

Remington Arms Co., Inc.

Product Service

Legal Case #:2029

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
139101	1/16/2008	1/17/2008	1/17/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Matthews	78 Meadow Road	Frostburg	MD	21532		H 301-687-0172 W 301-697-6308

Incident Information

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

1/23/08-correspondence from repair-rifle fired on safe release.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	6732044	CY	4/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAMMES GUNS BELEFONTAINE OH		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				

1/23/08-quote sent to replace TA under smp.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/17/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4006	Altered Adjustments or Components	TRIG SET SCREWS ALTERED
Barrel	Description		22" 270 WIN
	Date Code		CY
	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---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

2029

If you or someone you know is having a Remington rifle fire when the safety is removed, the firearm should be sent to Remington for evaluation.

For U.S. repairs, please follow these guidelines:

1. Record the serial number of your firearm before sending it to us.
Serial Number ----> 6732044

2. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.

Dear Customer Service Representative
Customer (John Mathews) - November 14, 2007

Ref: Model 700 Remington; Serial Number 6732044 270 Win.

Dear Remington:

I have purchased the above model many years ago and I am an avid outdoor hunter. This gun mis-fired during opening day of deer season when I went to take the safety off, the gun fired and about took off my foot, I have refused to use the gun ever since, but I am concerned that someone else will eventually get access to the gun and they may not be as lucky as I was. Do you have any solutions to fix this problem.

Kind Regards,

John R. Mathews
78 Meadow Road
Frostburg, MD 21532
301-687-0172 (H)
301-697-6308 (W)

Question Reference #070929-000077

For U.S. repairs only, ship to:
Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoefler Avenue
Ilion, NY 13357



could not duplicate concern.
TRNG. Set screws altered.
Replace TPA, check over, clean
under bolt lock program
for \$20.00 + \$5.00

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: **RE00139101** Serial: 6732044 Model: 700 Center Fire Caliber: 270 WIN. Produced: 04/03/1974 Repairman: **Robert Fink**
 Verify Repair Status: **ApprovalHold 1/17/2008 12:56:12 PM**

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **JOHN MATHEWS** **JOHN MATHEWS**

Address 1: **78 MEADOW ROAD** **78 MEADOW ROAD**

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

City: **FROSTBURG** **FROSTBURG**

State: **MD** Zip Code: **21532** Country: **US** State: **MD** Zip Code: **21532** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	User ID	Desc1	Desc2		Current Status
1/5/2008 4:47:44	sanguinegl	Repair Added		<input type="checkbox"/> Shipping Hold	ApprovalHold
1/5/2008 4:53:36	sanguinegl	Repair information change		<input type="checkbox"/> InterFace Hold	1/17/2008 12:56:12 PM
1/5/2008 6:50:45	Travisbw	From: Check In	To: Final Inspect	<input checked="" type="checkbox"/> Estimate Sent	Inkire
1/5/2008 6:51:56	Travisbw	From: Final Inspect	To: Check In	<input type="checkbox"/> Parts Received	Repair Bench
1/17/2008 8:13:06	pencerl	From: Check In	To: Repair Bench	<input type="checkbox"/> Passed Inspection	Repair Location
1/17/2008 12:56:12	Inkire	Estimate Update	Status: ApprovalHold	<input type="checkbox"/> Return As Received	ILN
1/17/2008 4:08:56	BatchJob	Quotation Control		<input type="checkbox"/> Has been Approved	Current Location
				<input type="checkbox"/> Internal Repair	ILN
					Transfer Number

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

Supryll 1/18/2008 7:37 AM CAPS NUM INS SCRL

Ustart Inbox - Microsoft Outlook Arms Services Repair Microsoft Excel Help Current Cases - Microsoft

RECEIVED
 JAN 22 2008
 BY: *[Signature]*