



Customer Service Data Entry

File Number: 9178 Arms Service number: 9702346

Last Name: FREISCHLAG First Name: STEPHEN

Street: P.O. BOX 237 City: DEERFIELD

State: NH Zip: 03037 Home Ph:

Work Ph: Product Type: F A T O

Type Concern: S P I P D P S C Concern Code: 1008

Concern: FIRED ON BOLT CLOSING

Cause Code: 4016 Cause: IMPROPER MAINTENANCE

Assigned To: SANTA Classification: UNJ UNJ UNC UND J

Settlement Detail: REPAIR AT SPEC PRICE Settlement Amount: \$0.00

Date Opened Rem: 1/27/97 Date Opened by P/S: 1/27/97 Caliber: 7MMAG

Date of Incident: Date Closed: 2/24/97 Bullet Weight:

Date to Analysis: Date from Analysis: Manufacturer: REM

Model: 700 Serial: B6366945 Date Code: B Date Mfgd: 12/1/91

RAMAC: 700 Litigation:  PreLitigation:  Obsolete:

Custody: Comments:

Time of Modification: 10:56:33 AM Date of Modification: 2/24/97

Could this case be in the first stages of litigation? (Y/N)

FLTR NUM

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER  
R 97-02346

*Product Service*

INITIAL CUSTOMER ORDER NO.

JJM

DATE RECEIVED

01/20/97

DATE OPENED

01/27/97

DATE CODE

XB 12-81

SERIAL NUMBER

B6366945

NEW SERIAL NUMBER

MODEL AND GRADE

700 7MMAG

ADL

ACCESSORIES

SCOPE BASE

W/STUDS

FROM:

FREISCHLAG, STEPHEN A  
P O BOX 237  
DEERFIELD

NH 03037

SHIP TO:

FREISCHLAG, STEPHEN A  
P O BOX 237  
DEERFIELD

NH  
03037

CUST NO: 160603 C.O.D.L

ACCOUNT NUMBER

ACCOUNT NUMBER N/C

WRITE

FROM DATE

ESTIMATED

2/21/97

VIA  
UPS

GUN CONDITION

- NEW
- LIGHTLY WORN
- WORN
- VERY WORN
- UNREPAIRABLE
- MARRED

REPAIR CHARGE

25.00

EXCISE

TAX

INSURANCE

UPS

8.00

PARCEL POST

TOTAL

33.00

| CUSTOMER CONCERN | AMMO | FUNCTION | FINISH | ACCURACY | FIT | INSPECT |
|------------------|------|----------|--------|----------|-----|---------|
| CYCLE            | A1   | B1       |        |          |     |         |
| TRIGGER GROUP    |      | B2       |        |          | E1  | F1      |
| BOLT ASSY.       |      | B3       |        |          | E2  | F2      |
| BARREL ASSY.     |      | B4       |        |          | E3  | F3      |
| REC. ASSY.       |      | B5       |        | D2       | E4  | F4      |
| WOOD             |      |          | C1     | D3       | E5  | F5      |
| METAL            |      |          | C2     |          |     |         |

MAIN FAULT

*Upon receipt upon inspection, the bolt stop mechanism was working sluggish & the rear safety Cam was seized up - from being covered with a heavy oily substance. Checked the trigger housing & the action have not been properly maintained.*

PARTS

COMMENTS

#26345

*Replace the trigger housing & clean the action set to the normal amount as a matter of fact.*

| REPAIRMAN      | PROOF                               | CLEAN                               | TEST                                | TARGET | PATTERN |
|----------------|-------------------------------------|-------------------------------------|-------------------------------------|--------|---------|
| JJM            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |        |         |
| GALLERY TESTER | DATE                                | DATE                                | DATE                                | DATE   | DATE    |

*Joe [Signature]*

OFFICE COF

RD6925 REV. 1/96

AREA - PARTS REQUEST

PR  
Bolt Lock  
Safety Released  
SCR.  
open action

QUANTITY NEEDED

Model 700, Serial # 366945 which I purchased in approximately 1982. The weapon malfunctioned. I fired one round through the rifle, extracted the round from the chamber. While seating the bolt, the weapon fired without touching the trigger while I was standing next to me approximately 2 or 3 feet away. I cycled 5 rounds and the weapon discharged without touching the trigger. After the fifth round, I have used the rifle several times since this initial incident, and the problem did not recur. The way - once during a follow up shot at a white-tailed deer, which occurred after the rifle recoiled and split the bridge of my nose open. Luckily, I am a competitive rugby player, and I get hit like that all the time!

I own several Remington firearms, and consider them exceptionally well designed and functional firearms. This rifle has performed very well in the 15 years I've owned it, and as you can see, is well cared for. I realize that a fifteen year old firearm is probably not under any kind warranty; however, considering the dangerous nature of this malfunction, I have returned it with the following suggestions:

- 1) I'd prefer that Remington replace this rifle. This may seem odd, but repairing the problem and returning it to me would prove unsatisfactory. I would be very uncomfortable using this rifle again, considering the nature of the malfunction. Another concern is that I had planned to take this rifle on a kayak trip down the 1,800 mile length of the Yukon River during the summer of 1997 as "bear protection". I'm not comfortable bringing this gun. If replacing it is an option, I am willing to pay the difference between this gun and another model 700 with the following spec's: .338 Win. Mag with composite stock, equipped with iron sights.
- 2) If replacement is not possible, please repair the rifle malfunction and return it.

Should you have any questions, please contact me at the address listed below. In addition, could you please include a 1997 firearms catalog.

Sincerely,

Stephen A. Freischlag

Stephen A. Freischlag  
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