

Remington Arms Co., Inc.
Product Service
Legal Case #:9414

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328096	11/19/2013	11/5/2013	11/20/2013	11/1/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Roy	Kent	928 Lane 13	Powell	WY	82435		H 307-754-5088

Incident Information

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

Per Right Now email (131103-000068) from Roy Kent, "Two days ago as I settled into my sagebrush deer stand I loaded the magazine with three live rounds and closed the bolt chambering one live round. The safety would not move either direction it was absolutely frozen. I carefully opened the bolt and removed the live round and found the safety then worked freely. I rechambered the live round with the safety on safe. To satisfy myself that the safety was operative I slid the safety off. THE RIFLE DISCHARGED." 11/5/13: Mr. Kent called me and explained above incident. No injuries. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM STW	25636	B6810018		10/31/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
	D & R SPORTS CENTER	AFT MKT BBL AND EXTRACTOR	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
Offer to replace trigger assembly, check over, and test at 50% discount						
	Repair/Replacement Cost	Repair/Replacement Date				

11/5/13: Sending ARS, letter, and SR paperwork. jbi 11/22/13: Per Ilion, "set screws altered and trigger is not returning properly. Can offer to replace trigger assembly, check over and test fire at 1/2 normal cost." jbi 11/26/13: I received call from Roy Kent, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/20/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 7MM STW AFT MKT
	Date Code		
	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	ALTERED DUE TO EXTRACTOR FIT
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	---Select---	
	Cut Condition	---Select---	AFT MKT
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	---Select---	N/A, AFT MKT BBL
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	RIFLE WAS MFG WITH A 270 CAL BBL
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	

Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	--Select--	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:(800) 243-9700/F:(336) 548-7801

www.remington.com

Page: 1

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

ROY KENT
928 LANE 13
POWELL, WY 82435 US

Item Return To:

ROY KENT
928 LANE 13
POWELL, WY 82435 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp. Date _____

Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____

Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Repair Number

RE00328096

Serial Number / Description

B6810018

Model 700 Center Fire Caliber: 7 mm stw

Date Received: 11/19/2013

Estimate Date: 12/07/2013

Date Printed: 2/10/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

set screws altered and trigger is not returning properly. can offer to replace trigger assembly and check over at 1/2 normal cost

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)									
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount	
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Billable	1	97.00	50	48.50	
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00	

PAID
11/26/13

Sub Total: 65.50

Est Sales Tax: 3.28

Grand Total: \$68.78

Remington®

2611
10/8/6 E3
3#
015

November 5, 2013

COPY

Roy Kent
928 Lane 13
Powell, WY 82435
Phone: 307-754-5088

9414

Ref # 9414, Model 700, Serial # B6810018

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
NOV 22 2013

BY:

Serial
Number:

B6810018

Model: 700



RE00328096

Set screws A/F. Trig. not
set properly. can offer to
rep. T.A. check cover + Func.
check. At 1/2 cost

Q

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 32705

Subject: Model 700 safety problem
From: Roy/Jan Kent <rockabuy@tritnet.net>
Date: 11/3/2013 5:56 PM
To: info@remington.com

I have a model 700 in 7mm STW and have owned it since it was custom built in 1997. I was told the action was from the Remington custom shop and it has a stainless steel barrel and Kevlar stock. Two days ago as I settled into my sagebrush deer stand I loaded the magazine with three live rounds and closed the bolt chambering one live round. The safety would not move either direction it was absolutely frozen. I carefully opened the bolt and removed the live round and found the safety then worked freely. I rechambered the live round with the safety on safe. To satisfy myself that the safety was operative I slid the safety off. THE RIFLE DISCHARGED. Human safety was not an issue since when I do ANYTHING with a firearm it is pointed in a safe direction. But it did change my right thumb print forever since my thumb was on the safety when it went off. I have read many horror stories about the 700 and its safety-trigger problem. My question is: What do I do now? I am not about to use it again without correction and of course I would not sell it knowing what I know about it. Incidentally, my finger was nowhere near the trigger or even inside the trigger guard. Please advise if there is a foolproof fix for this problem and if so how do I go about getting it done?

I Have owned two Remington rifles in my life (among many others) and the other one was my first "deer" rifle that I bought in 1949 at age 14. It was a model 722 in .300 Savage. That rifle, also, went through this release the safety and discharging routine. I sent it back to the factory for replacement of trigger and safety mechanism. It has continued to function safely through the years since (about 10-12) in the hands of my son who now calls it his.

Please advise if Remington is still addressing this problem and how do I proceed from here. I like my STW and we have traveled many miles together both horseback and a foot, I really don't want to give it up but certainly have no intention of going through that experience again.

Sincerely,

Roy D. Kent M.D.
Powell, Wyoming
Phone 307-754-5088

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

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 information will 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 SR00066569	Serial Number / Description B6810018 Model 700 Center Fire	Date of Request: 11/05/2013 Date Printed: 11/05/2013																																	
Customer: ROY KENT 928 LANE 13 POWELL, WY 82435 US Email:	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:																																		
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 repaired and returned. If not, you will be contacted with an estimate before work is performed.																																			
Reason For Return M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION																																			
Service Request Section Product Service # 9114. jbi																																			
<table border="1"><thead><tr><th colspan="3">Parts And Service Details</th></tr><tr><th>Material</th><th>Type</th><th>Description</th></tr><tr><th></th><th></th><th>Qty Needed</th></tr><tr><th></th><th></th><th>Warranty</th></tr><tr><th></th><th></th><th>Price</th></tr><tr><th></th><th></th><th>Disc</th></tr><tr><th></th><th></th><th>Amount</th></tr></thead><tbody><tr><td colspan="3">THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.</td></tr><tr><td colspan="2">Sub Total:</td><td>.00</td></tr><tr><td colspan="2">Est Sales Tax:</td><td>.00</td></tr><tr><td colspan="2">Grand Total:</td><td>\$.00</td></tr></tbody></table>			Parts And Service Details			Material	Type	Description			Qty Needed			Warranty			Price			Disc			Amount	THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.			Sub Total:		.00	Est Sales Tax:		.00	Grand Total:		\$.00
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Reference #
131103-000068
Status
Waiting
Assigned To
Staff Tim .
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
11/03/2013 07:57 PM
Date Initial Solution Response
11/05/2013 08:24 AM
Last Updated
11/05/2013 08:24 AM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Model 700 safety problem**Discussion Thread****Response (Tim .)**

11/05/2013 08:24 AM

Mr. Kent,

Thank you for contacting Remington with this issue. We ask that you contact our product services department at (800) 243-9700 extension 2129. Please have you serial number available when you call.

Customer (Roy/Jan Kent)

11/03/2013 07:57 PM

I have a model 700 in 7mm STW and have owned it since it was custom built in 1997. I was told the action was from the Remington custom shop and it has a stainless steel barrel and Kevlar stock. Two days ago as I settled into my sagebrush deer stand I loaded the magazine with three live rounds and closed the bolt chambering one live round. The safety would not move either direction it was absolutely frozen. I carefully opened the bolt and removed the live round and found the safety then worked freely. I rechambered the live round with the safety on safe. To satisfy myself that the safety was operative I slid the safety off. THE RIFLE DISCHARGED. Human safety was not an issue since when I do ANYTHING with a firearm it is pointed in a safe direction. But it did change my right thumb print forever since my thumb was on the safety when it went off. I have read many horror stories about the 700 and its safety-trigger problem. My question is: What do I do now? I am not about to use it again without correction and of course I would not sell it knowing what I know about it. Incidentally, my finger was nowhere near the trigger or even inside the trigger guard. Please advise if there is a foolproof fix for this problem and if so how do I go about getting it done?

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Sincerely,

Roy D. Kent M.D.
Powell, Wyoming
Phone 307-754-5088

Primary Contact

First Name: Roy/Jan

Last Name: Kent

Organization:

Login: rockabuy@tritnet.net

Title:

Contact Type:

Email: rockabuy@tritnet.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

ARS LABEL REQUEST FORM

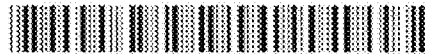
DATE:	11/05/2013	Service Request #	SR000003079
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	aryang.b	email address:	i will mail

Business:

Remington Services
PO Box 788
Madison, NC 27025-0788
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:	BOY KENT 928 LANE 13 POWELL, WY 82413 US SR00066509
	Email:
RETURN ITEM TO:	ILN Arms Services



44XSSU NOV 5, 2013 ALL CORR USD 1 OF 1
 SVC GACOM OCT 07 10:0 LBS
 FROM INDI 124XSS0000000013400
 REF 1:SR00000000
 REF 2:

HANDLING CHARGE 2.00				
SINGLE-PIECE PUB RATE CHRG:			SVC	TYP USD
DY 0.00	CHO	0.00	AD	0.00
DC 0.00	DDO	0.00	GD	0.00
DA 0.00	FE	0.00	GP	0.00
TOT PUB CHG 12.92			PUB+HANDLING 12.92	

ATTN: Product Service



