

Microsoft Access

File Edit View Records Window Help

Customer Service Data Entry

File Number: 9989 Arms Service number: 9709604

Last Name: LOCKHART First Name: WALLY

Street: 2910 WASHBURN AVE City: MINNEAPOLIS

State: MN Zip: 55411 Home Ph:

Work Ph: Product Type: F A T O

Type Concern: S P I P D P S C Concern Code: 1007

Concern: FIRED ON SAFE RELEASE

Cause Code: 403 Cause: NO FAULT FOUND

Assigned To: KAST Classification: UNC UNJ UNC UND J

Settlement Detail: REPAIR N/C Settlement Amount: \$0.00

Date Opened Rem: 5/15/97 Date Opened by P/S: 5/16/97 Caliber: 7MM

Date of Incident: Date Closed: 5/16/97 Bullet Weight:

Date to Analysis: Date from Analysis: Manufacturer: REM

Model: 700 Serial: B6222038 Date Code: PA Date Mfgd: 6/1/80

RAMAC: 700 Litigation: PreLitigation: Obsolete:

Custody: Comments: SECOND TIME BACK

Time of Modification: 10:12:01 AM Date of Modification: 5/16/97

Additional info.

FLTR CAPS NUM

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER
R 97-09604

INITIAL CUSTOMER ORDER NO.

PRODUCT SERVICE

W/BUSHNELL 3X9 SCOPE & SEE THRU MOUNTS

DATE RECEIVED

DATE OPENED

DATE CODE

SERIAL NUMBER

NEW SERIAL NUMBER

MODEL AND GRADE

05/13/97

05/15/97

B6222038

700

7MMMAC

BDL

ACCESSORIES

W/STUDS

FROM:

SHIP TO:

PA 6-80 2ND TIME IN

LOCKHART, WALLY
2910 WASHBURN AVE N
MINNEAPOLIS

MN 55411

LOCKHART, WALLY
2910 WASHBURN AVE N
MINNEAPOLIS

MN
55411

CUST NO: 166992 C.O.D.

ACCOUNT NUMBER

ACCOUNT NUMBER N/C

WRITE

☐

PROM. DATE

ESTIMATED

VIA

UPS

GUN CONDITION

- ☐ NEW
- ☐ LIGHTLY WORN
- ☐ WORN
- ☒ VERY WORN
- ☐ UNREPAIRABLE
- ☐ MARRED

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

TOTAL

CUSTOMER CONCERN

AMMO

FUNCTION

FINISH

ACCURACY

FIT

INSPECT

CYCLE

A1

B1

TRIGGER GROUP

BOLT ASSY.

BARREL ASSY.

REC. ASSY.

WOOD

METAL

MAIN FAULT

*Scanned time back for firing
when safety was taken off*

B3

B5

C1

C2

D2

D3

E1

E2

E4

E5

F1

F2

F3

F4

F5

*Unable to duplicate customer concern as rec'd. Took
trigger assy. apart and still no fault found
replace trig assy. at N/C strictly as a gesture
of good will.*

PARTS

COMMENTS

trig assy

*trig pull 4 lbs. as rec'd.
Seal engagement within spec.*

*Customer may have contacted
trigger when releasing safe.*

REPAIRMAN

PROOF

CLEAN

TEST

TARGET

PATTERN

GALLERY TESTER

DATE

DATE

DATE

DATE

DATE

OFFICE COPY

RD6925 REV. 11/96

PS 34721

To Remington Arms Company -

I have other firearms from your company and have never had any problems at all. But with this particular gun (Remington 700 BDL, 7mm Rem. Mag.) I have had too much trouble.

I had Bill's Gun Shop & Range (Hwy 81 and 41st Ave. No. in Robbinsdale) send it to you in August of '95 for the same safety problem and missed using it for that years deer season. I recieved it back before the '96 season but used another rifle that was sighted in.

Last week I was sighting in the 7mm Mag. and the same problem occurred, when thumbing off the safety the gun discharged into the ground.

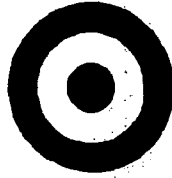
Needless to say I was shaken up and very disappointed.

I like the 700 model very much but no longer trust this particular gun (serial # B6222038). Please if possible may I have another 7mm Mag. Another used gun would be acceptable.

Yours Truly

Wally Lockhart

BILL'S GUN SHOP & RANGE



BILL'S GUN SHOP/RANGE
4080 West Broadway
Suite 109
Robbinsdale, Mn 55422
612/533-9594

BILL'S GUN SHOP
819 Sibley Hwy. 13
Lilydale, MN 55118
612/450-1006

Date: 4-11-97

Manufacturer: Rem

Attention: Repair Department

Regarding: _____

Enclosed is one 7 mag for repair, Serial Number B6222038

Model Number 700. Please expedite and return A.S.A.P.

Repair ☒

Warranty ☒

Other ☐

Description: Rifle fires when taken off safe

Return firearm to above address, If there are any questions call (612) 533-9594 or fax (612) 533-

2997 Attn Tom Martin.