

Remington Arms Co., Inc.
Product Service
Legal Case #:8684

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
303851	3/7/2013	3/8/2013	3/8/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Byars	4718 Buck Ridge Road	Freeburg	IL	62243		H 618-539-5481 E jb3505@aol.com

Incident Information

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

SR# 46303 - Service Request Section: Took off safety the gun discharged. Mr. Byars wrote a note and sent with the gun - Purchased gun from Bass Pro Shop on 2/5/13, On Sunday 2/24/13 the 9th round discharged when changing the safety from safe to fire, Afraid to use this gun, Wants us to look at the firing mechanism and fix whatever problem we find or replace the trigger, Wants to know if we find nothing wrong, because if that is the case, he intends to replace the trigger himself. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	85623	RR44012A	WG	8/2/2012 2:44:40 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BASS PRO SHOPS INC.	TWO PIECE BASE	Y			

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
Per Ilion - Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

3/12/13: Per Ilion - Could not duplicate concern at bench. As a goodwill gesture to restore confidence in rifle will replace TA, check over completely & test at n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/8/2013
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 300 WIN MAG
	Date Code		WG
	Bore Plugged	False	
	Bulged	False	

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Scar	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	

FO BOX 700
Madison, NC 27025-0700

Parts and Repairs: P:800-243-9700/F:336-548-7301 www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number	Serial Number / Description	Date of Request
SR00046303	RR44012A	02/26/2013
	Model 700 RIFLE Caliber: 300	Date Printed 02/26/2013
Customer:		
JAMES BYARS		
4718 BUCK RIDGE ROAD		
FREEBURG, IL 62243 US		
Email: jb3505@aol.com		

8684
Destination:
Arms Services
14 Hoeffer Ave
Ilion, NY 13357 US

Email:

26
w68/1
3#
.011

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be rep returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M295 - EVALUATE AND REPAIR/SAFETY INSP.

Service Request Section
CUSTOMER STATES THAT ONLY 16 ROUNDS FIRED OUT OF GUN AND ONCE WHEN TOOK OFF SAFETY THE GUN DISC D

Parts And Service Details				
Material	Type	Description	Qty Needed	Warranty Price Disc Amount

Serial Number: **RR44012A**

Model: 700



RE00303851

RECEIVED
MAR 12 2013

BY:

could not sup. concern at Bench.
As a Good-Will Gesture to customer
confidence in Rifle will repair.
check over comp & test at
N/C
#260914

Sub Total:	.00
Est Sales Tax:	.00
Grand Total:	\$.00

3/1/13

Rifle discharges without trigger being pulled. This is exactly what happened.

Purchased the Remington 700 SPS-DM .300 Winchester Magnum (ser. # RR44012A) from Bass Pro Shop on 2/5/13.

The first weekend I fired 4 cartages out of the gun with no problems. Federal Power-Shock 150gr store bought ammunition. Put the gun away, made no alterations to the gun in any way.

On Sunday 2/24/13, I fired 12 rounds of the same ammunition to zero the scope. On round #9 the rifle discharged the round when changing the safety from safe to fire. There was no pressure on the trigger. My finger was not in the trigger guard.

Round # 1 through #8 fired as normal. After round #8, I pulled back the bolt, and chambered round #9 and put the gun on safe. Set the gun down on the seat of my truck and adjusted the scope. Picked up the gun and without my finger in the trigger guard I moved the safety to fire and the gun discharged.

I am absolutely sure there was no pressure on the trigger when I put the gun on fire. And my finger was not in the finger guard.

I am 57years old and own about 10 guns including several pistols, rifles, and two shotguns; Remington 870 and 1100. I have been hunting and target shooting since I was 12 years old. I have never had a firearm discharge without me intending it to do so.

I am afraid to use this gun. I would like you to look at the firing mechanism and fix what ever problem you find or replace the trigger, if necessary.

I would like to know what repairs you make. I would like to know if you find nothing wrong, because if this is the case, for my own peace of mind, I intend to replace the trigger myself.



JB 3505@AOL.COM

James R. Byars
4718 Buck Ridge Rd.
Freeburg, IL 62243
Cell phone 618-304-5112 best
Home 618-339-5481



Sportsman's Warehouse

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St. Charles, MO 63301

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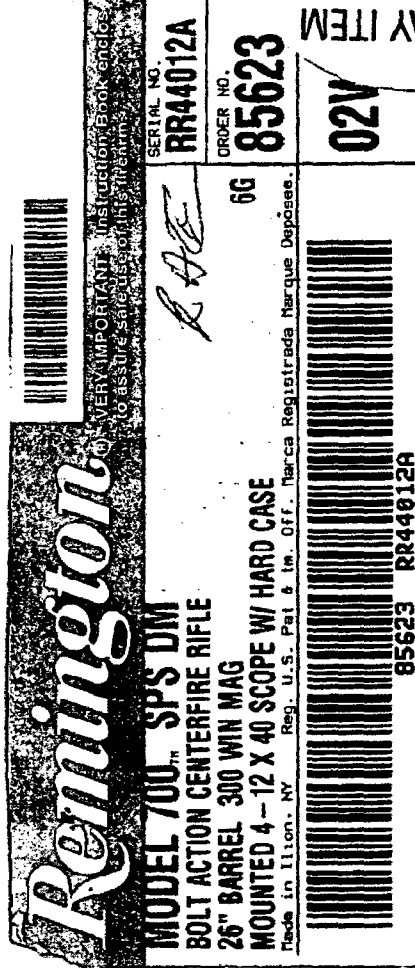
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PLAY ITEM

02V



