

Remington Arms Co., Inc.
Product Service
Legal Case #:3947

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
179870	11/10/2009	11/11/2009	11/17/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ron	Wood	68 Warner Ave.	Proctor	VT	05765		H 802-459-3437 E nanawoody@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot out passenger window of truck	Cause:4015 Improper Maintenance		
S		Concern:1020 Fired on Bolt Opening	Unknown	
C				

Customer reported on repair form - Need to fix bolt locking mechanism. He was unloading his rifle as he got back to his truck & as he went to eject a shell the gun discharged & shot the passenger window out of his truck. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	*	A6448329	CO	4/28/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT MONTDALE PA		U			

CONCERN:UNLOADING RIFLE,GUN DISCHARGED - PROPERTY DAMAGE

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				
	\$60.38	11/17/2009				

11/13/09: Per Fred S. - This was an extreme case of poor maintenance on this rifle. Before tearing it down - rust was noted all around the barrel at the stock area of contact. The back of the trigger was caked with a substance that looked like hair. When the stock was removed the entire trigger assembly was covered with the same residue. I called the customer & left a voice mail asking him to contact me. dmf 11/13/09: Customer called back. He stated this incident happened sometime during the 1980's. He put the rifle in a corner & the house has a cat. He stated that is why the rifle is in such bad shape. I quoted him for the BLSM program & he provided credit card #. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------

Examination	Examiner	B.TRAVIS	
	Exam Date	11/11/2009	
	Product Type	RF	
	Action Type	A	
	Assigned To	F.SUPRY	
Cause	4015	Improper Maintenance	
Barrel	Description	24" 7MM REM MAG	
	Date Code	CO	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	RUSTING ON BOLT BODY
	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	Worn; Functioning	RUSTY,SOME PITTING ACTION VERY DIRTY
	Stock Condition	Worn; Functioning	MARS,DENTS,SCRATCHES
	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---	.005
	Notch	Slightly Worn; Functioning	WORKS SLUGGISH
		Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	VERY DIRTY,GUMMED UP WORKS HARD,SLUGGISH

Trigger	Pull	---Select---	10#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

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: **RE00179870** Serial: **A6448329** Model: **700** Center Fire Caliber: **7 MM REM MAG** Produced: **04/28/1977** Repairman: Status: **Parked 11/11/2009 7:56:09 AM**

Verify Repair

Address Information

Customer: **Received From** **Return To** **Received From**

Name: **CAROL WOOD** **CAROL WOOD**

Address 1: **68 WARNER AVE** **68 WARNER AVE**

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

City: **PROCTOR** **PROCTOR**

State: **VT** Zip Code: **05765** Country: **US** State: **VT** Zip Code: **05765** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
11/10/2009 9:28	New	schultsm	Repair Added	
11/10/2009 8:28	Expedite	schultsm	From: Check In	To:
11/10/2009 12:0	EmailSent	ArmEmail	Repair Received	NANAWOODY@COMCA
11/10/2009 12:0	EmailVerify	ArmEmail	Receipt	NANAWOODY@COMCA
11/11/2009 7:55	Maint	Travisbw	Repair Maintenance	Status: Estimating
11/11/2009 7:56	Parked	Travisbw	Placed in PS Back R:	hold for disposition

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair ☐

Current Status: **Parked** **11/11/2009 7:56:09 AM**

Travisbw

Product Services

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search Refresh Close

This was an extreme case of poor maintenance on this rifle. Before tearing it down rust was noted all around the barrel at the stock area of contact. The back of the trigger was caked with a substance that looked like hair. When the stock was removed the entire Trigger assembly was covered with the same residue.

FRED

RECEIVED
NOV 12 2009

BY:.....



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: A6448329	
Name: Ron Wood		Date of Purchase: 1980	
Address (no PO Boxes): 68 Warner Ave			
City: Proctor		State: VT	Zip: 05765
Phone (Daytime): 802-459-3437		Fax:	
E-mail Address: Nanawoody@comcast.net			
Please describe your problem: Need to fix bolt locking mechanism. I was unloading my rifle as I got back to my truck and as I went to eject a shell the gun discharged and shot the passenger window out of my truck!!			
313 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
Ⓢ 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. :: 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.			

Serial Number: **A6448329**Model: **700****RE00179870**

Visit Our Other Websites

Other Sites