

Remington Arms Co., Inc.
Product Service
Legal Case #:2746

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|-----------------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 153951 - 154555 | 10/24/2008 | 9/30/2008 | 10/31/2008 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|-----------------------|------------|-------|-------|-----|----------------------------------|
| Reporter | | Ron | Gray | 205 Langland | Vinton | VA | 24179 | | H 540-890-2638 |
| Incident | | Andy | Gray | 12406 Abbey Knoll Ct. | Woodbridge | VA | 22192 | | H 703-878-9220 C 703-730-7144 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|-----------------------------------|---|--------------------|-------------------|----------------|
| PI | | | | |
| PD Shot hole in bedliner of truck | Cause:4079 Other-Unexamined Concern:1007 Fired on Safe Release | Altered Components | Unknown | |
| S | | | | |
| C | | | | |

9/30/08-Ron Gray owns firearm, hasnt used it in 30 years. Gave to son, Andy to use, gun fired when releasing safety to unload. Shot hole in bedliner of truck. Gun had not been serviced or looked at by gunsmith prior to using. Customer wants trigger replaced. Andy also has another 700 that he would like for us to look at. lw 10/27/2008 Rifle received and Placed in PS Back Rack holding for disposition. We can offer to clean the action and install a new TA at n/c as a gesture of goodwill fls.

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------------------|----------------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/22-250 | 20000 | A6253438 | BI | 1/16/1976 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | SANDY DISTR CHARLESTON W VA | TWO PIECE SCOPE BASE | Y | | | |

CONCERN:FSR

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------------------|---------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/25-06 REM | 20000 | A6283111 | AI | 3/30/1976 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | ODELL HDWE CO GREENSBORO NC | 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 one no charge, BLS program price for 2nd | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |

65.00

10/31/2008

10/1/08-sending 2 ars labels for each gun, boxes, letters.lw 10/30/08 Left message for Andy Gray to call about inspection of the 700 rifle.cm 10/31/08 Spoke with Andy about condition of the rifle. I will send him an owner's manual and explained cleaning the triggers with RemAction Cleaner to prevent build-up in the triggers again. He's sending a 700 22-250 to be checked and the bolt lock removed. He did not ask about assistance with repairs to his truck.cm 11/4/2008 2nd rifle # A628311 received and sent to AS for the bolt lock modification program at BLS program price fls.

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|--------------|------------------------|-----------------------------------|---------------------------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 10/27/2008 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | F.SUPRY |
| Cause | 4006 | Altered Adjustments or Components | |
| Barrel | Description | | 24" 22-250 REM |
| | Date Code | | BI |
| | 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 | 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--- | .012 |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |

| | | | |
|--------------------------|--------------|----------------------------|------------------------------------|
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | DIRTY AND STICKY |
| | Pull | ---Select--- | 2# |
| | Altered | True | SET SCREWS ALTERED MIN TRIG RETURN |
| | Sub-Assembly | M/700 Bolt Lock | |
| Non-Remington Components | Description | | SCOPE BASE |

Remington®

2746

2#
AI 3/
24/
000

October 1, 2008

Andy Gray
12406 Abbey Knoll Ct.
Woodbridge, VA 22192

Serial Number: **A6283111**

Model: **700**



RE00154555

Subject: Model 700 Serial #A6253438
RE: Case #2746

Dear Mr. Gray,

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

Per my conversation with your father, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and replacement of the trigger assembly under our Safety Modification Program. I have included some further information from our website pertaining to this program. 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. **Please also write "Supry" on the small ends of the box to help us expedite the inspection of your firearm.** 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.

A second shipping label has been included if you wish to send your other Model 700 in for inspection. Once we receive the firearms, our Product Service Administrator, Chris Mitchell will contact you with the results of our inspection. She can also be reached at 800-243-9700 ext 8684. 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
Administrative Asst., Service Operations
Remington Arms Company

TRIG. ASSM. SET SCREWS
ALTERED. TRIG. ASSM. DIRTY.
STICKY. replace TPA, check
clean, under BACT LOCK
program for \$20.00 + tax

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Remington

Factory Repair Instructions

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

Model Number: 700 Serial Number: A6283111

Are you the original owner? ☐ YES ☒ NO

Name: ANDREW T. GRAY Date of Purchase:

Address (no PO Boxes): 12406 ABBEY KNOLL COURT

City: WOODBRIDGE State: VA Zip: 22192

Phone (Daytime): 7037307144 Fax:

E-mail Address: 7038789220

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

Please describe your problem:

MY OTHER MODEL 700 (22-250) ACCIDENTALLY DISCHARGED AND HAS BEEN SENT IN SEPARATELY FOR SAFETY MODIFICATION... LAURA WATSON SAID I COULD SEND IN THIS GUN TO SEE IF IT NEEDS THE SAME ADJUSTMENT.

Ammunition Information:

Manufacturer: FEDERAL Type: PREMIUM 90-GRAIN
Other (i.e. bullet weight/type, shot size, powder): 25-0.6 VARMINT ROUND

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)
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:

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? *NA*

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.

Remington®

October 1, 2008

Andy Gray
12406 Abbey Knoll Ct.
Woodbridge, VA 22192

Subject: Model 700 Serial #A6253438
RE: Case #2746

Dear Mr. Gray,

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

Per my conversation with your father, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and replacement of the trigger assembly under our Safety Modification Program. I have included some further information from our website pertaining to this program. 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. **Please also write "Supry" on the small ends of the box to help us expedite the inspection of your firearm.** 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.

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Sincerely,



Laura Watson
Administrative Asst., Service Operations
Remington Arms Company

TRIG. SET SCREWS ALTERED
TRIG. RETURNING PROPERLY.
PLEASE TPA, CHECK OVER, CLEAN
UNDER BO IT LOCK PROGRAM

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 09666

Remington

Factory Repair Instructions

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

| | | | |
|---|--|---|------------|
| Model Number: 700 | | Serial Number: A 6253438 | |
| Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | (GIFT FROM MY DAD WHO BOUGHT IT FOR ME) | |
| Name: ANDREW T. GRAY | | Date of Purchase: | |
| Address (no PO Boxes): 12406 ABBEY KNOLL COURT | | | |
| City: WOODBRIDGE | | State: VA | Zip: 22192 |
| Phone (Daytime): 703 730 7144 | | Fax: | |
| E-mail Address: 103 878 9220 | | | |
| <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem: | | | |
| ACCIDENTAL DISCHARGE OF GUN WHEN UNLOADING - I PUT THE SAFETY IN THE FIRE POSITION AND WHEN I LIFTED THE BOLT, THE GUN FIRED INTO THE BACK OF MY PICK-UP TRUCK - EARLY SEPTEMBER - 2008 WINCHESTER AMMO | | | |
| 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: | | | |
| 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: | | | |

* WHEN THE MODIFICATION IS COMPLETE, I
WOULD LIKE TO HAVE A TRIGGER PULL AS
CLOSE TO 3 LB'S AS POSSIBLE. THANKS.

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:

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ATTN: Arms Service Division

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- :: Record the serial number of your firearm before sending it.
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- :: Remove all accessories from your firearm to prevent loss or damage.
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