion, NY 13357</b>  |

**⚠ 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 billed to your credit card.

Serial Number:

**E6741165**

Model: **700**



**RE00137677**

*could not duplicate concern*  
 TRIG ASSM. RUSTY + STICKY CAUSING  
 PARTS TO STICK/BIND.  
 Rep lace 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<br>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

| 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      |                        |
|              | 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 Non-Bolt Lock        |                        |

( PS 9201 )



130863

1388

June 22, 2007

D1 9/81  
5.5#  
.013  
22"

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

Contact Information:

Michael Turner  
137 JR Ballard Ln.  
Bardstown, KY 40004

Phone Number:  
(502) 460-0769

Email Address:  
michael.turner@wku.edu

Serial Number: C6298768

Model: 700



RE00130863

TRIG-ASSM. SET SCREWS  
ALTERED. TRIG-ASSM. DIRTY  
& STICKY. REPLACE TPA,  
CHECK OVEN, CLEAN AT 1/2  
NORMAL CHANGE.  
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** Serial: C6298768 - Model 700 - Center Fire Caliber 270 WIN Produced: 09/20/1988 Repairman: Status: New 6/29/2007 11:25:50 AM

Verify Repair

**Address Information**

Customer: ☒ Received From Return To: ☐ Received From

Name: **MICHAEL TURNER** **MICHAEL TURNER**

Address 1: **1137 JR BALLARD LN** **1137 JR BALLARD LN**

Address 2: **PO Box:** **PO Box:**

City: **BARDSTOWN** **BARDSTOWN**

State: **KY** Zip Code: **40004** Country: **US** State: **KY** Zip Code: **40004** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

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

| Date             | Code     | User ID   | Desc1                               | Des |
|------------------|----------|-----------|-------------------------------------|-----|
| 6/26/2007 1:26:2 | New      | willamss  | Repair Added                        |     |
| 6/26/2007 1:27:5 | Update   | willamss  | Repair information change           |     |
| 6/29/2007 11:25: | Update   | valentids | Repair information change           |     |
| 6/29/2007 11:29: | Expedite | valentids | From: Check In                      | To: |
| 7/9/2007 3:00:52 | 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 6/29/2007 11:25:50 AM

Valentids

Product Services

Repair Location: **ILN**

Current Location: **ILN**

Transfer Number:

**Repair Search** **Refresh** **Close**

supryll 7/9/2007 3:00 AM CAPS NUM INS SCRL

start | Inbox - Micro | Search for a... | Microsoft Word | Arms Services | Microsoft Exc | Current Case | 2:00 AM



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

| 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       |
| 12/20/07                                 |  |                                 |                                  |                |
| Customer Information                     |  |                                 |                                  |                |
|  | Reporter (Age )  |                                 | Incident (Age )                  |                |
| Name                                     | Denny Trisler  |                                 |                                  |                |
| Address                                  |  |                                 |                                  |                |
| City, St Zip                             |  |                                 |                                  |                |
| Home                                     |  |                                 |                                  |                |
| Cell                                     | 706-202-0357   |                                 |                                  |                |
| Work                                     |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
| Incident Information                     |  |                                 |                                  |                |
| Personal Injury <input type="checkbox"/> | Property Damage <input type="checkbox"/>                                 | Safety <input type="checkbox"/> | Concern <input type="checkbox"/> |                |
| Nature of Injury:                        |  |                                 |                                  |                |
| Medical Treatment:                       |  |                                 |                                  |                |
| Claim:                                   |  |                                 |                                  |                |
| Incident:                                | Shot gun in my hand<br>while bolt open<br>- blew bolt in back of my head |                                 |                                  |                |
| DE 125530<br>See Jimmy V. memo           |  |                                 |                                  |                |
| 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               |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |



**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:  Status: **Closed 12/15/2007 4:53:37 AM**

**Address Information**

Customer: **BOB WARD AND SONS** Received From: **BOB WARD AND SONS** Return To: **BOB WARD AND SONS**

Address 1: **3323 DREDGE DR** Address 2: **3323 DREDGE DR** P.O. Box:  P.O. Box:

City: **HELENA** City: **HELENA**

State: **MT** Zip Code: **59601** Country: **US** State: **MT** Zip Code: **59601** Country: **US**

FPL:

| 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  | supiyll   | 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 Services: **Repair Location** ILN:  Current Location: **ILN** Transfer Number:

Repair Search Refresh Close

supiyll 12/18/2007 8:26 AM CAPS NUM INS SCRL

start Inbox - Microsoft Out... Microsoft Excel - PS H... Arms Services Repair Case Mgmt - Microsoft

X- Mark Pro trigger  
no fault found - could not duplicate  
concern.



**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 Russell

Address: 1334 E. Grandale

City: Helena State: MT Zip: 59601

E-mail Address:

Phone: 202 0352

Item Description

Brand: Remington

Style #:

Style Name: Model 700 SPS

Color:

Size: 30-06 Springfield 50 G6680093

Repairs Needed: Accidental Discharge. Bolt not engaged.

Sales Associate: TJJ

Contact Person: Anne

Bob Ward & Sons - Returns Department

- |   |  |
|---|--|
| <input type="checkbox"/> 3015 Paxson St.<br>Missoula, MT 59801<br>(406) 728-3220          | <input type="checkbox"/> 3011 Max Ave.<br>Bozeman, MT 59715<br>(406) 586-4381  |
| <input checked="" type="checkbox"/> 3323 Dredge Dr.<br>Helena, MT 59601<br>(406) 443-2138 | <input type="checkbox"/> 1925 Dewey Blvd.<br>Butte, MT 59701<br>(406) 494-4452 |
| <input type="checkbox"/> 1120 N. First Ave.<br>Hamilton, MT 59840<br>(406) 363-6204       |  |

Charges Assessed:

ATTACH TO ITEM

Serial Number:

**G6680093**

Model: 700



RE00138330

could not duplicate concern  
~~the~~ replace TPA, check over,  
clean AT N/C  
warranty

(SAVE TPA FOR P.S.)

[ PS 9208 ]

WB 8/07  
4.5"  
24"

1012

1869







**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: Danny Russell

Address: 1334 E. 4th St

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 5# G6680093

Repairs Needed: Accidental Discharge. Bolt not  
engaged.

Sales Associate: DJJ

Contact Person: Ann

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

Serial Number: **G6680093**

Model: 700



RE00138330

opened bolt +  
pulled back 1/2"  
blow hole in floor board  
exhaust.

could not duplicate concern  
replace TPA, check over,  
clean AT N/C  
warranty

( PS 9210 )

( SAVE TPA FOR P.S. )

WB 8/07  
4.5"  
24"

2012



| 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 <input type="checkbox"/> | Property Damage <input type="checkbox"/> | Safety <input type="checkbox"/> | Concern <input type="checkbox"/> |                |
| Nature of Injury:                        |  |                                 |                                  |                |
| Medical Treatment:                       |  |                                 |                                  |                |
| Claim:                                   |  |                                 |                                  |                |
| Incident: Sent gun in - misfired -       |  |                                 |                                  |                |
| when bolt open                           |  |                                 |                                  |                |
| - blew hole in floor board of truck -    |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
| PE 138330                                |  |                                 |                                  |                |
| SEA 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               |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |
|  |  |                                 |                                  |                |



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





**DERMTN™**

## 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.

Model: 700

Type: Rifle

Cal/Ga.: .270cal

Serial Number: B6739903

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 accessories.--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  
2154  
012

May 25, 2007

Remington Arms Inc.  
Arms Service Division  
14 Hoefler Avenue  
Ilion, NY 13357

Re: Remington .270 cal Model 700  
Serial B6739903

Serial  
Number:

B6739903

Model: 700



RE00129931

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](mailto: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  
try - 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 Serial: 86739303 Model: 700 Center Fire Caliber: 270 W/IN Produced: 09/11/1985 Repairman: Status: New 6/6/2007 11:50:27 AM

Verify Repair:

Address Information

Customer: Received From: Return To: Received From:

Name: GANDER MOUNTAIN-284 GANDER MOUNTAIN-284

Address 1: ATTN: CINDY KILBRIDE 2100 S RANDALL RD

Address 2: 180 E FIFTH ST SUITE 1300 PO Box: PO Box:

City: ST PAUL GENEVA

State: MN Zip Code: 55101 Country: US State: IL Zip Code: 60134 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

| Date             | User ID   | Desc1                     | Desc2            |   | Current Status       |
|------------------|-----------|---------------------------|------------------|---|----------------------|
| 5/31/2007 5:40:2 | donovands | Repair Added              |                  | <input type="checkbox"/> Shipping Hold      | New                  |
| 6/6/2007 11:50:2 | valentids | Repair information change |                  | <input type="checkbox"/> InterFace Hold     | 6/6/2007 11:50:27 AM |
| 6/6/2007 11:54:2 | valentids | From: Check In            | To:              | <input type="checkbox"/> Estimate Sent      | valentids            |
| 6/8/2007 7:48:32 | perceit   | From: Product Services    | To: Repair Bench | <input type="checkbox"/> Parts Received     | Repair Bench         |
|                  |           |                           |                  | <input type="checkbox"/> Passed Inspection  | Repair Location      |
|                  |           |                           |                  | <input type="checkbox"/> Return As Received | ILN                  |
|                  |           |                           |                  | <input type="checkbox"/> Has been Approved  | Current Location     |
|                  |           |                           |                  | <input type="checkbox"/> Internal Repair    | ILN                  |
|                  |           |                           |                  |   | Transfer Number      |

Repair Search Refresh Close

supryll 6/8/2007 8:27 AM LAPS NUM HNS 60RL

start Inbox - Microsoft Out... Arms Services Repair... Microsoft Excel - PS H... Current Cases - Micro... 6/8/2007 8:27 AM



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<br>E jeff@wellslandscaping.com |

## Incident Information

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

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

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

Remington/700/CF/BA

| 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



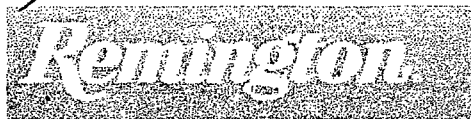
|                          |                        |                                   |                                 |
|--------------------------|------------------------|-----------------------------------|---------------------------------|
| Cause                    | 4006                   | 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


 .091  
 PA 6/80  
 2.5#  
 22"

## 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? <input checked="" type="checkbox"/> YES <input type="checkbox"/> 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:<br><input type="checkbox"/> I would like to receive future e-mail updates from Remington.   |  |                         |            |
| Please describe your problem and date of occurrence:<br>In January of this year (2007), on consecutive deer hunts the rifle discharges when the safety was move to the fire position in order to unload the gun at the end of the hunt.<br><br><div style="text-align: center;"> <p>could not duplicate concern.</p> <p>try. Set screws are red.</p> <p>replace TPA under bolt lock</p> <p>program, check over &amp; clean.</p> <p>for \$20.00 Quote</p> </div> |  |                         |            |
| 326 characters left   |  |                         |            |
| Ammunition Information:   |  |                         |            |
| Manufacturer: Winchester  |  | Type: XF                |            |
| 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? <input type="checkbox"/> YES <input type="checkbox"/> 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:<br><br>Remington Arms Co., Inc.<br>Attn: Arms Service Division<br>14 Hoefler Avenue<br>Illion, NY 13357  |
| <p>⚠ <b>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.</b></p> <p>⚠ Record the serial number of your firearm before sending it.<br/>⚠ 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.)<br/>⚠ Remove all accessories from your firearm to prevent loss or damage.<br/>⚠ Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.<br/>⚠ 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>⚠ 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)</p> <p>⚠ 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.</p> |

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Visit Our Other Remington Websites  
Other Sites

Serial  
Number:

**B6224707**

Model: **700**



**RE00135839**

( **PS 9220** )



RECEIVED  
OCT 31 2007  
BY: *[Signature]*

( 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     |                         | Cash Settlement | Reim. Date APV | Cash Date APV |
|-------------------------|-------------------------|-----------------|----------------|---------------|
| Settlement              | Release of Claims       | Release Date    | Reimbursement  |               |
| 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 )



# Remington

## Factory Repair Instructions

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

Model Number: 700 BDL DELUXE <sup>CUSTOM</sup> 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:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used:

ounds)

f rounds)

Number of rounds)

Serial Number: F6242486

Model: 700

Barcode

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?   |                     |
| <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO   |                     |
| Comments:   |                     |
|   |                     |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?   |                     |
| What were the services performed?   |                     |
|   |                     |
|   |                     |
| <b>Ship your INSURED firearm by either UPS or Parcel Post to:</b><br><br><div style="text-align: center;"> <b>REMINGTON ARMS CO., INC</b><br/><br/> <b>ATTN: Arms Service Division</b><br/> <b>14 Hoefler Ave</b><br/> <b>Ilion, NY 13357</b> </div>  |                     |
| <p><b>⚠ 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.</b></p> <p>           :: Record the serial number of your firearm before sending it.<br/>           :: 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.)<br/>           :: Remove all accessories from your firearm to prevent loss or damage.<br/>           :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.<br/>           :: 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.         </p> <p>Charge repairs will be processed using the following guidelines:</p> <p>           :: 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)<br/><br/>           :: 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.         </p> |                     |



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<br>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          |                       |
|                          | Tests                  | Test Fired                     | False                 |
| Feeding Test             |                        | 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 )



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

haver,

Contact customer to let him know that we cannot fit floor plate or detachable magazine to an ADL Receiver.

FRED

Thanks,

Brian Williamson

could not duplicate problem.  
Fred & Bill gun is fixed.  
In fact Fred, check over, look  
at 1/2 cost. Good with Graham.

Quote

Serial Number:

F6254469

Model: 700



RE00131622

RECEIVED  
JUL 30 2007

BY: AW

( PS 9229





# INVOICE

254 WILKES-BARRE TWP. BLVD.  
ROUTE 309  
WILKES-BARRE, PA 18702  
(570) 824-4610

|           |              |
|-----------|--------------|
| NAME      | Kat Williams |
| ADDRESS   |              |
| TELEPHONE | 824 2817     |

|          |    |      |        |
|----------|----|------|--------|
| SALESMAN | PS | DATE | 9-7-03 |
|----------|----|------|--------|

| QUAN. | DESCRIPTION                      | PRICE | AMOUNT |
|-------|----------------------------------|-------|--------|
|       | 270 rifle                        |       | 400.00 |
|       | 1 Leupold & Stevens 3x9-40 scope |       | 210.00 |
|       | " Base & ring 2 pcs              |       | 40.00  |
|       | Butler Creek FLD caps            |       | 14.00  |
|       | Flan Bear Hard case              |       | 20.00  |
|       | Butler Creek Gun sling           |       | 15.00  |
|       | Sling Swivel S                   |       | 8.00   |
|       | Rifle cleaning kit & B.W. 6425   |       | 13.00  |
|       | Mount & Base side (at H&R)       |       | NC     |
|       | 1 Box 270 130gr. Ammo            |       | NC     |
|       |                                  |       | 720.00 |
|       |                                  | 4     | 43.20  |
|       |                                  |       | 763.20 |
|       |                                  | Pics  | 5.00   |
|       |                                  |       | 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







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<br>311 Grand Ave | Bellingham | WA    | 98225 |     | W 360-676-6650<br>x50723<br>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 | EY   | 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

| 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

Examination[Remington/CF/BA]

PS 9232

| 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             | Tests                  | 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

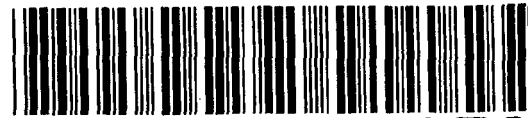
.011  
3.52  
EY 10/04  
20"

Remington Arms Company  
Attn: Product Services  
14 Hoefler Ave  
Ilion, NY 13357

Serial  
Number:

**G6400371**

Model: **700**



**RE00130650**

**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  
TST. 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

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**Repair Inquiry**

Repair Number: **RE00130650**    Serial: G6400371 Model: 700 Center Fire Caliber 308 WIN SYN STK Produced: 10/15/2004    Repairman: Charles Swanson  
 Verify Repair: **High Priority**    Status: Parts Hold 6/28/2007 8:54:41 AM

**Address Information**

Customer: ☒ Received From    Return To: ☒ Received From

Name: **WHATCOM COUNTY SHERIFFS OFFICE**    **WHATCOM COUNTY SHERIFFS OFFICE**

Address 1: **311 GRAND AVENUE**    **311 GRAND AVENUE**

Address 2:  PO Box:      PO Box:

City: **BELLINGHAM**    **BELLINGHAM**

State: **WA** Zip Code: **98225** Country: **US**    State: **WA** Zip Code: **98225** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

| Contact / Condition | Problems      | Estimate  | History / Status          | Shipping / Billing   |
|---------------------|---------------|-----------|---------------------------|----------------------|
| Date                | Code          | User ID   | Desc1                     | Current Status       |
| 6/21/2007 10:02     | New           | donovands | Repair Added              | Parts Hold           |
| 6/27/2007 8:49:4    | Update        | valentds  | Repair information change | 6/28/2007 8:54:41 AM |
| 6/27/2007 8:51:2    | Expedite      | valentds  | From: Check In            | swansonch            |
| 6/27/2007 12:05     | EmailSent     | ArmEmail  | Repair Received           | Repair Bench         |
| 6/27/2007 12:05     | EmailVerified | ArmEmail  | Receipt                   | Repair Location      |
| 6/28/2007 7:47:0    | Expedite      | pencarl   | From: Product Services    | ILN                  |
| 6/28/2007 7:57:2    | Estimate      | swansonch | Estimate Update           | Current Location     |
| 6/28/2007 8:13:1    | Estimate      | swansonch | Estimate Update           | ILN                  |
|                     |               |           |                           | Transfer Number      |

☐ Shipping Hold    ☐ Parts Hold  
☐ InterFace Hold    ☐ 6/28/2007 8:54:41 AM  
☐ Estimate Sent    ☐ swansonch  
☐ Parts Received    ☐ Repair Bench  
☐ Passed Inspection    ☐ Repair Location  
☐ Return As Received    ☐ ILN  
☒ Has been Approved    ☐ Current Location  
☐ Internal Repair    ☐ ILN  
☐ Transfer Number

Repair Search    Refresh    Close

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supryll    6/28/2007    8:55 AM    CAPS    NUM    INS    SCRL

8:55 AM

( PS 9235 )