Remington Arms Co., Inc. **Product Service** Legal Case #:2004

Case Information

Date Opened(PS) RE# **Date Opened Date Closed Incident Date** Pre Lit Lit Obsolete

139765 1/14/2008 1/15/2008 1/22/2008

**Customer Information** 

Type Business First Name Last Name Street State Zip Age Contact City

H 989-631-5894

Lovelace 2288 East Stewart Road Midland MI 48640 Reporter Bryan

C 989-430-2066 E BSLovelace@chartermi.net

**Incident Information** 

Claims Codes Repair Est. Medical Treatment Medical Status

PΙ

Cause:4038 Could Not Duplicate Concern PD shot truck tailgate

fired with safety on Concern: 1005 Unexplained Discharge Safe ON

Unknown

C

correspondence from repair-rifle fired with safety on. Shot tailgate.lw

Firearm Information

Mfg.

**Type** 

Model/Ga.

SKU

Serial Bbl.

**DOM** 

Remington

CF/BA Where Purchased 700/7MM RUM

26269

E6767955 WV 8/16/2001 7:04:42 PM

**Date Purchased** 

Accessories

**Original Owner** U

JERRY S SPORT INC

CONCERN: WENT OFF ON IT'S OWN

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Settlement

Release of Claims

**Release Date** 

Reimbursement

Cash

Reim. Cash

Settlement Date APV Date APV

Replace in exchange w/84300

Repair/Replacement

Repair/Replacement

Cost

Date

245

1/22/2008

1/22/08-offered replacement TPA. Cust asked about damage to truck, offered to replace firearm instead as compensation. Customer agreed.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/15/2008
Examination	Product Type		RF
	Action Type		A

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=2004&Type=Case

1/22/2008

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		26" 7MM RUM
	Date Code		WV
Barrel	Bore Plugged	False	
	Bulged	False	
,	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
Į	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	LIGHT RUST
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	ISS	
	Lift	Select	.014
Sear	Notch	Like new; Functioning	
	774	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	Select	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

LAURA We tried to get this gon to malfinition and could not . The TA is clean and works god. No jar-off, no slam fire, no follow downs. He sately works, Customer thinks he had the Salety-on. OFFER TO INSTALL HE NOW X-mark Pro if that foods we can exchange the MM Ultra Mag. I contacted one of your alstomer sy told me to send this to you at this address

E6767955

700

RE00139765

iderstand. This rifle has a MAJOR flaw

somewhere in the safety - When I was unloading it WITH THE SAFETY ON the gun fired!!

Let me explain what happened. I had just came out of the woods and was talking to a couple of guys about the days sightings when I place (not dropped, not slammed but placed) the barrel on the back of the tailgate of the truck and the gun discharged. I had 3 people (myself included) that can verify that my hands weren't even close to the trigger for me to fire it. Now luckily NO ONE was hurt or god forbid killed in this incident - just some sheet metal damage to a tailgate and truck (which I have since paid for the repair costs....which by the way weren't cheap for a Ford F-250), regardless this rifle has a major flaw in the safety somewhere. This gun was purchased by me 5 years ago and has never had the trigger worked on - everything is the way that it came to me from the factory. But I can tell you this - this gun is unsafe and once the defect is found should be destroyed!!

I am a lifelong Remington man - I have owned and currently do own many rifles and shotguns manufactured by Remington and one reason for this is because you stand behind your products and I trust in that!! I am not sure what to expect for the damages done by this rifle (probably nothing) but I would hope that you would replace this rifle - from what I see that this is the LEAST that you should do considering this circumstances.

I have always considered myself a safe hunter and sportsman - but let me tell you this messed me up!! Not only mentally of having something like this happen but for almost 3 weeks my ears rang!! I am VERY grateful that nobody was hurt or even killed in this accident. I am interested in hearing what exactly happened and what the fix was. From what I have heard I would assume that I will NEVER receive an answer regarding this - but I tell you this......If you send me the same exact gun back saying that you couldn't find anything wrong with it you better be ready for some bad press because I CAN GUARANTEE you this.....THERE IS **SOMETHING MAJOR WRONG SOMEWHERE WITH THIS RIFLE!!** 

If for find the need to contact me regarding this problem - I can be reached a couple of ways -Email (at the top of the letter), home phone is the first number listed and I can pretty much be reached 24/7 with the last number (my cell phone). Again I know you as Remington stand behind your products - show me that you do!!

Thanks for your time and I will be looking forward to hearing from you -

Brya Jarlan

Repair Number   RE 00139765   Serial E 5757955   Model 700   Cerleti Fire   with 25   Repairmen   Inch Darret Caliber   7MM REM UMAG BDL   Status   Closed 17/14/2008 8:34:30   AM   Cerleti Fire   With 25   Repairmen   Continue   Cerleti Fire   With 25   Repairmen   Continue   Cerleti Fire   With 25   Repairmen   Continue   Cerleti Fire   With 25   Repairmen   Cerleti Fire   With 25   Repairmen   Cerleti Fire   With 25   Repairmen   Cerleti Fire   With 26   Closed 17/14/2008 8:34:30   AM   Cerleti Fire   Cerleti Fire   With 26   Closed 17/14/2008 8:34:30   AM   Cerleti Fire   Cerl	Persic Number   RE 00139765   Seria*E575795-Model 700. Genter Fire verb 25   Repartment of the high Calles 79M FDH UM-C BOL   Status   Closed 1714/2008 6:34-30 AM    diverse Information   Guedene   Gracewed From   Return 10   Received From   Name   BFYAN LOVELACE   BRYAN LOVELACE    didess 1:   2288 EAST STEWART ROAD   2288 EAST STEWART ROAD   PO Box   Clove   MIDLAND   MIDLAND   MIDLAND   State   MI   Zip Code   49640   Country   US   State   MI   Zip Code   49640   Country   US    Contact / Condition   Problems   Estimate   History / Status   Shipping / Billing   Contact / Condition   Problems   Estimate   History / Status   Shipping / Billing   Contact / Condition   Repair Received   BS Lovalace@Chatter   Pots Received   Product   Service   Pots Received   Product   Service   Pots Received   Product   Service   Pots Received   Current Status   Contact   Condition   Repair Received   BS Lovalace@Chatter   Pots Received   Product   Service   Pots Received   Current Status   Contact   Condition   Repair Received   BS Lovalace@Chatter   Pots Received   Current Status   Contact   Condition   Received   Current Status   Contact   Condition   Repair Received   BS Lovalace@Chatter   Pots Received   Current Status   Contact   Condition   Return 3: Received   Current Status   Contact   Condition   Condition	The specified by the control of the principle of the control of th		Tools CSR Tools Reports	Table Maintenance	System Maintena	Help	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	
Inch ballet   Calber   7MM REM UNAGED    Status   Classed 1/14/2008 8.34 30 AM	Site of Personal Content Conte	Repair Inquiry	Control of the Contro	Production of the control of the con		the second state of the second	the second and a second and a second a		
Address Information  Customer Pecerved From Return 10 PREVAN LOVELACE  Address 1 2288 EAST STEWART ROAD  Address 2 PO Box:  City, MIDLAND  State: MI Zip Code: [48640 Country: IUS State: MI Zip Code: [48640	Date	Repair Number: RE00139765	inch barrel Caliber 7MM F	REM UMAG BDL	14.2000 E. 1985 E. 19	d 1714/2008 8:34	30 AM		710 PT
Address 2 PO Box MIDLAND Stake MI Zip Code (49640 Country (US State MI Zip Code (48640 Country) (US State MI	Address 2 POBBOC	Address Information ——					<u> </u>		
Address 2 City: MIDLAND State: MI Zip Code: [48640	2288 EAST STEWART ROAD	Name: BRYAN LOVELACE		BRYAN LOVE	LACE				
Address 2 P0 Box MIDLAND State: MI Zip Code: [48640 Country: [US State: MI Zip Code: [48640 Country: US FEL: [IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Address   PO Book	and the second s	The District of the property of the Assessment of	2288 EAST STEV	VART ROAD	<u> </u>	一种自然制度		Sales and the sales and the sales are sales and the sales are sales are sales are sales are sales are sales are
Contact / Condition Problems Estimate History / Status Shipping ? Billing  Date User ID Desc1 Desc2 Shipping Holds Closed  1/114/2008 8:342 bygidowwr Repair Added  1/114/2008 8:345 bygidowwr Closed at Expedite InterFace Hold InterFace Hold InterFace Hold InterFace Holds	Condact / Condition Problems Estimate History / Status Shipping / Bitring  Date Uses ID Desc1 Desc2 Shipping Hold Clarent Status  1.714/2008 8.03 by pygdoww Repair Added Interface Hold M/4/2008 8.03 by pygdoww Closed at Expedite Interface Hold M/4/2008 8.03 by pygdoww Closed at Expedite Interface Hold M/4/2008 8.03 by pygdoww Repair Received BSLovelace@Charter Fatts Accessed Product Services Product Services Product Services Product Services Product Services Repair Location Passed Inspection Itury  1.714/2008 12.05 ArmEmal Receipt BSLovelace@Charter Passed Inspection Itury  1.714/2008 12.05 ArmEmal Receipt Repair Search Holding for disposition Passed Inspection Itury  1.714/2008 12.05 ArmEmal Receipt Repair Search Internal Repair Internal Repair Internal Receipt Repair Search Itury Services Received Current Location Itury  1.714/2008 12.05 ArmEmal Receipt Repair Search Internal Repair Internal Rep	Address 2: City MIDLAND	PO Box )	MIDLAND	•.`F				
Contact / Condition Problems Estimate History / Status Shipping / Billing:    Date   User ID   Description   Descr	Date	State: MI Zip Code: 48640	Country: IUS	State IMI Zip Code	<b>1</b> 4864U	Country US			
Date User ID Desc1 Desc2 Shipping Hold Closed Divigidowwr Repair Added Intel Face Hold V714/2008 8:30.5 brygidowwr Repair Added Intel Face Hold V714/2008 8:34.5 brygidowwr Closed at Expedite Standard BSLovelace@Charter Estimate Sent Bioglowwr Received BSLovelace@Charter Parts Received Product Services Passed Inspection ILN Repair Location Passed Inspection ILN Repair Location Tansfer Mumber Internal Repair Transfer Mumber Internal Repair Secret	Date User ID Desc1   Desc1   Desc2   Shupping Hold   Located   Desc2   Shupping Hold   Desc2   Desc3			EFL C	Tirir				
中,我们是我们的人,我们就是我们的人,我们就是我们的人,我们就是我们的人,我们是我们的人,我们就是我们的人,我们就是我们的人,我们就是我们的人,我们就是我们的人		-1/14/2008 8:30:2 brygidowwr 1/14/2008:8:34:5 brygidowwr 1/214/2008:12:05 ArmEmail 1/214/2008:12:05 ArmEmail 1/215/2008:8:19:0 supryfl	Repair Added Closed at Expedite Repair Received Receipt	BSLovelace@Charterr BSLovelace@Charterr Holding for disposition	☐ IntelFace Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Receiv ☐ Has been Approv ☐ Internal Repair	N/14/2008 6 biygido Product S Repair Lo ILN ed Current L ed Transfer	34:30'AM www.ervices ocation cation.		

1/22/08 2:45 IMSa

COL 27051