

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2519

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
147004	7/3/2008	7/7/2008	7/7/2008				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Hilltop Gun Shop		Hilltop	1439 Junction Rd	Falls of Rough	KY	40119		W 270-769-7605 E rusty.mcgee@remington.com

## Incident Information

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

7/8/09 owner states that the firearm has discharged upon dissengaging the safety 4 times. cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	RF/A	700/243 WIN	20000	A6309626	PI	6/3/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	SS KRESGE LAWRENCE KS	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
quoted for repair						
	Repair/Replacement Cost	Repair/Replacement Date				
		7/8/2008				

7/8/08 dealer has approved the charges on the repair. cm

## Examination[Remington/RF/A]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/7/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 243 WIN
	Date Code		PI
	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	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Missing	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

## Address Information

FEL: 

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## Repair Search

**Refresh**

**Close**

2519


 22"  
 2.5#  
 1007  
 PI 6/76

## 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: A6309626	
Name: Hilltop Gun Shop		Date of Purchase:	
Address (no PO Boxes): 1439 Junction Road			
City: Falls of Rough	State: KY	Zip: 40119	
Phone (Daytime): 270-769-7605		Fax:	
E-mail Address: rusty.mcgee@remington.com			
<p><b>Please describe your problem:</b></p> <p>I am shipping this firearm for a customer. He states that the firearm has discharged upon disengaging the safety four times.</p> <p>Thank you. Rusty McGee</p>			
347 characters left			
<p><b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for instructions.</p> <p><b>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADD 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>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.</li> </ul>			

 Number: **A6309626**
Model: **700****RE00147004**


 Trig. setscrews ALTERED.  
 will follow down. Trig.  
 ASSK. DIRTY/STICKY - replace  
 TPA, check over, clean

 Remington Arms Co., Inc. under Bolt Lock program  
 Attn: Arms Service Division  
 14 Hoefler Avenue  
 Ellen, NY 13357  
 Ron @ 20.00 + S&H.  
 Quote

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3120

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
157920	1/22/2009	1/23/2009	1/23/2009				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ronald	Hoffbauer	4059 E. Cholla St.	Phoenix	AZ	85028		W 602-277-3776 ext 205 E rlhoffbauer@cox.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Gun discharged when moved from Safe to Fire	Cause:4038 Concern:1007 Fired on Safe Release	Unknown	
C				

While hunting in Nov 2008, I moved the safety from Safe to Fire to unload the rifle and it discharged. dmf

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR		357981	OR	7/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair at special price under BLSM program						

Repair/Replacement Cost	Repair/Replacement Date
\$79.88	1/26/2009

1/26/09: Customer was mailed an estimate for \$35. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/23/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006 SPR
	Date Code		OR

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	
	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	*Modified	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	6#
	Altered	True	SAFETY SWITCH ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Repair Inquiry																																		
Repair Number: <b>RE00157920</b>		Serial: 357981 Model: 700 Center Fire Caliber: 3006 SPRG		Repairman: Robert Frink																														
Verify Repair		Status: Estimating 1/22/2009 2:25:14 PM																																
<b>Address Information</b>																																		
Customer: <input checked="" type="radio"/> Received From		Return To: <input checked="" type="radio"/> Received From																																
Name: RONALD HOFFBAUER		RONALD HOFFBAUER																																
Address 1: 4059 E CHOLLA STREET		4059 E CHOLLA STREET																																
Address 2: <input type="text"/>		<input type="text"/>																																
City: PHOENIX		PHOENIX																																
State: AZ		State: AZ																																
Zip Code: 85028		Zip Code: 85028																																
Country: US		Country: US																																
FFL <input type="checkbox"/>																																		
Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing																														
<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>12/31/2008 10:02:28</td> <td>New</td> <td>valentds</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>1/22/2009 9:54:29 AM</td> <td>Expedite</td> <td>pencerl</td> <td>From: Check In</td> <td>To: Repair Bench</td> </tr> <tr> <td>1/22/2009 9:55:05 AM</td> <td>Expedite</td> <td>pencerl</td> <td>From: Repair Bench</td> <td>To: Repair Bench</td> </tr> <tr> <td>1/22/2009 2:25:27 PM</td> <td>Estimate</td> <td>frinkre</td> <td>Estimate Update</td> <td>Status: Estimating</td> </tr> <tr> <td>1/23/2009 5:17:07 AM</td> <td>Maint</td> <td>travisbw</td> <td>Repair Maintenance</td> <td>Status: Estimating</td> </tr> </tbody> </table>			Date	Code	User ID	Desc1	Desc2	12/31/2008 10:02:28	New	valentds	Repair Added		1/22/2009 9:54:29 AM	Expedite	pencerl	From: Check In	To: Repair Bench	1/22/2009 9:55:05 AM	Expedite	pencerl	From: Repair Bench	To: Repair Bench	1/22/2009 2:25:27 PM	Estimate	frinkre	Estimate Update	Status: Estimating	1/23/2009 5:17:07 AM	Maint	travisbw	Repair Maintenance	Status: Estimating	<div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return As Received  <input type="checkbox"/> Has been Approved  <input type="checkbox"/> Internal Repair         </div> <div> <b>Current Status</b>            Estimating            1/22/2009 2:25:14 PM            frinkre            Repair Bench            Repair Location            ILN            Current Location            ILN            Transfer Number         </div>	
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1/22/2009 2:25:27 PM	Estimate	frinkre	Estimate Update	Status: Estimating																														
1/23/2009 5:17:07 AM	Maint	travisbw	Repair Maintenance	Status: Estimating																														
<div> <input type="button" value="Repair Search"/> </div>			<div> <input type="button" value="Refresh"/> <input type="button" value="Close"/> </div>																															

**RONALD L. HOFFBAUER**  
4059 E. CHOLLA STREET - PHOENIX, ARIZONA 85028  
TELEPHONE (602) 996-0596

027/68  
22"  
6#  
010

3120

December 12, 2008

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

RE: Remington 700 30.06 SN 357981

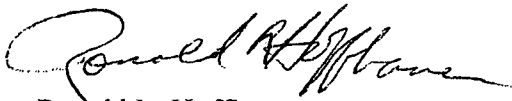
Dear Sirs:

I am sending my rifle for replacement of the safety. During my deer hunt in November 2008, at the completion of a hunting day without any having an opportunity at a shot, I moved the safety from Safe to Fire in order to unload the rifle. When I pushed the safety to fire, the gun discharged. I had previously used the gun for elk hunting about two weeks prior without any problems. It is my understanding that the cost for the replacement under the recall listed on your web site is \$20.00. To my knowledge, no prior work has been done on the gun. I purchased it used from a dealer.

It is my understanding that you may send the gun to a dealer to effect the repairs. If that is the case, I would like to get an estimate for adjusting the trigger to a 3 to 3 1/2 pound pull, if that is possible. I would also like to get an estimate for replacement of the recoil pad to a limbsaver pad or a pad similar to that installed on the Remington 700 XCR in 375 that I recently purchased. Please call me at (602) 277-3776 x 205 which is my place of employment or email me at [rlhoffbauer@cox.net](mailto:rlhoffbauer@cox.net).

If there is any questions, I can be reached at the above address, phone number or email address.

Very truly yours,

  
Ronald L. Hoffbauer

could not duplicate concern.  
safety switch altered + will shut  
off. replace TPA, check over gun  
under Bolt Lock program for  
\$ 20.00 + S&H

Quote

Serial Number: **357981**  
Model: **700**  
  
**RE00157920**



# Remington.

## Factory Repair Instructions

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

Model Number: 700 ADL 30.06		Serial Number: 357981	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Ronald L Hoffbauer		Date of Purchase:	
Address (no PO Boxes): 4059 E. Cholla Street			
City: Phoenix		State: AZ	Zip: 85028
Phone (Daytime): 602-277-3776 x205		Fax:	
E-mail Address: r1hoffbauer@cox.net			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: recall repair on safety. when safety moved from Safe to Fire to unload, The gun discharged.			
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: Bore Bright and Rem Oil			
How often do you clean the bore? (Months or Number of rounds) After every for hunting or range pract.			
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) once after extended			
Use for sighting in			
Brand of lubricant used: Rem Oil			

How often do you lubricate the bore? (Months or Number of rounds)	<i>See above</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>See above</i>
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>unknown</i>	
What were the services performed?	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<b>REMINGTON ARMS CO., INC</b>  <b>ATTN: Arms Service Division</b> <b>14 Hoefler Ave</b> <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>	