

File Number:	9583	Arms Service number:	9713317
Last Name:	HAMMOCK	First Name:	WILLIAM R.
Street:	301 TREASURE HILLS NORTH	City:	KERRVILLE
State:	TX	Zip:	78028
		Home Ph:	830-896-4306
Work Ph:		Product Type:	F F A T
Type Concern:	S	PI PD P S	Concern Code:
			1007
Concern:	FIRED ON SAFE RELEASE		
Cause Code:	4006	Cause:	ALTERED ADJUSTMENTS OR COMPONENTS
Assigned To:	SANITA	Classification:	UNJ UNJ UNC UND J
Settlement Detail:	REPLACE FC AT SPECIAL PRICE	Settlement Amount:	\$0.00
Date Opened Rem:	7/22/97	Date Opened by P/S:	9/20/97
		Caliber:	270
Date of Incident:	6/1/97	Date Closed:	9/23/97
		Bullet Weight:	
Date to Analysis:		Date from Analysis:	
		Manufacturer:	REM
Model:	700	Serial:	A6786689
		Date Code:	WV
RAMAC:	700	Date Mfgd:	8/1/79
		Litigation:	<input type="checkbox"/>
		PreLitigation:	<input type="checkbox"/>
		Obsolete:	<input type="checkbox"/>
Custody:		Comments:	Could not duplicate customer concern, Adjustment screws have all been altered - the stop screw is backed out 1/4"
Time of Modification:	9:45:57 AM	Date of Modification:	9/23/97

## RECEIVING AND ESTIMATING REPORT

COMMENTS

*Product Service*

ORDER

R 97-13317 ✓

INITIAL  
JJM

CUSTOMER ORDER NO.

BOTTOM HALF OF MOUNTS ONLY

DATE RECEIVED  
07/22/97DATE OPENED  
07/24/97DATE CODE  
WV 8-79SERIAL NUMBER  
A6786689

NEW SERIAL NUMBER

MODEL AND GRADE  
700 270

ADL

ACCESSORIES

W/STUDS

SCOPE BASE

L/SIGHTS

FROM:

HAMMOCK, WILLIAM R  
301 TREASURE HILLS NORTH  
KERRVILLE TX 78028

SHIP TO:

HAMMOCK, WILLIAM R  
301 TREASURE HILLS NORTH  
KERRVILLE TX  
78028

CUST NO: 168605 C.O.D.

ACCOUNT NUMBER

ACCOUNT NUMBER N/C

WRITE ☐

FROM DATE

ESTIMATED

VIA

9-22-97 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

*Add no other*

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

METAL

C2

MAIN FAULT

*Had four rounds of the rifle discharged when the rifle was mounted to iron post. Rifle rky 1979 Upon receipt we could not duplicate the reported problem, but did note that all adjustment screws have been re-adjusted. The stop screw is backed out 1/2".*

PARTS

COMMENTS

#26345

1007

4006

*Replaced the complete trigger mechanism at 1/2 the normal cost*

*J. J. Hammock*

REPAIRMAN

R-138

PROOF

CLEAN

TEST

TARGET

PATTERN

GALLERY TESTER

DATE

DATE

DATE

DATE

DATE

OFFICE COPY

R06925 REV. 11/96

July 8, 1997

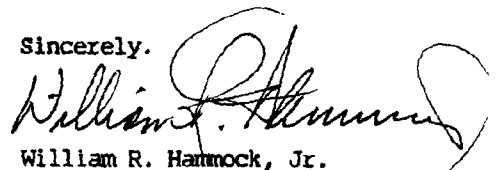
Remington Arms Company  
Arms Service Division  
14 Hoesler Avenue  
Ilion, NY 13357

Dear Sirs:

I am writing concerning my Model 700 Remington .270 caliber rifle. I have had four incidents of the rifle discharging when the safety was switched from the safe to arm position during the years I have owned the gun. This is a very frightening experience as well as very hazardous.

Last December I contacted someone in your service department at the Ilion, NY plant. I was told that the trigger mechanism needed to be replaced to correct this problem. I had previously taken the gun to a gunsmith to have the trigger pull adjusted and to correct the discharge problem when removing the safety with unsatisfactory results. I was told by the person in your service department that Remington would replace the trigger mechanism for 50 % of the cost (estimated to be approximately \$30 cost to me) if I sent the rifle in. I recently talked to someone in your service and repair department in Madison, NC relating the information above. That person recommended that I ship the gun to your Ilion, NY plant marked "Factory Repair Only". They also sent a shipping box. I am requesting that you examine the gun and make the necessary repairs to correct this problem so that the gun will be safe to use.

Sincerely,



William R. Hammock, Jr.

301 Treasure Hills North  
Kerrville, TX 78028

Phone: 830-896-4306