

Remington Arms Co., Inc.
Product Service
Legal Case #:4048

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
181651	11/30/2009	12/1/2009	12/1/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jerry K.	Engwer	69 Central Shaft Rd.	Florida	MA	01247		H 413-663-6776

Incident Information

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

Customer reported on repair form - The safety became very hard to move & when it was moved to the fire position the weapon fired. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	*	48520 BX	12/1/1963
Date Purchased	Where Purchased	Accessories	Original Owner		
		SCOPE BASE	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
Repair under BLSM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46.84	12/3/2009				

12/3/09: Per Fred S. - Could not duplicate concern. Safe works hard. Not the original safety switch. Set screws altered. Replace trigger assembly, check over and clean under BLSM program. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/1/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		BX
	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 N/S M/700 SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	O/S DOUBLE SEAR
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	SAFETY WORKS HARD
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED,NOT THE ORIGINAL SAFETY SWITCH
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

4048

3x1/73
24"
4#
009

Remington

Factory Repair Instructions

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

Model Number: M-700 BDL 48520		Serial Number: 48520	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Jerry K. Engwer		Date of Purchase: 1995 Approx.	
Address (no PO Boxes): Jerry K Engwer 69 Central Shaft Rd			
City: Florida		State: MA.	Zip: 01247
Phone (Daytime): 413 663 6776		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: The Safety became very hard to move and when it was moved to the fire position the weapon fired			
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:			

How often do you lubricate the bore? (Months or Number of rounds)	Every 6-8 Rounds
How often do you lubricate the action? (Months or Number of rounds)	After each use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1-2 times year
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?	
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	

Serial Number:

48520

Model: 700



RE00181651

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

ling it.
amage in shipping and handling. Preferably,
be returned.)
loss or damage.
de the box. Shipments without a proper
ost. Remington is not responsible for
purchase insurance from your carrier.
delines:

:: 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.

could not duplicate concern.
SAFE works hard. ~~not~~ the
original safety switch. Set
screws altered. replace TPA,
check own, clean under BOAT
LOCK program for \$20.00 + SH.

Quote

Repair Inquiry

Repair Number: **RE00181651** Serial: 49520 Model 700 Center Fire Caliber: 7
Verify Repair MM REM MAG Repairman: Status: Repairing 12/1/2009 7:11:58 AM

Address Information

Customer: Received From Return To: Received From
Name: JERRY ENGWER JERRY ENGWER
Address 1: 69 CENTRAL SHAFT ROAD 69 CENTRAL SHAFT ROAD
Address 2: PO Box: PO Box:
City: FLORIDA FLORIDA
State: MA Zip Code: 01247 Country: US State: MA Zip Code: 01247 Country: US
FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Shipping Hold	Current Status
11/30/2009 9:51	New	schultscm	Repair Added	<input type="checkbox"/>	Repairing
11/30/2009 9:52	Expedite	schultscm	From Check In	<input type="checkbox"/>	12/1/2009 7:11:58 AM
12/1/2009 7:11:58	Maint	Travisbw	Repair Maintenance	<input type="checkbox"/>	schultscm

Estimate Sent	Repair Bench
<input type="checkbox"/>	Repair Location
<input type="checkbox"/>	ILN
<input type="checkbox"/>	Current Location
<input type="checkbox"/>	ILN
<input type="checkbox"/>	Transfer Number

Repair Search

Refresh

Close

suppl/ 12/1/2009 7:47 AM CAFE NUM INS 1001

start

Microsoft

Arms Services Re

RECEIVED
DEC 02 2009

BY:.....