Remington Arms Co., Inc.
Product Service
Legal Case #:811

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121351	12/11/2006	12/12/2006	12/12/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Adam	Alred	32 Allen Acres	Silver Creek	MS	39663		W 601-886-7199

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate			
S Fired upon bolt opening	Concern		Unknown	
C	Concern:1020 Fired on Bolt Opening			

11/21/06-Customer will send in gun on his own, I offered ARS & Box. Wants us to check it out and change trigger under SMP/$20.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/7 MM REM M	20000	6480079	EU	10/1/1971

Date Purchased	Where Purchased	Accessories	Original Owner
	UDISCO SALT LKE CTY UTAH	TWO PIECE SCOPE BASE	U

CUST.CONCERN:FIRED WHILE RAISING BOLT

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

PS 8223

12/13/06-correspondence from repair-Could not duplicate, Replace TA, clean under SMP $20.lw

---

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/12/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM DIRTY
Barrel	Description		24" 7MM REM MAG
	Date Code		EU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	

PS 8224

Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	6#
	Altered	False	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8225

JASPER GO! ENGINES & TRANSMISSIONS
1-800-827-7455
www.jasperengines.com
NASCAR PERFORMANCE

This Gun Discharged upon
Lifting the Bolt Please inspect
and Advise Thank you
Adam Allred
Home 1601 486 7373
cell 1970 629 3595
work 1601 486 7199

Gas & Diesel Engines · Transmissions · Stern Drives
Performance Products · Differentials and Rear Axle Assemblies
Alternate Fuel Systems

JASPER GO! ENGINES & TRANSMISSIONS
1-800-827-7455
www.jasperengines.com
NASCAR PERFORMANCE

Adam Allred
32 Allen Acres
Silver Creek MS 39663

Rem model 700 Rem 7mag
Serial # 6480079

Serial Number: 6480079
Model: 700

RE00121351

CASE # 811

EU 10/71 6#
24" .011

Could Not duplicate concern.
Trig. Assm. Dirty. Replace TPA,
check over clean under
Bolt Lock PROGRAM ROR.
$20.00 Quote

RECEIVED
DEC 13 2006
BY:.....

PS 8226

Remington Arms Co., Inc.
Product Service
Legal Case #:671

ase Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/21/2006		11/9/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Adam	Alred	32 Allen Acres	Silver Creek	MS	39663	29	W 601-886-7199

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4079	Other - Unexamined			
S	Fired upon bolt opening	Concern:1020	Fired on Bolt Opening		Unknown	
C						

11/21/06-Gun went off while ejecting a shell. He lifted the bolt up and the gun went off. lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	20000	6480079		1/1/1900

Date Purchased	Where Purchased	Accessories	Original Owner
	UDISCO SALT LKE CTY UTAH		N

11/21/06-2nd owner of firearm.lw

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

Repair/Replacement Cost	Repair/Replacement Date

11/21/06-Customer will send in gun on his own, I offered ARS & box. Wants us to check it out and change trigger under SMP/$20.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 8227

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/21/06	11/9/06			

Customer Information		
	Reporter (Age 29)	Incident (Age)
Name	Adam Allred	
Address	32 Allen Acres	
City, St Zip	Silver Creek, MS 39663	
Home		
Cell		
Work	601-886-7199	

Incident Information			
Personal Injury ☐	Property Damage ☐	Safety ☒	Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident: Gun went off while ejecting shell
lifted bolt up gun went off
gun in fire position.

box ok
-MS-

-SMP- $20

he's sending in wants gun checked out. He'll ship to us.

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Remington	BA	700	6480079	1971-72

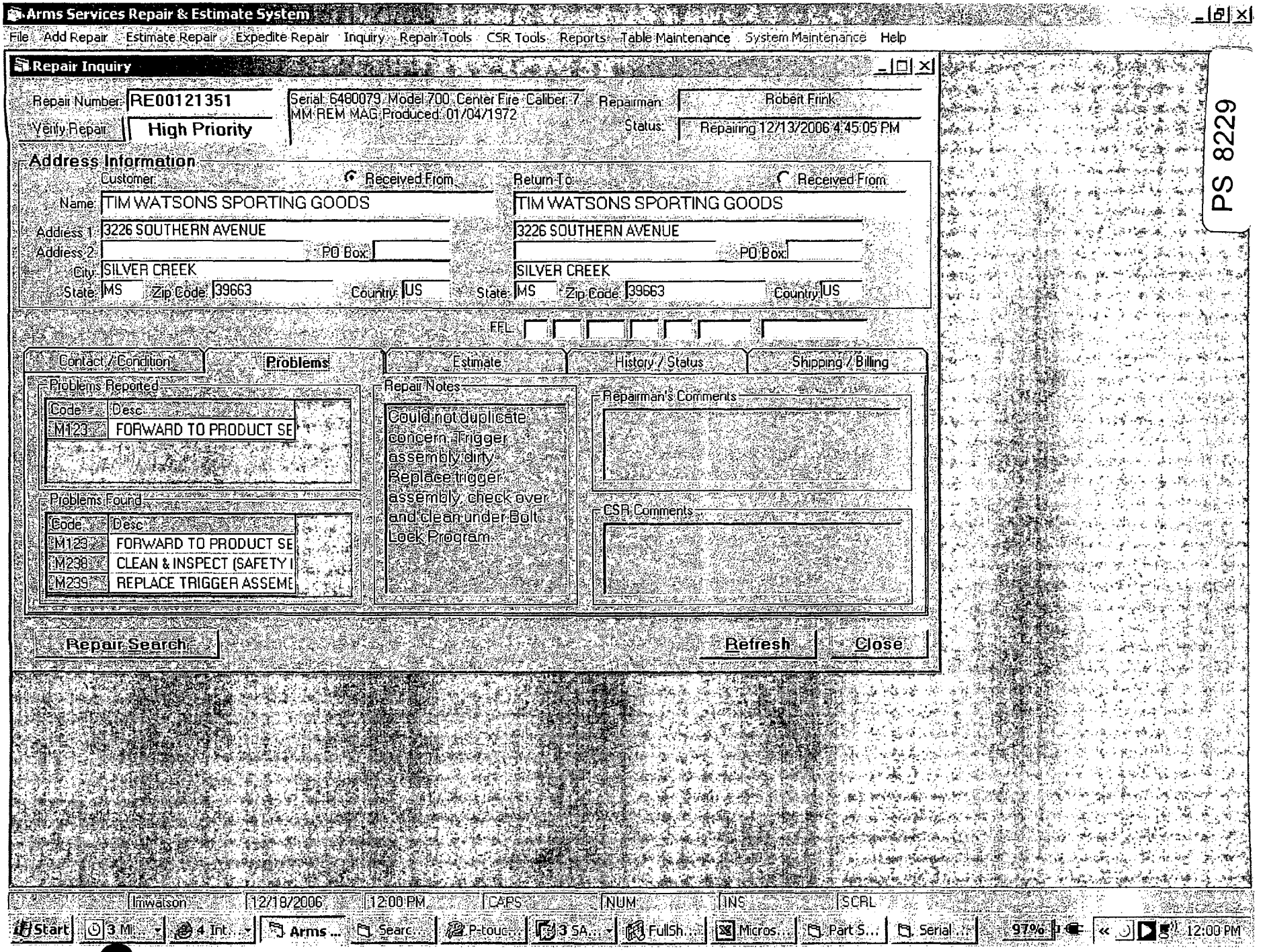
Date Purchased	Where Purchased	Original Owner
		NO -2nd owner

Ammunition Information	
Factory or Reloads	
Manufacturer	
Caliber	
Bullet type	
Bullet Weight	
Lot # of ammunition	

Additional Ammo Info:

Other Products Information

PS 8228



PS 8229

BARBER - Kinzer PPS GAL RE0007317

BARBER - Kinzer PPS GAL RE0007317

Screen Capture. 12:00:19pm [illegible]. 12/18/06. 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:535

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
119093	10/26/2006	10/27/2006	10/27/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Michael	Arbogast	1610 SouthWest Emigrant	Pendleton	OR	97801		H 541-276-1544 E marbogast@kclic.net

Incident Information

Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI					
PD					
S fired on safety release	Cause:4080	Other - Unspecified or Undetermined - Ammunition		Unknown	
C	Concern:1007	Fired on Safe Release			

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/223 REM	27514	G6357250	XX	1/8/2004 11:18:31 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	MT SPORTS, LLC		U

CUST.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
replace TPA, check over completely at n/c						

Repair/Replacement Cost	Repair/Replacement Date
25.00	10/27/2006

to restore confidence in rifle. charge 230145.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/27/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		24" 223 REM

PS 8230

Barrel	Date Code		XX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	6#
	Altered	False	

PS 8231

CASE # 535

6 # 12/03

General Repair Form

Back to Repair Services

NOTE: Please complete and print this form, and then include it with your firearm

Model Number: 700		**Serial Number:** G6357250	
Name: Michael Arbogast		**Date of Purchase:** spring 2005	
Address (no PO Boxes): 1610 S.W. Emigrant			
City: Pendleton	**State:** Or	**Zip:** 97801	
Phone (Daytime): 541-276-1544	**Fax:** 541-276-0405		
E-mail Address: marbogast@kclic.net			

100T 4080

Please describe your problem:

The rifle discharged when the saftey was taken off.
I fired the rifle, jacked a new round into the chamber, put the saftey on. When I was ready to shoot again I took the saftey off and the rifle discharged without pulling the trigger. The rifle had not been jarred nor the trigger pulled since the previous firing.

could not duplicate concern
Replace TDA, check over completely
at N/C to restore confidence
in rifle. #220145

183 characters left

NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

4 1/4

Serial Number: G6357250

Model: 700

RE00119093

egal Notices

Remington

11983

PS 8232

Remington Arms Co., Inc.
Product Service
Legal Case #:572

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit Obsolete
119662	11/7/2006	11/8/2006	11/8/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		A Place To Shoot	13250 Pleasanton Rd.	San Antonio	TX	78221		W 210-628-1888

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4015	Improper Maintenance			
S	Fired on safe release	Concern:1007	Fired on Safe Release		Unknown	
C						

Cust. states gun goes off when you touch safety. Our findings: Trigger binding between sideplates, replace TA at n/c.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/300 REM UM	26010	S6412800	WV	8/8/2001 10:51:37 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	ZANDERS FUR & SPORTING GD	TWO PIECE SCOPE BASE	U

CUST.CONCERN:GUN GOES OFF WHEN YOU TOUCH SAFETY

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	Ca Da AP
Replace						

PS 8233

TA

Repair/Replacement Cost	Repair/Replacement Date
65.00	11/9/2006

Replaced TA at n/c. Charged acct 230145.

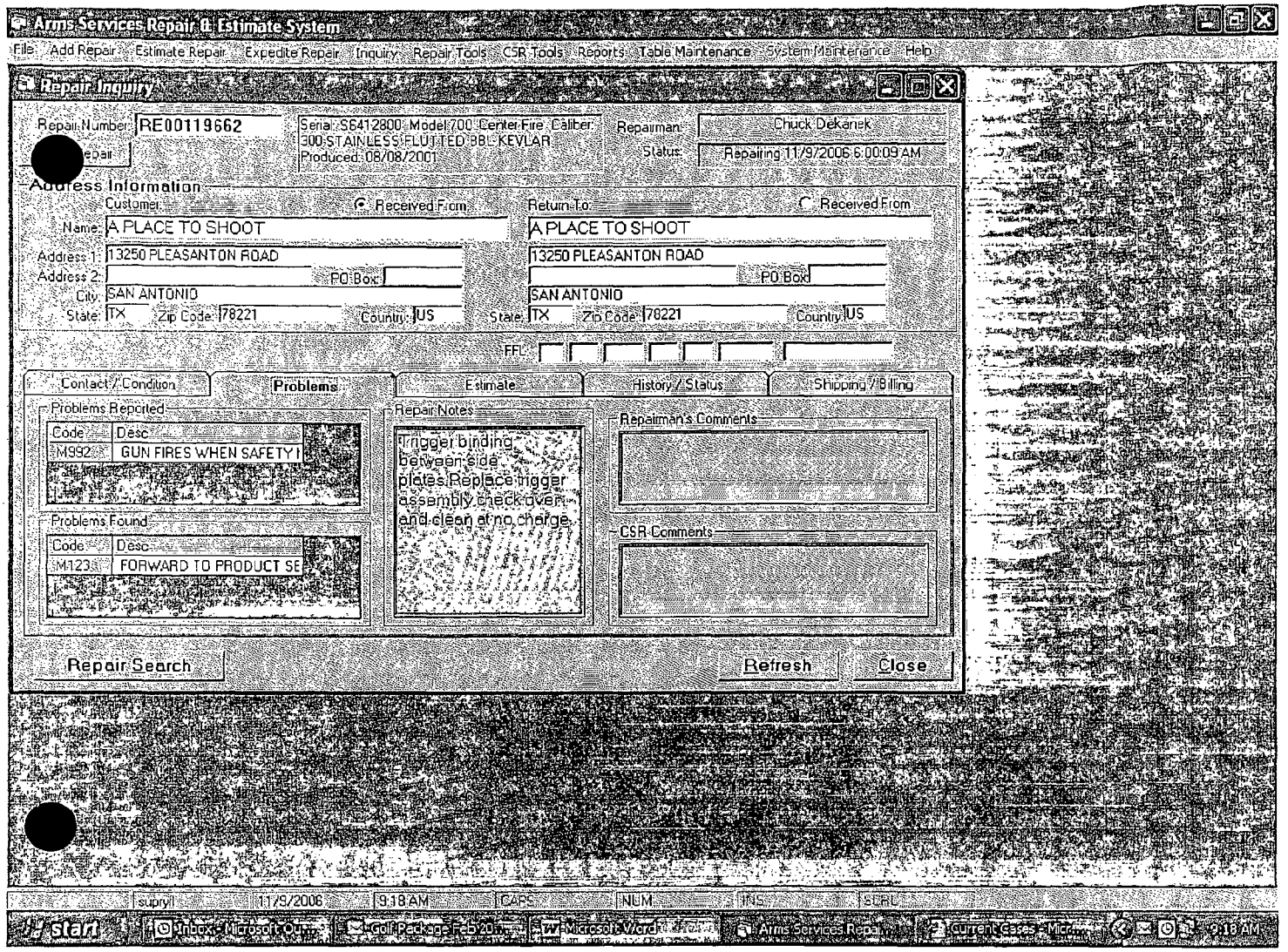
Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/8/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER BINDING
Barrel	Description		26" 300 REM UM SS SEND FL
	Date Code		WV
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	

PS 8234

	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.016
	Notch	Slightly Worn; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIGGER BINDING
	Pull	---Select---	7#
	Altered	False	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8235


Arms Services Repair & Estimate System
File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help
Repair Inquiry
Repair Number: RE00119662
Serial: S6412800 Model: 700 Center Fire Caliber: 300 STAINLESS FLUTTED BBL KEVLAR
Produced: 08/08/2001
Repairman: Chuck Dekanek
Status: Repairing 11/9/2006 6:00:09 AM
Address Information
Customer
Received From
Name: A PLACE TO SHOOT
Address 1: 13250 PLEASANTON ROAD
Address 2:
PO Box:
City: SAN ANTONIO
State: TX Zip Code: 78221 Country: US
Return To
Received From
A PLACE TO SHOOT
13250 PLEASANTON ROAD
PO Box:
SAN ANTONIO
State: TX Zip Code: 78221 Country: US
FFL:
Contact / Condition
Problems
Estimate
History / Status
Shipping / Billing
Problems Reported
Code Desc
M992 GUN FIRES WHEN SAFETY I
Problems Found
Code Desc
M123 FORWARD TO PRODUCT SE
Repair Notes
trigger binding between side plates.Replace trigger assembly check over and clean at no charge.
Repairman's Comments
CSR Comments
Repair Search
Refresh
Close
supryl
11/9/2006
9:18 AM
CAPS
NUM
INS
SCRL
start
Inbox - Microsoft Ou...
Golf Package Feb 20...
Microsoft Word
Arms Services Repair...
Current Cases - Mic...
9:18 AM

PS 8236

CASE # 572

WV 8/01
7#
.016
26"

A PLACE TO SHOOT

Range and Gun Shop

13250 Pleasanton Rd., San Antonio, Texas 78221
(210) 628-1888

Sold To: Romano Date: 10/30/06

Address: 14 Hoefler Ave.
Ilion, NY. 13357

CONSIGNMENT	CASH	C.O.D.	CHARGE	ON ACCT.	SPECIAL ORDER	PAID OUT	LAY-AWAY

Quantity	Description	Price	Amount
	Please clean out		
	Gun goes off		
	when you touch		
	safety.		
	TRIGGER BINDING Between		
	SIDE plates. Replace TPA, clean		
	Oven clean at N/C #230145		

Serial Number: S6412800

Model: 700

RE00119662

PS 8237

Remington Arms Co., Inc.
Product Service
Legal Case #:1078

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
126124	3/5/2007	3/6/2007	3/6/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Albert	Burns	6401 Fort Hill Rd	Bath	NY	14810		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013 Broken or Missing Parts		Unknown	
S Fires on safe release	Concern:1007 Fired on Safe Release			
C				

3/7/07-correspondence from repair-gun fires when you take it off safe.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/50 CAL	27572	ML087466	WR	8/26/1997
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	HART ENTERPRISES INC		U			

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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
$25.00	3/7/2007

3/7/07-Replace trigger assem , check over, clean at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/6/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4013	Broken or Missing Parts	CONNCETOR DAMAGED
Barrel	Description		24" 50 CAL CARBON
	Date Code		WR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8238

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	---Select---	
	Shroud	Worn; Functioning	VERY DIRTY
	Face	Worn; Functioning	VERY DIRTY
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
Extractor	Condition	---Select---	
	Cut Condition	---Select---	
	Ext/Eject Test	False	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Missing	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Not Functioning	CONNECTOR DAMAGED
	Pull	---Select---	
	Altered	False	

PS 8239

Albert C Burns
6401 Foot Hill Rd
Bath NY 14810

1078

WR 8/97

24"

It fires when you take it off safe

Serial Number: ML087466

Model: 700ML

RE00126124

RECEIVED
MAR 07 2007
BY: [signature]

Connector damaged
Replace TOA, check over
clean AT N/C
#230145

PS 8240

Remington Arms Co., Inc.
Product Service
Legal Case #:752

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
120751	11/30/2006	12/1/2006	12/1/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	James	Brannen	6734 Beach Rd	Perry	FL	32348		C 904-571-2071 E jmsbran@aol.com

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4015	Improper Maintenance			
S	Fired on safe release	Concern:1007	Fired on Safe Release		Unknown	
C						

12/5/06-correspondence from repair-Rifle fires when safety is moved to the fire position.lw

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Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/50 CAL	27572	ML006618	KQ	5/28/1996

Date Purchased	Where Purchased	Accessories	Original Owner
	MAURICE SPORTING GOODS		U

CUST 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
Replace TA at 1/2 msp						

Repair/Replacement Cost	Repair/Replacement Date

12/5/06-Replace TA, check over, clean at 1/2msp ($34.50 quote).lw

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Examination[REMINGTON/CF/BA]

PS 8241

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/1/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	DIRT/DEBRIE BETWEEN TRIGGER AND CONNECTOR
Barrel	Description		24" 50 CAL
	Date Code		KQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	---Select---	AFTER MARKET
	Shroud	---Select---	
	Face	---Select---	
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY/OILY
	Pull	---Select---	N/A

PS 8242

	Altered	False	
Non-Remington Components	Description		AFTER MARKET FIRING PIN AND NIPPLE

PS 8243

Serial Number: ML006618

Corporate BATF

Modelid	Material	ProdLoc	ProdDate	Description
700ML	27572	ILN	5/28/1996	MODEL 700.TMML MUZZLELOADER IN-LINE BLACK POWDER 24" BARREL .50 CALIBER

Date	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
1996/05/31	SHIP PNR	MAURICE SPORTING GOO	60062	169562		

Location: Arms Services
Not on File at this location
Location: Custom Gun Shop
Not on File at this location
Location: Ilion Plant
Not on File at this location
Location: Mayfield
Not on File at this location
Location: Memphis
Not on File at this location
Location: Arms Service Repairs

Repair Nbr	StatusDate	SerialNbr	Replacement	Description
RE00120751	12/05/2006	ML006618		Model 700ML Center Fire Caliber: 50 SYN

Location: Remington Authorized Repair Centers
Not on File at this location
Location: Non-SAP Serial Number Tracking
Not on File at this location

PS 8244

CASE# 752

KQ 5/96

Remington Repair Shop

My 700 Remington Muzzle loader s/n ML006618 has been shipped back to factory for repair. Reference online support case #061026-000116.

The rifle fires when the safety catch is moved from safe to fire position.

My father was sighting in the rifle when weapon malfunctioned. He loaded rifle and fired one shot from sandbag at down range target. Reloaded rifle and primed rifle, closed bolt. He positioned rifle in sandbag and released moved safety catch from safe position forward to fire position. When the safety was moved to fire position the rifle discharged downrange.

The bolt was removed, inspected, reinstalled in action. When the bolt is cocked and the safety returned to safe position, then safety moved to fire position, the firing pin releases as if trigger had been pulled.

The repaired rifle should be return shipped to my father at George Y. Brannen, 6734 Beach Road, Perry, Fl 32348. Phone number 850-584-3674

I have enjoyed hunting with the rifle very much, difficult to clean and requires special tools, but other than those minor concerns up until this incident the rifle has been a pleasure to hunt with,

Thanks in advance for your assistance.

James M. Brannen

James M. Brannen
904-571-2071 cell
Office 904-757-2659
JmsBrnn@aol.com

Serial Number: ML006618

Model: 700ML

RE00120751

Dirt / Debris between TRIG. + CONNECTOR. Replace TPA, check over, clean AT 1/2 ms P Quote

1073

PS 8245

Reference #
061026-000116

Status
Solved

Assigned to
Staff
Pete

Topic
Firearms
Muzzleloaders

Queue
CSR

Date Created
10/26/2006 10:17 PM

Initial Response
11/02/2006 04:30 PM

Last Updated
11/09/2006 03:12 AM

Date Closed
11/09/2006 03:12 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

700 ML

Discussion Thread

Response (Uncommitted)

Response (Pete) **11/06/2006 08:50 AM**

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

You can print the factory repair form and instructions at the following section of our site.

http://www.remington.com/support/repair_services/factory_repair_form.asp

Or follow these guidelines if in the US:

1. Record the serial number of your firearm before sending it to us.

2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box, not a hardcase.

3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.

4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.

5. Ship your firearm by either United Parcel Service (UPS) or Parcel Post (US Post Office). Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. Customer is responsible for shipping charges to the factory.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoefler Avenue
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

If you have any questions as to the warranty on Remington firearms, please refer to the following section of our site.

<a http://www.remington.com/support/warranty/

Customer (James Brannen) **11/05/2006 06:42 PM**

Please send information for shipment.

Response (Pete) **11/02/2006 04:30 PM**

Dear Mr. Brannen

Thank you for contacting Remington Arms.

We would like to take a look at this gun. I would like to get it back into the facotry I will provide you the information as to how to go about doing this.

Please box up your gun and take it to your local UPS and please send a detailed letter along with it describing your problem. I will provide you with the address to ship your gun below. I apologize for any incomvenience this may cause.

Remington Arms Company, Inc.
Attn: Fred Supry/product services
14 Hoefler Ave.
Ilion, NY. 13357

Customer (James Brannen) **10/26/2006 10:17 PM**

My 700 Muzzleloader fires when the safety is pushed to off position. During sighting in session for upcoming muzzleloader season, after first shot was fired. The rifle was recharged, 209 primer placed on nipple. With rifle pointed safety down range the saftey was pushed to off,and the rifle discharged. This was very surprizing to say the least.

After removing bolt checking to assure assembly was correct reassembling bolt, you can cock bolt with safety off, move safety to safe position, when you push safety to fire position the firing pin falls.

Is this a common problem with this rifle? can Can I have it repaired locally, or what is Remington's recommended repair procedure.

This rifle has served me well and is very accurate. I am not by choice going to have to hunt with and old TC this season!

Thanks for your guidance,

PS 8246

I also hunt with a 700 mountain rifle in 7mm/08 in my opinion the perfect whitetail rifle

Jim Brannen

Auto-Response **10/26/2006 10:17 PM**

No matches were found.

Primary Contact

First Name: James
Last Name: Brannen
Organization:

Login: jmsbran@aol.com
Password: 070426
Title:
Contact Type:

Email: jmsbran@aol.com
Email - Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

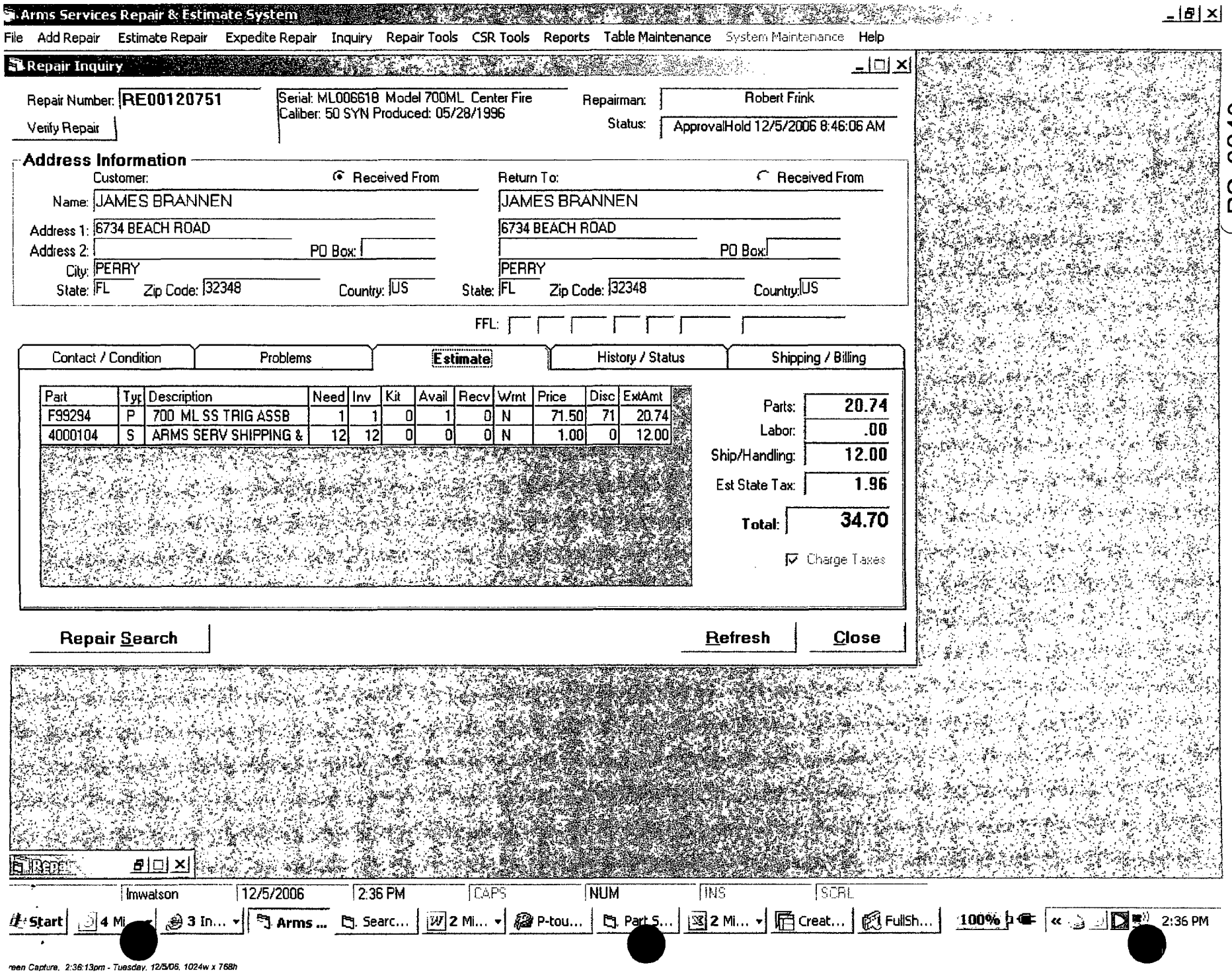
Street
City
State/Province
Postal Code
Country

Additional Information

Model_Number: 700 ML
Serial_Number: ML00618

PS 8247

printed by FullShot at 2:36:16pm on Tuesday, 12/5/06



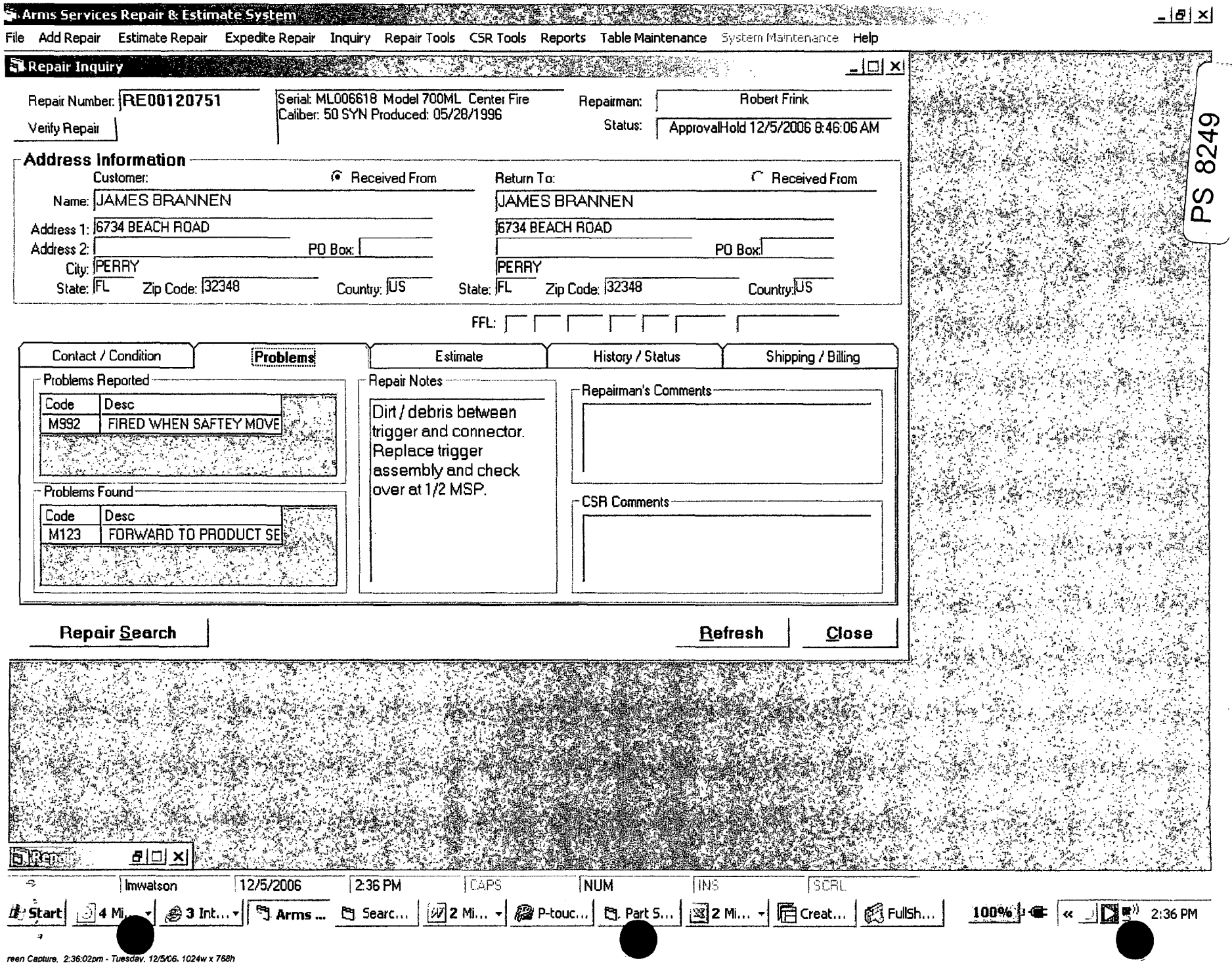
PS 8248

BARBER - Kinzer PPS GAL RE0007336

BARBER - Kinzer PPS GAL RE0007336

reen Capture, 2:36:13pm - Tuesday, 12/5/06, 1024w x 768h

printed by FullShot at 2:36:06pm on Tuesday, 12/5/06



PS 8249

BARBER - Kinzer PPS GAL RE0007337

BARBER - Kinzer PPS GAL RE0007337

reen Capture, 2:36:02pm - Tuesday, 12/5/06, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:752

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
120751	11/30/2006	12/1/2006	12/1/2006				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		James	Brannen	6734 Beach Rd	Perry	FL	32348		C 904-571-2071 E jmsbran@aol.com

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4015	Improper Maintenance			
S	Fired on safe release	Concern:1007	Fired on Safe Release		Unknown	
C						

12/5/06-correspondence from repair-Rifle fires when safety is moved to the fire position.lw 4/3/2007 cause information cuts off typed statement - Bruce Travis and Fred Supry examined the trigger assembly and found no debris between the trigger and connector. The trigger had not been previously removed and examined. The housing was excessively oiled prior to being returned to Remington. Bruce stated that he meant the the debris was between the housing and sear and had mistyped the cause information. Once we completed the examination the trigger assembly was reassembled and replaced in the storage envelope. fls 4/3/2007.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/50 CAL	27572	ML006618	KQ	5/28/1996

Date Purchased	Where Purchased	Accessories	Original Owner
	MAURICE SPORTING GOODS		U

CUST CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

PS 8249A

REMINGTON/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Ca Da AP
Replace TA at 1/2 msp						

Repair/Replacement Cost	Repair/Replacement Date

12/5/06-Replace TA, check over, clean at 1/2msp ($34.50 quote).lw

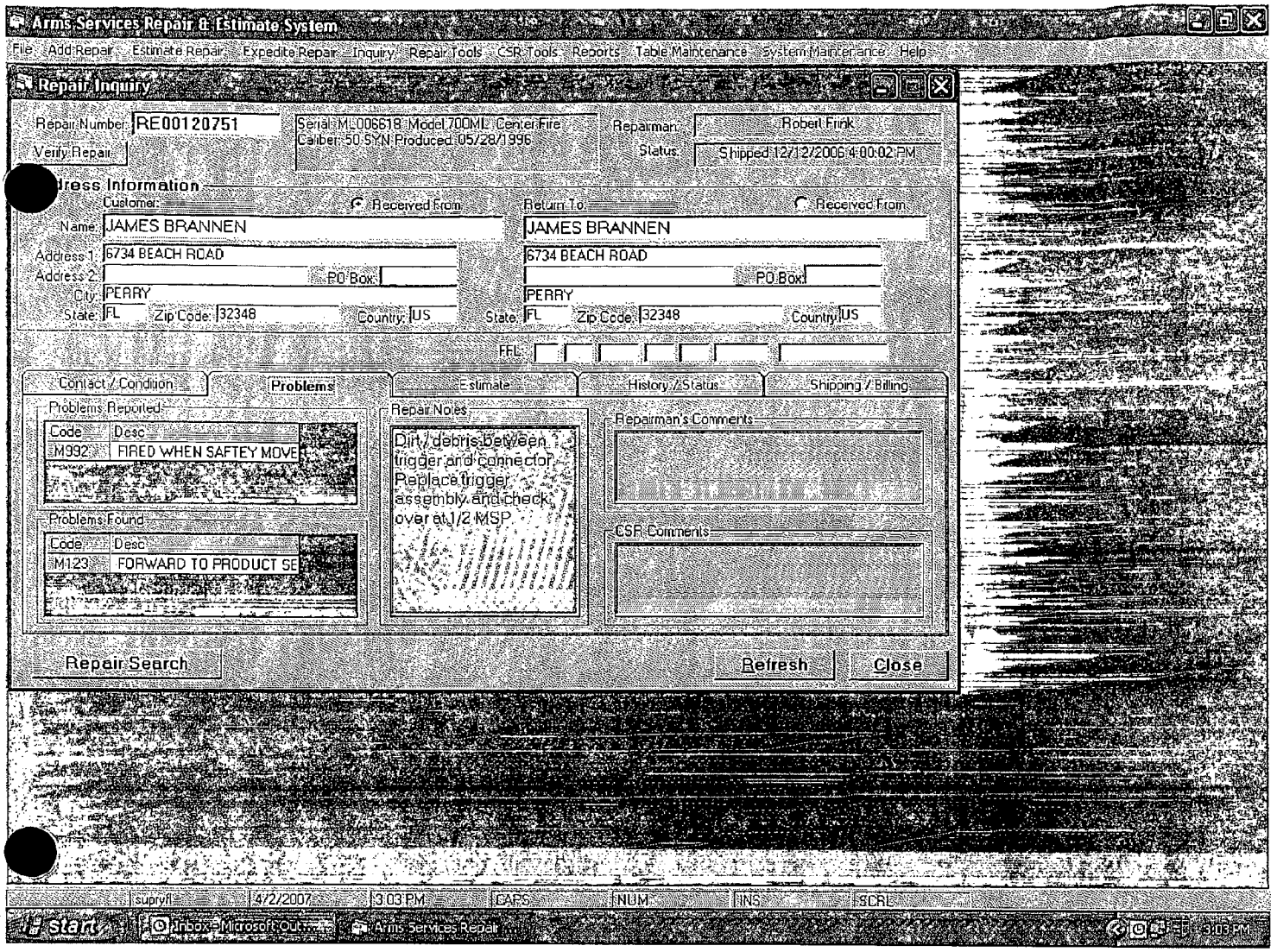
Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/1/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	DIRT/DEBRIE BETWEEN TRIGGER AND CONNECTOR. 4/3/2007 located the envelope containing the trigger assembly and Bruce Travis and Fred Supry examined the trigger assembly - the trigger and connector were removed for examination. No debris found.
Barrel	Description		24" 50 CAL
	Date Code		KQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	---Select---	AFTER MARKET
	Shroud	---Select---	
	Face	---Select---	
	Handle	Slightly Worn;	

PS 8249 B

		Functioning	
	Stop	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY/OILY
	Pull	---Select---	N/A
	Altered	False	
Non-Remington Components	Description		AFTER MARKET FIRING PIN AND NIPPLE

PS 8249 c



CASE # 752

Re examined 4/3/2007 because of statement in repair notes. No Debris was found between the trigger and Connector. only between the housing and side of the sear. Inside the housing was Also excessively oily. FLS 4/3/2007

PS 8249 D

Remington Arms Co., Inc.
Product Service
Legal Case #:842

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121926	12/15/2006	12/18/2006	12/18/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mike	Baker	7070 Glade Lane	Florence	KY	41042		H 513-678-2353 F 513-229-6300

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD Fired in basement S C Fires on safe release	Cause:4015 Improper Maintenance Concern:1007 Fired on Safe Release		Unknown	

12/19/2006-correspondence from repair-While moving the safety switch from safe to fire, the gun discharged in basement. He dry ran the bolt several times and sometimes the firing pin would stay back and sometimes it will click and fire just by cycling the bolt and sometimes it does it when moving the safety back and forth.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/3006 SPR	20000	6474196	DU	9/1/1971
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	GILBERT SPTG CINCINNATI, OHIO		U			

CUST.CONCERN:FSR,FBC

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

12/19/06-Replace TA under SMP. Quote sent for $20.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/18/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4015	Improper Maintenance	TRIGGER ASSM HAS A PARTIALLY DRIED AND STICKY LUBRICATION RESIDUE CAUSING PARTS TO STICK/BIND
Barrel	Description		22" 3006 SPR
	Date Code		DU
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	CONTAMINATED WITH A DRIED/STICKY LUBE RESIDUE CAUSING PARTS TO BIND
	Pull	---Select---	10#

	Altered	False

PS 8252

CASE # 842

10#
Dec 9/11
,009

Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700	**Serial Number:** 6474196	
Are you the original owner?: ☐ YES ☒ NO Inherited from Father-INLAW WAYNE Smith		
Name: MIKE BAKER	**Date of Purchase:**	
Address (no PO Boxes): 7070 GLADE LANE		
City: FLORENCE	**State:** Ky	**Zip:** 41042
Phone (Daytime): 513-678-2353	**Fax:** 513-229-6300	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) mbaker@downlite.com		
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.		
Please describe your problem and date of ocurrence: While move the safety switch from @SAFE TO fire the gun discharged in my basement. I dry ran the ~~barrel~~ bolt several times and sometimes the firing pin would stay back and sometimes it will click and fire just by ~~touching it~~ cycling the bolt and sometimes it does it when moving the safety back and forth. 500 characters left		
Ammunition Information: 30-06 ~~Rem~~		
Manufacturer: Remington & WINCHESTER	Type: 30-06	
Other (i.e. bullet weight/type, shot size, powder): 165 GR. Pointed Soft Point		
Handload Information:		
Powder Used:	Powder Weight:	
Case/Hull Used:	Primer Used:	
Bullet Type/Shot Size:	Reloader Used:	
Firearms Care (Cleaning and Lubrication):		
Brand of cleaning solution used: Hoppes		
How often do you clean the bore? (Months or Number of rounds) After every use 20 ROUNDS		

PS 8253

How often do you clean the action? (Months or Number of rounds) 12 months
How often do you clean the trigger assembly? (Months or Number of rounds) 12
Brand of lubricant used: Hoppes or WD 40
How often do you lubricate the bore? (Months or Number of rounds) once a year
How often do you lubricate the action? (Months or Number of rounds) once a year
How often do you lubricate the trigger assembly? (Months or Number of rounds) once a year
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☐ YES ☒ NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) Never
What were the services performed?)
NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.
Ship your INSURED firearm by either UPS or Parcel Post to: Trig. Assm. contaminated w/ a partially dried & sticky lubrication residue, causing parts to stick & BIND. Replace TPIA, check oven, clean under BOLT cock program Cor $ 20.00 Quote **Remington Arms Co., Inc.** **Attn: Arms Service Division** **14 Hoefler Avenue** **Ilion, NY 13357**

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-

Number: 6474196

Model: 700

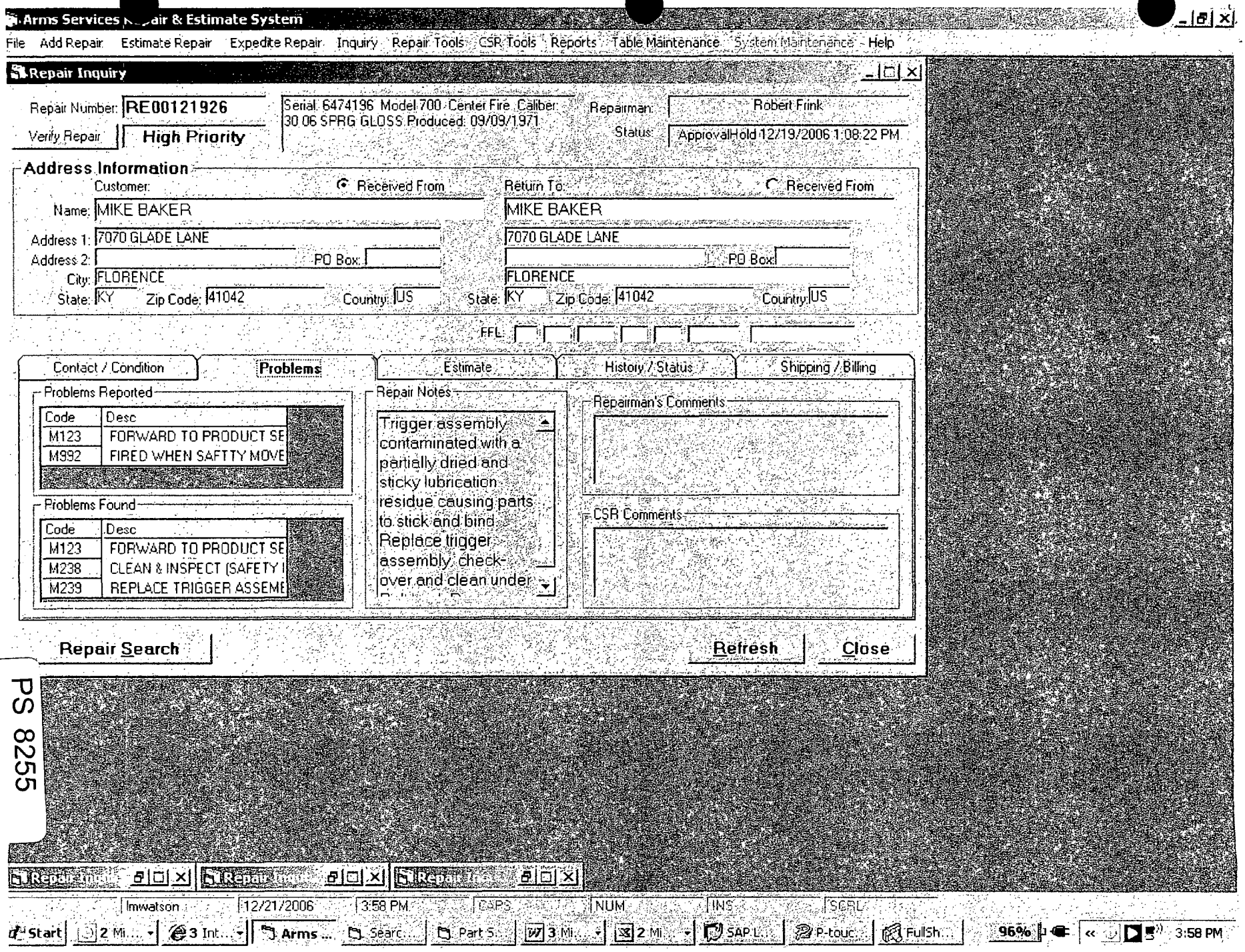
RE00121926

| Legal Notices

PS 8254

RECEIVED
DEC 19 2006
BY:

Printed by FullShot at 3:58:15pm on Thursday, 12/21/06



BARBER - Kinzer PPS GAL RE0007347
PS 8255
BARBER - Kinzer PPS GAL RE0007347

Screen Capture, 3:58:15pm - Thursday, 12/21/06, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:660

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
120045	11/15/2006	11/21/2006	11/21/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Jimmy	Berry	1602 West Choctaw	Chickasha	OK	73018		H 405-224-6347

Incident Information

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

Customer says this is the 2nd ML that this has happened to. He

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700ML/50	27580	ML103182	ER	10/1/1997 2:15:00 PM

Date Purchased	Where Purchased	Accessories	Original Owner
			U

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700ML/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Rei Date
Reimbursement			379.00		11/21

Repair/Replacement Cost	Repair/Replacement Date

PS 8256

Called customer - he said that he did not alter trigger adjustments. He also did not know how the assembly got put back in the bolt incorrectly. He wanted a new Genesis in exchange - we finally reimburse him for the rifle that he returned. APV issued 11/21/2006.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		11/21/2006
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4006	Altered Adjustments or Components	Rust inside the bolt assembly. Bolt not properly reassembled. Trigger pull below factory specifications.
Barrel	Description		50 Caliber ML Stainless
	Date Code		ER
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Abused; Not Functioning	The FP assembly had not been fully screwed into the bolt assembly.
	Shroud	---Select---	
	Face	---Select---	
	Handle	---Select---	
	Stop	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	

PS 8257

	Bulged	False	
Safety	Description		standard 700
	Function	Slightly Worn; Functioning	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3.0
	Altered	True	Trigger Pull out of adjustment

PS 8258

ORIGINAL

Remington Arms Company, Inc.

Madison, North Carolina 27025-0700

Purchase Order No.

Fred Supry
Name of Person Originating APV

Ilion - 3606
Location/Extension of Originator

11/21/06
Date Prepared

Seller's Invoice No. _____ Seller's Invoice Date _____

Pay To: **Jimmy Berry**

Street and No. **1602 West Choctaw**

City **Chickasha** State **OK** Zip Code **73018**

____ % ____ Days; Net ____ Days or _____
Desired Pay Date

Vendor Code

Pmt Method

Description	Total Dollars	Cents
To reimburse customer for Model 700 ML that was returned to Remington.	379	.00
Reference R&E #: 120045 and Jimmy Berry file in Product Service.		

Distribution

Firearms Pre-lit: 8850050-230145

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed: Fred Supry

Signed:

Date: **11/21/2006**

Gross	379	.00
Discount		
Net	379	.00

For Treasury Use Only

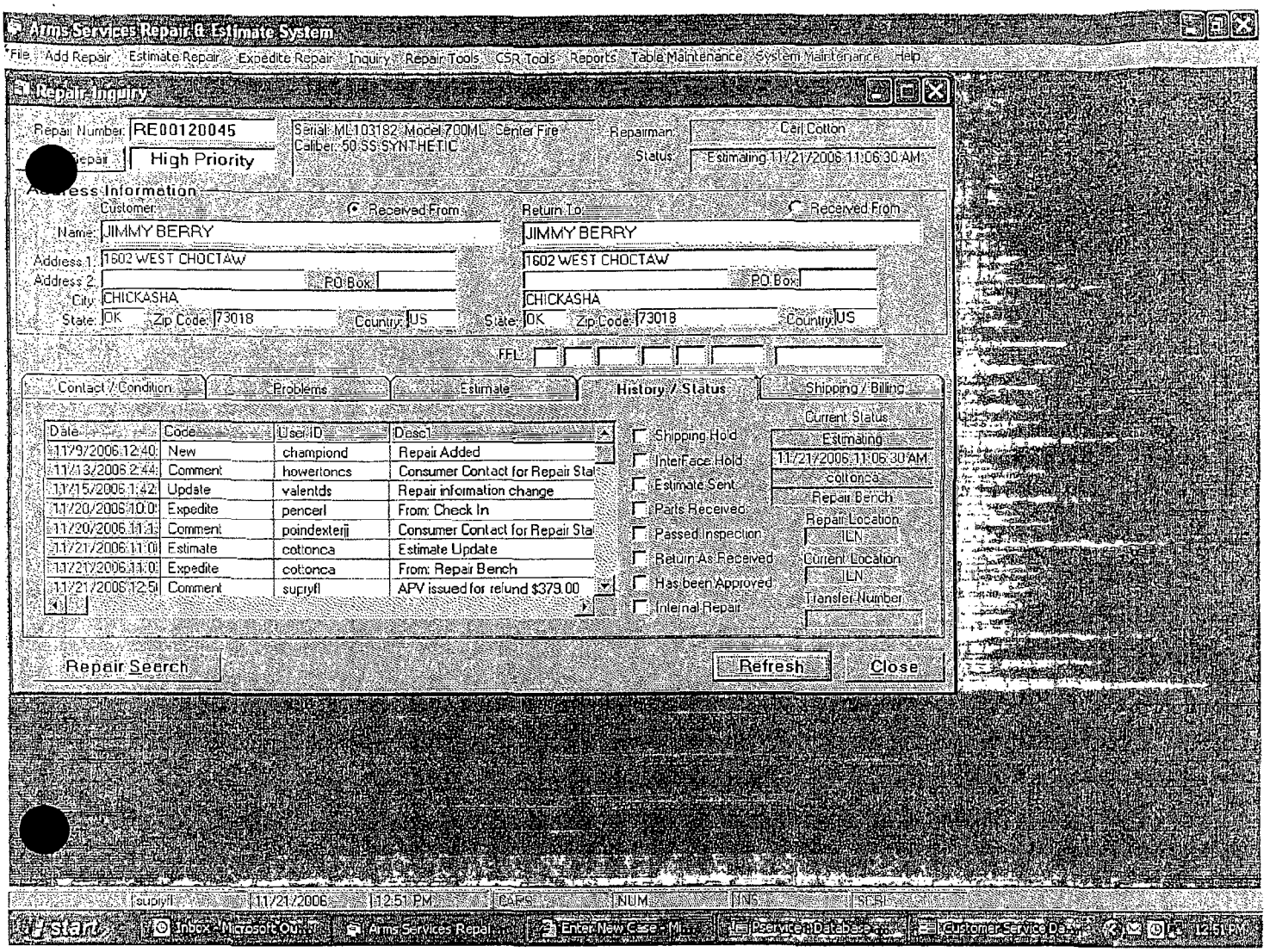
Date Paid _____

Reference No. _____

Acct _____

USD Amt _____
(If in Foreign Currency)

PS 8259


Arms Services Repair & Estimate System
File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help
Repair Inquiry
Repair Number: RE00120045
Serial: ML103182 Model: 700ML Center Fire
Caliber: 50 SS SYNTHETIC
Repairman: Carl Cotton
Status: Estimating 11/21/2006 11:06:30 AM
High Priority
Address Information
Customer: Received From
Return To: Received From
Name: JIMMY BERRY
JIMMY BERRY
Address 1: 1602 WEST CHOCTAW
1602 WEST CHOCTAW
Address 2:
PO Box:
City: CHICKASHA
State: OK Zip Code: 73018 Country: US
FFL:
Contact / Condition
Problems
Estimate
History / Status
Shipping / Billing
Date Code User ID Desc1
11/9/2006 12:40: New championd Repair Added
11/13/2006 2:44: Comment howertoncs Consumer Contact for Repair Sta
11/15/2006 1:42: Update valentds Repair information change
11/20/2006 10:0: Expedite pencerl From: Check In
11/20/2006 11:1: Comment poindexterjl Consumer Contact for Repair Sta
11/21/2006 11:0: Estimate cottonca Estimate Update
11/21/2006 11:0: Expedite cottonca From: Repair Bench
11/21/2006 12:5: Comment supryfl APV issued for refund $379.00
Shipping Hold
Interface Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair
Current Status
Estimating
11/21/2006 11:06:30 AM
cottonca
Repair Bench
Repair Location
TEN
Current Location
TEN
Transfer Number
Repair Search
Refresh
Close
supryfl 11/21/2006 12:51 PM CAPS NUM NNS SCRL
start Inbox - Microsoft Out... Arms Services Repai... Enter New Case - M... Service Database ... Customer Service Da... 12:51 PM

PS 8260

Remington

TRACKING DOCUMENT

Repair Order Number

Repair Order Number	Description/Serial Number	Repairman - Carl Cotton
RE00120045	ML103182	Date Received - 11/15/2006
Account # - R-	Model 700ML Center Fire Caliber: 50 SS SYNTHETIC	Estimate Date -
		Current Date - 11/21/2006

Customer	Return To
JIMMY BERRY 1602 WEST CHOCTAW CHICKASHA. OK 73018 US	JIMMY BERRY 1602 WEST CHOCTAW CHICKASHA. OK 73018 US

Phone (H) (405)-224-6347 Fax
Phone (W) Email

Problems

Reported		Found	
M993	CUSTOMER WANTS NEW GUN	M123	FORWARD TO PRODUCT SERVICE F

Repair

Material #	MaterialDesc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Total:					

Refunded by Product Service. $379.00

Scrap rifle.

FLS 11/21/06

Condition BBL SCRATCHED STOCK SCRATCHED

PS 8261

Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

120045

I Do NO Want This
Gun or any other M700
Sources said they could
Trade for a comparable
Genesis model
Jimmy Berry
405 600 5296

PS 8262

"When your health really matters."

MEDICAL CENTER

Dear Remington

This is the 2nd Model 700 Black Powder Rifle I have Had When I switch from ~~fact~~ Safe to fire the gun will sometimes fire w/o Trigge

Human Resources | (405) 271-6035 | 1-866-473-8229

PS 8263

Remington Arms Co., Inc.
Product Service
Legal Case #:912

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
123306	1/9/2007	1/10/2007	1/10/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Benson Sporting Goods	519 S 12th St	Murray	KY	42071		H 270-753-1342

Incident Information

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

1/15/07-correspondence from repair-This gun has shot 3 different occassions when the safety slides into the fire position. Please fix this before someone gets hurt.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/30-06 SPR		6352360	PT	6/1/1970
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
			U			

CUST.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
Replace TA under SMP						
	Repair/Replacement Cost	**Repair/Replacement Date**				

1/15/07-offered to replace TA under SMP.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/10/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		22" 30-06 SPR

PS 8264

Barrel	Date Code		PT
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Worn; Functioning	
	Face	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	---Select---	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.0085
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4#
	Altered	False	

PS 8265

CASE# 912

Y#
.00#5
PT 6/70
22"

Benson Sptg Goods
519 S. 12th St
Murray Ky. 42071

This gun has shot 3 different occassions when the safety slides into the Fire position Please Fix this before someone gets hurt.

Our phone #
270-753-1342

could not duplicate concern.
Trig. Assm. Dirty.
Replace TPA, check out, clean
under bolt local program
Ron B 20.00
Quote

Serial Number: 6352360

Model: 700

RE00123306

RECEIVED
JAN 15 2007
BY:

PS 8266

QUOTATION

Remington Arms Company, Inc.
870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700
www.remington.com info@remington.com

Parts/Repairs 800-243-9700
Fax 336-548-7801

ESTIMATING REPORT

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 (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number	Description/Serial Number	Date Received -	1/9/2007
RE00123306	6352360	Estimate Date -	
Account # - R-		Current Date -	1/12/2007

Customer
BENSON SPORTING GOODS
519 S 12TH STREET

MURRAY. KY 42071 US

Return To
BENSON SPORTING GOODS
519 S 12TH STREET

MURRAY. KY 42071 US

Phone (H) (270)-753-1342 **Fax**
Phone (W) **Email**

Please Circle One
VISA MC AMEX DISCOVER Card No._____Exp. Date_____
PO Number _____
Daytime Phone (____)_____ Time To Call_____ Open Acct. R_____
Approval: Customer Signature _____ Date _____

☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box

Problems Reported		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F
M993	FIRED WHEN SAFETY SLIDE INTO FIRE POSITI		

Technician's Comments

ProblemNotes Could no duplicate concern.Trigger assembly dirty.Replace trigger assembly,check over and clean under bolt lock program for $20.00.

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote

Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt
Part						
F26345	700 TRIG ASSB RH	1	Y	$71.50	0%	$0.00
Service						
4000104	ARMS SERV SHIPPING & HANDLING	1	Y	$12.00	0%	$0.00
4000116	GR-LABOR	1	N	$20.00	0%	$20.00
4000118	GR-CLEAN	1	Y	$20.00	0%	$0.00
4000119	GR-TEST	1	Y	$15.00	0%	$0.00
4000294	GR-CHECK TPA	1	Y	$15.00	0%	$0.00
				Sub Total:		**$20.00**
				Est. Sales Tax:		
				Grand Total:		**$20.00**

PS 8267

Remington Arms Co., Inc.
Product Service
Legal Case #:900

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122823	1/5/2007	1/8/2007	1/8/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Bill	Boulette	199 Theriot Ave	Chestertown	NY	12817		H 518-494-3417

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S Fires on safe release	Concern:1007 Fired on Safe Release			
C				

1/15/07-correspondence from repair-Cust got gun on a trade, never fired it. Pushed the safety and it fired. No injuries or damages noted.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/338 WIN MA		C6245884	CI	4/12/1988

Date Purchased	Where Purchased	Accessories	Original Owner
	CAMFOUR INC	TWO PIECE SCOPE BASE	N

CUST.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
Replace TA at 1/2 MSP						

Repair/Replacement Cost	Repair/Replacement Date

1/15/07-quoted to replace TA at 1/2 msp. Cust paid for this repair.lw

---

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/8/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	trigger assm sticky and dirty
	Description		24" 338 WIN MAG

PS 8268

Barrel	Date Code		CI
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	8#
	Altered	False	

UNDER 900

RECEIVED
JAN 15 2007
BY: AW

BILL BOULOTTE
199 THERIOT AVE.
CHESTERTOWN, N.Y. 12817
518-494-3417

12-19-06

24"
9#
CI 4/FR
.001

MODEL 700 338 WIN MAG SERIAL # C 6245884

I GOT THIS RIFLE IN A TRADE 12 TO 15 YEARS AGO. I HAVE NEVER FIRE IT AND DONT KNOW ANY HISTORY ABOUT IT. — PROBLEMS OR WORK DONE TO IT — (IF ANY)

PROBLEM

I PULLED THE BOLT BACK, PUT THE SAFETY ON CLOSED THE BOLT, PUSHED THE SAFETY AND IT FIRED WHEN I PUSHED THE SAFETY AHEAD. THIS HAPPENED A TOTAL OF THREE TIMES IN A ROW AND HASN'T HAPPENED SINCE,

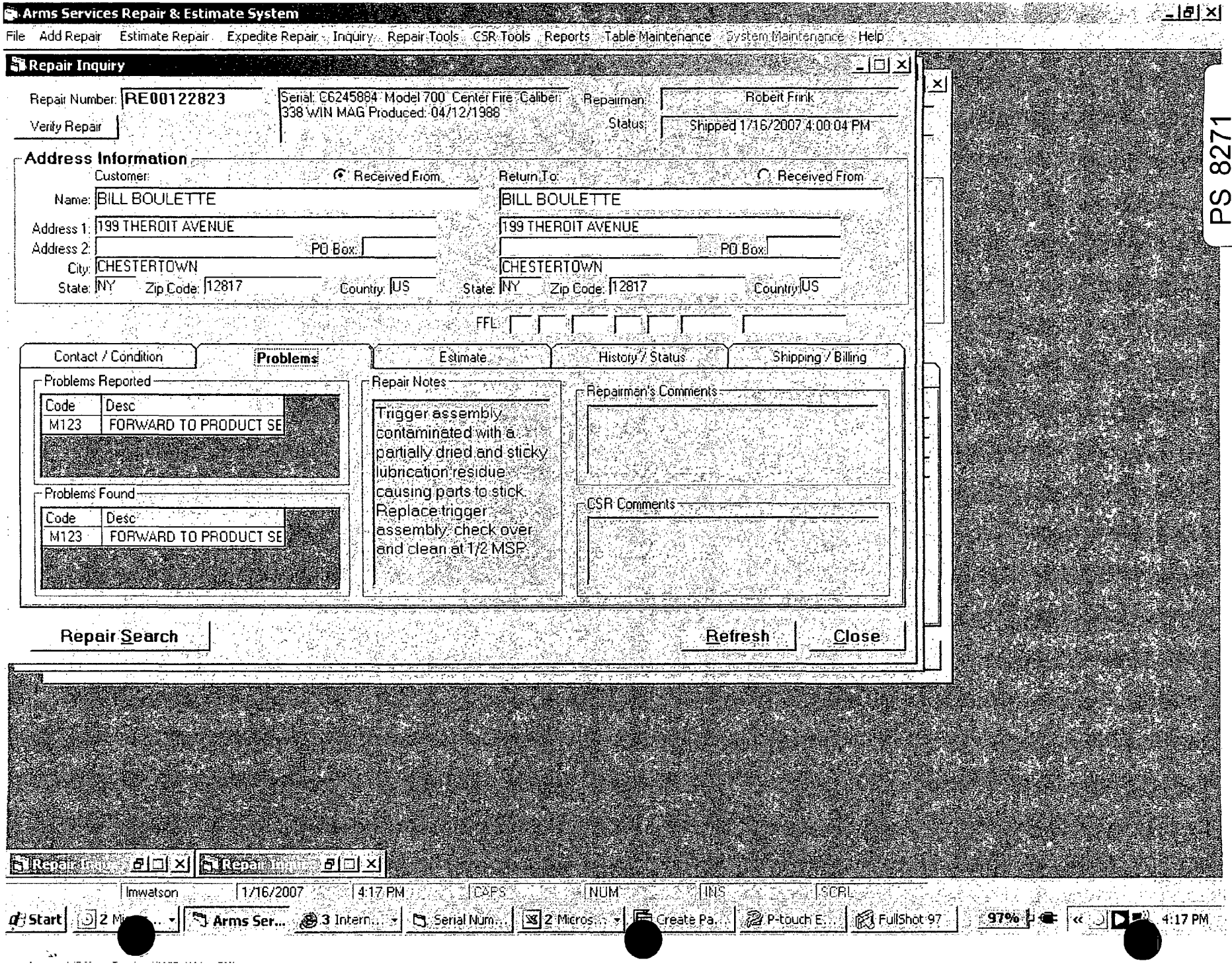
THANKS
Bill Boulotte

Serial Number: C6245884 3
Model: 700
RE00122823

TIGHT. ASSM. contaminated w/ a partially dried + sticky lubrication residue causing parts to stick. Replace TPA, check over, clear at 1/2 MSP Acode

PS 8270

printed by FullShot at 4:17:12pm on Tuesday, 1/16/07



BARBER - Kinzer PPS GAL RE0007363

PS 8271

BARBER - Kinzer PPS GAL RE0007363

Remington Arms Co., Inc.
Product Service
Legal Case #:1014

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
124706	2/8/2007	2/9/2007	2/9/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Monte Whaley	Branchy's Gunshop	16888 Laurel Road	Laurel	DE	19956		H 302-875-5477

Incident Information

Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI					
PD	Cause:4006	Altered Adjustments or Components		Unknown	
S					
C Fires on bolt closing	Concern:1008 Fired on Bolt Closing				

2/13/07-correspondence from repair-When bolt is closed gun will fire. Appears that the trigger has been tampered with. lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270	20000	B6410223	DC	9/14/1982
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	JERRY SPT MONTDALE		U			

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
Replace TA at 1/2 price						

Repair/Replacement Cost	Repair/Replacement Date

2/13/07-Replace w/ Xmark Pro trigger.Quote for $50.89.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		2/9/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
		Altered	Altered engagement settings created unsafe condition. Trigger not returning under sear unless the trigger was held forward during

Cause	4006	Adjustments or Components	cycling. If the safe was on the rifle would fire on safe release due to the improper adjustments. fls.
Barrel	Description		M/700 270 caliber 22 inch
	Date Code		DC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	Someone had removed and stoned or filed the sides of the bolt stop. fls
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	Spring missing from magazine latch.
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Standard M/700 Safety
	Function	Abused; Functioning	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Condition	*Modified	Engagement position moved creating an unsafe condition.

Trigger	Pull	---Select---	5.75 lbs
	Altered	True	I had to hold forward on the trigger to set the firing pin or the firing pin would follow down durin
Non-Remington Components	Description		Scope base

PS 8274

BARBER - Kinzer PPS GAL RE0007367

RECEIVED
FEB 13 2007
BY:.....

BRANCHY'S Gun Shop
BUY · SELL · TRADE

16888 Laurel Road • Laurel, DE 19956
302-875-5477 • E-mail: branchy@ce.net

1014

PS 8275

When bolt is closed gun will fire. Appears that the trigger has been tampered with. Please contact Monte Whaley at above number if more info is needed

124706

As received FP would follow down if safety was on the firing pin would release when the safety was moved (FS.R). The magazine latch was missing a return spring - Engagement altered.

Repair as needed - Install new X-mark PRO TA at ½ Normal Charges

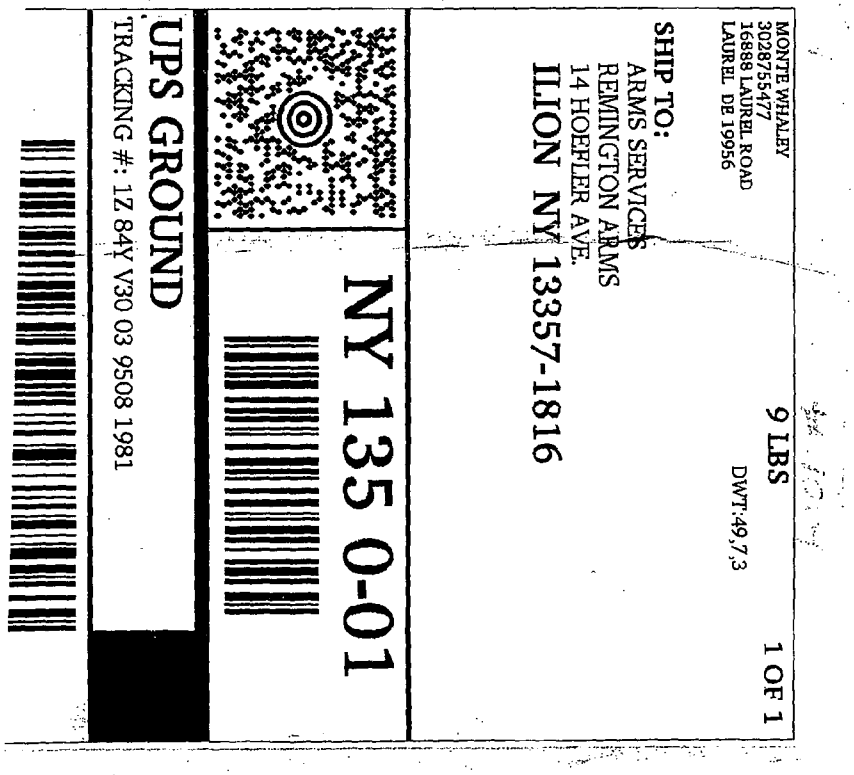
FLS 2/9/2007

BARBER - Kinzer PPS GAL RE0007367

Serial Number: B6410223

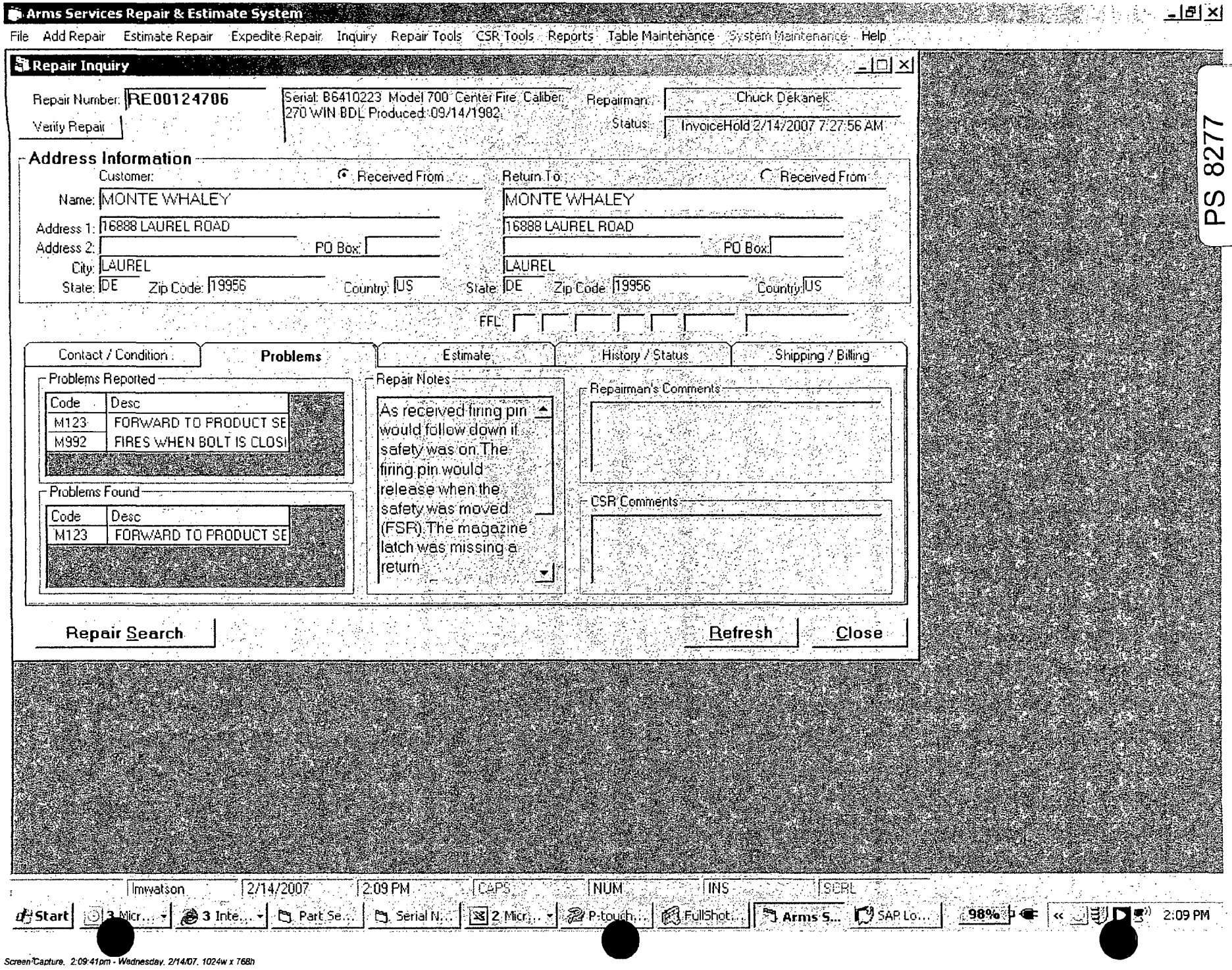
Model: 700

RE00124706



PS 8276

printed by FullShot at 2:09:44pm on Wednesday, 2/14/07



PS 8277

BARBER - Kinzer PPS GAL RE0007369

BARBER - Kinzer PPS GAL RE0007369

Screen Capture, 2:09:41pm - Wednesday, 2/14/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:1054

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
125613	2/23/2007	2/26/2007	2/26/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Beechcroft's Shooters Supply	Daniel	Beechcroft	11106 St Rt 40	Schaghticoke	NY	12154		W 518-753-4402
Incident		Larry	Wielt						H 518-677-2839

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			
S Fired when bolt closed	Concern:1008 Fired on Bolt Closing		Unknown	
C				

2/27/07-Correspondence from repair-Cust claims the rifle fired when the bolt was closed with a live round. Wants it corrected under recall.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	20000	B6338369	OB	7/6/1981
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	K MART ENT FAIRLESS HILLS PA	TWO PIECE SCOPE BASE	U			

CONCERN:FBC

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

2/27/07-Replace TA, check over, clean under bolt lock program for $20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/26/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	RIFLE HAS A MIN TRIG TO GUARD CLEARANCE
Barrel	Description		22" 30-06 SPR
	Date Code		OB
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8278

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	MIN TRIG TO GUARD CLEARANCE
	Pull	---Select---	5#
	Altered	False	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8279

1054

S# OB7/181 22"

PURCHASE ORDER

BEECROFT'S SHOOTERS SUPPLY
11106 State Rt. 40
SCHAGHTICOKE, NEW YORK 12154

(518) 753-4402
fax (518) 753-4403

Show this Purchase Order Number on all correspondence, invoices, shipping papers and packages.

3615

TO Remington Arms Co. Inc.
Atten: Arms Service Div. / Repairs
14 Hoefler Ave
Ilion N.Y. 13357

DATE	REQUISITION NO.
2/19/07	

SHIP TO

12513

REQUISITIONED BY	WHEN SHIP	SHIP VIA	F.O.B. POINT	TERMS

QTY ORDERED	QTY RECEIVED	STOCK NO. / DESCRIPTION	UNIT PRICE	TOTAL
		We are sending Via UPS 1-700 ADL 30-06		
		# B6338369		
		Our Customer claims the enclosed rifle Fired when the bolt was closed with a live round. He has asked that it be corrected under your recall offer		
		Custom Name and # Larry Wielt 518-677-2839		

PS 8280

1. Please send _____ copies of your invoice.
2. Order is to be entered in accordance with prices, delivery and specifications shown above.
3. Notify us immediately if you are unable to ship as specified.

David B. Beach
AUTHORIZED BY

NEBS To Reorder:
800-225-6380 or nebs.com

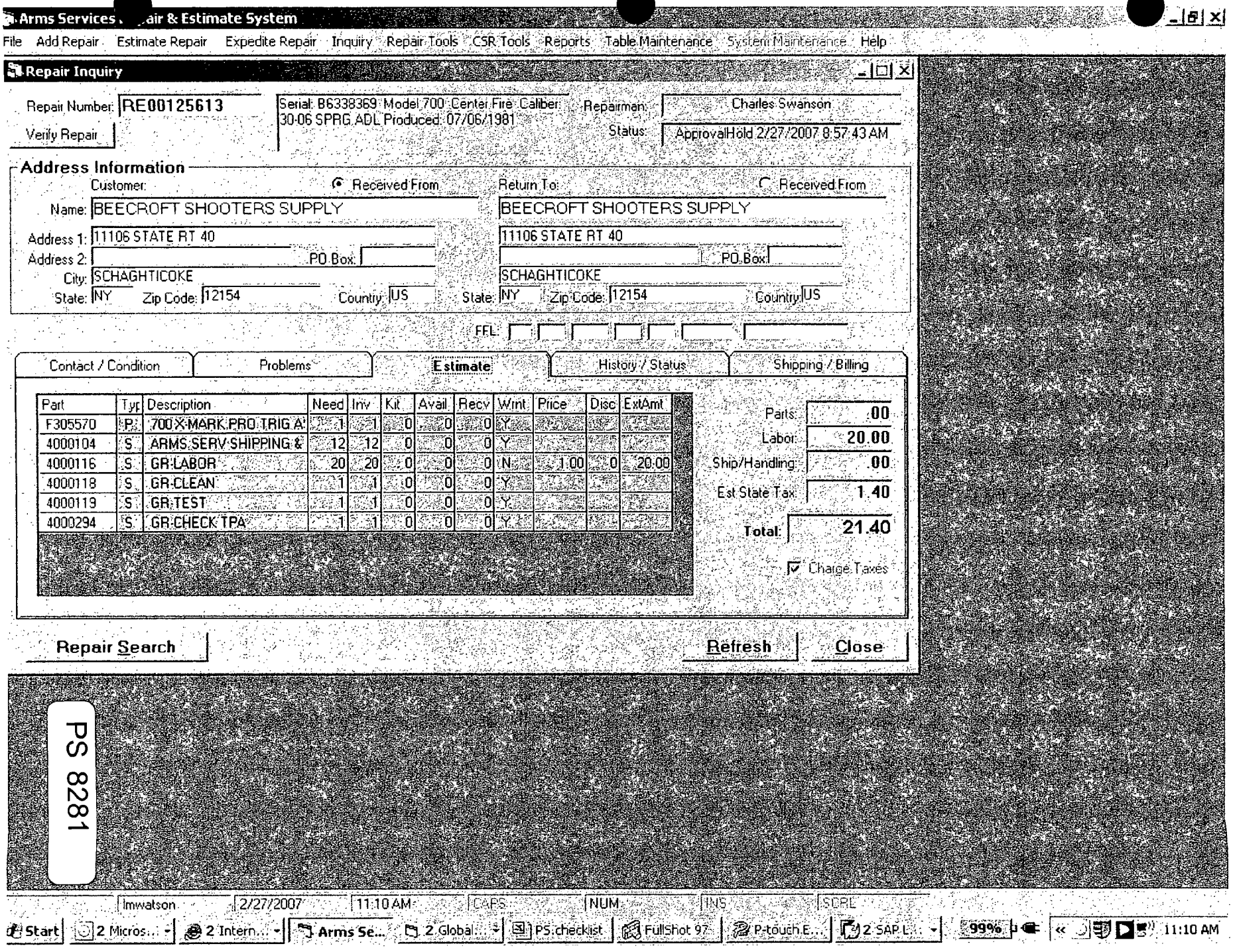
mfg claim.
could not duplicate as
stated. rifle has min
T121. TOOLARD clearance.
replace TPA, check over,
clean + lubricate bolt lock
Program for $20.00
Quote

RECEIVED
FEB 27 2007
By:

Model: 700
Serial Number: B6338369
RE0012513

BARBER - Kinzer PPS GAL RE0007372
BARBER - Kinzer PPS GAL RE0007372

printed by FullShot at 11:10:23am on Tuesday, 2/27/07



BARBER - Kinzer PPS GAL RE0007373

BARBER - Kinzer PPS GAL RE0007373

een Capture, 11:10:18am - Tuesday, 2/27/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:821

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
123580	1/12/2007	12/13/2006	1/15/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	George	Blumenthal	241 Runyon Ave	St. Louis	MO	63125		H 314-638-2375

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI					
PD					
S	Firing pin seems to stick	Cause:4015 Improper Maintenance Concern:1008 Fired on Bolt Closing		Unknown	
C					

12/13/06-cust was deer hunting, couldnt get the safety off. Finally got the safety off and ejected the rounds. Noticed that the back of the firing pin did not pop back out. He closed the bolt and a round went off. No injuries. A Browning dealer oiled it and fixed it. He took it out again and noticed the back of the firing pin sticking again.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	25773	C6871341	AO	3/12/1994

Date Purchased	Where Purchased	Accessories	Original Owner
	JERRYS SPORT CENTER INC	TWO PIECE SCOPE BASE	Y

CONCERN:FBC

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
Replace TA at 1/2 msp						

Repair/Replacement Cost	Repair/Replacement Date

12/13/06-sending ars, ltr & box to get gun in for evaluation.lw 1/15/07-sent quote to replace TA at 1/2 msp. Quote is for $38.86.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/15/2007
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	CONTAMINATED WITH A PARTIALLY DRIED AND STICKY LUBRICATION RESIDUE,CAUSING PARTS TO WORK SLUGGISH
Barrel	Description		22" 30-06 SPR
	Date Code		AO
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.0165
	Notch	Like new; Not Functioning	WORKS SLUGGISH
Tests	Test Fired	False	
	Feeding Test	False	

Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	5.5#
	Altered	False	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

8-24

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/13/06				

Customer Information		
	Reporter (Age)	Incident (Age)
Name	George Blanchard	
Address	241 Runyon Ave	
City, St Zip	[illegible]	
Home	314-638-2375	
Cell		
Work		

Incident Information

Personal Injury ☐ Property Damage ☐ Safety ☐ Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident: deer hunting
couldn't get rifle safety off
gun discharged when
firing pin didn't go back out
fired in gun - went off
- Browning dealer. oiled + fired.

AKS: ✓
Box 81501

Firearm Information

Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	700 / 30-06	C6871341	1994

Date Purchased	Where Purchased	Original Owner
		yes

Ammunition Information	
Factory or Reloads	
Manufacturer	
Caliber	
Bullet type	
Bullet Weight	
Lot # of ammunition	

Additional Ammo Info:

Other Products Information

PS 8285

After cycling the 1st round the firing pin would follow down due to the sluggish response of the sear. FLS 1/15/2007

Remington®

CASE 821

AO 3/94
.0165 - 5.5#
22"

December 13, 2006

George Blumenthal
241 Runyon Ave
St Louis, MO 63125

Serial Number: C6871341
Model: 700
RE00123580

Subject: Model 700 Serial #C6871341
RE: Case #821

Dear Mr. Blumenthal,

We were sorry to learn that your rifle fired when you closed the bolt. You also notated that the back of the firing pin seemed to be sticking which we will look into for you as well as evaluate the entire rifle.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

TRIG. ASSM. IS CONTAMINATED W/ A PARTIALLY DRIED + STICKY LUBRICATION RESIDUE, CAUSING PARTS TO BIND + WORK SLUGGISH. REPLACE TPA, CLEAN/LUBE/CLEAN AT 1/2 MSP. Quote

RECEIVED
JAN 19 2007
BY:

PS 8286

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** C6871341
Are you the original owner?: ☒ YES ☐ NO	
Name: George Blumenthal	**Date of Purchase:**
Address (no PO Boxes): 2687 Fox Run Dr	
City: Imperial	**State:** MO **Zip:** 63052
Phone (Daytime): 314-581-2680	**Fax:**
E-mail Address:	
☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem: Rifle does not fire when firing pin is in. The firing pin also sticks. If more than 3 shells in chamber, the pin stays in + gun does not fire, and then fires on its own after attempts to fire and fail. If only 1 shell in chamber then it works	

Ammunition Information:	
Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	
How often do you clean the action? (Months or Number of rounds)	
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	

PS 8287

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☐ YES ☐ NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

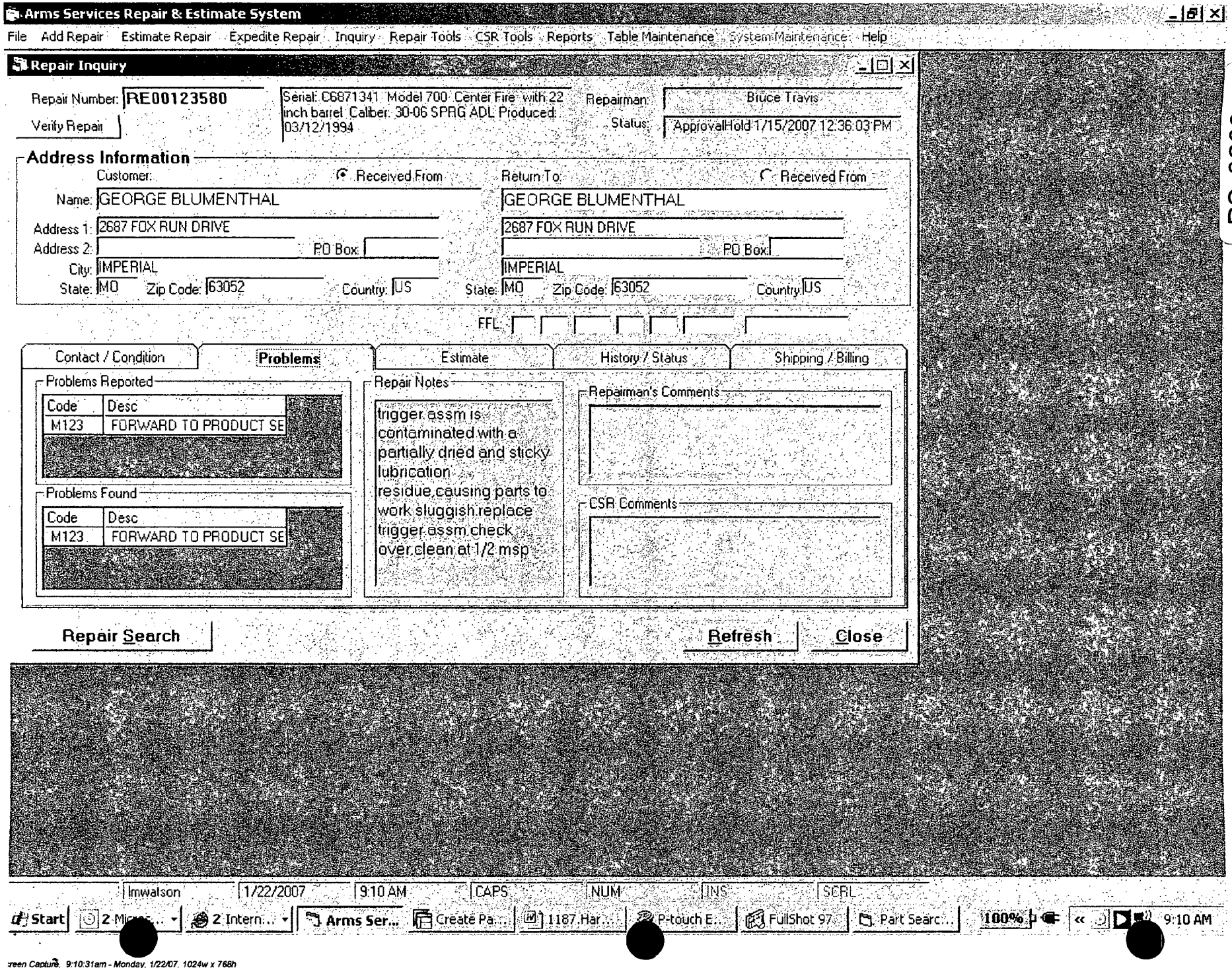
Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8288

printed by FullShot at 9:10:36am on Monday, 1/22/07



PS 8289

BARBER - Kinzer PPS GAL RE0007381

BARBER - Kinzer PPS GAL RE0007381

Screen Capture. 9:10:31am - Monday, 1/22/07. 1024w x 768h

GEORGE BLUMENTHAL
241 RUNYON AVE.
SAINT LOUIS MO 63125

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6682 9128

BILLING: 3RD PARTY
DESC: .....
RETURN SERVICE

REF 1: GEORGE BLUMENTHAL/LW
REF 2: REF# C6871341

UOW 8.0.16 UPS Thermal 2 60.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping places, call 1-800-782-7892 United Parcel Service, Louisville, KY

PS 8290

Remington Arms Co., Inc.
Product Service
Legal Case #:825

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121430	12/14/2006	12/14/2006	12/14/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Carters Country	8925 Katy Freeway	Houston	TX	77024		W 713-461-1844

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S Fires on safe release	Concern:1007 Fired on Safe Release			
C				

12/18/06-correspondence from repair-Rifle fires when the safety is taken off.Please return to function.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/7MM08 REM	29737	S6226385	KN	5/14/1993

Date Purchased	Where Purchased	Accessories	Original Owner
	SPORTS SOUTH INC	TWO PIECE SCOPE BASE AND RINGS	U

CUST.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
Replace TA w/ new style at 1/2 msp						

Repair/Replacement Cost	Repair/Replacement Date

12/18/06-Replace w/ new style TA at 1/2 msp. Quote was for $39.59.lw

---

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

PS 8291

Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED
Barrel	Description		24" 7MM08 REM SS
	Date Code		KN
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	TRIGGER SET SCREWS ALTERED

DATE: 12/1/06

...WHERE YOUR GREAT OUTDOORS BEGINS...
CARTER'S COUNTRY
CSC WHOLESALE DISTRIBUTORS
ALL INVOICES TO:
CORPORATE OFFICES
6221 TREASCHWIG ROAD
SPRING, TEXAS 77373
(281) 443-8303

INVOICE / P.O. NO.
11613

2.5# KH 5/93 24" .015

TO: Remington Arms
14 Hoefler Ave.
Ilion, New York 13357

CASE# 825

REMIT TO: Carters Country
6925 Katy Fwy.
Houston, Tx. 77024

TO STORE: Gun Count #R-1579212

FROM STORE:

ATT: Arms Service Div.

ATT: Kent Foster

QTY	DESCRIPTION	PRICE	EXTENSION
1	Remington 700; 7mm-08; S/N S6226385		

The customer complaint on this rifle is it fires when the safety is taken off. Please return to function.

Thank-you
Kent Foster

please return to: Carters Country
6925 Katy Fwy.
Houston, Tx. 77024
(713) 461-1844
fax (713) 461-9036

12/14/30

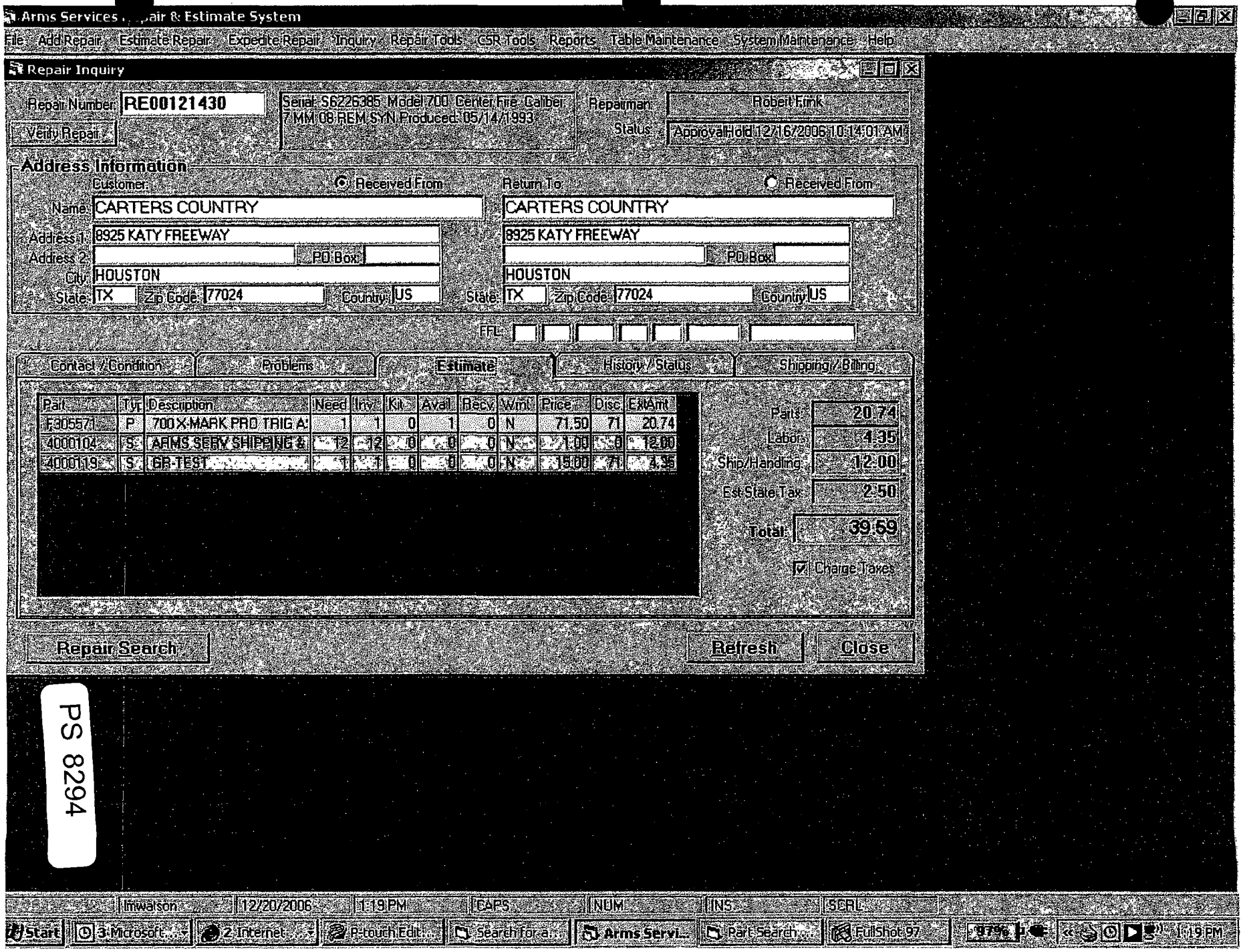
Trig. set screws altered.
Replace [redacted] w/ New Style Trig. Assm. AT 1/2 MSP.
Quote

Number: S6226385
Model: 700
RE00121430

RECEIVED
DEC 18 2006
BY: [redacted]

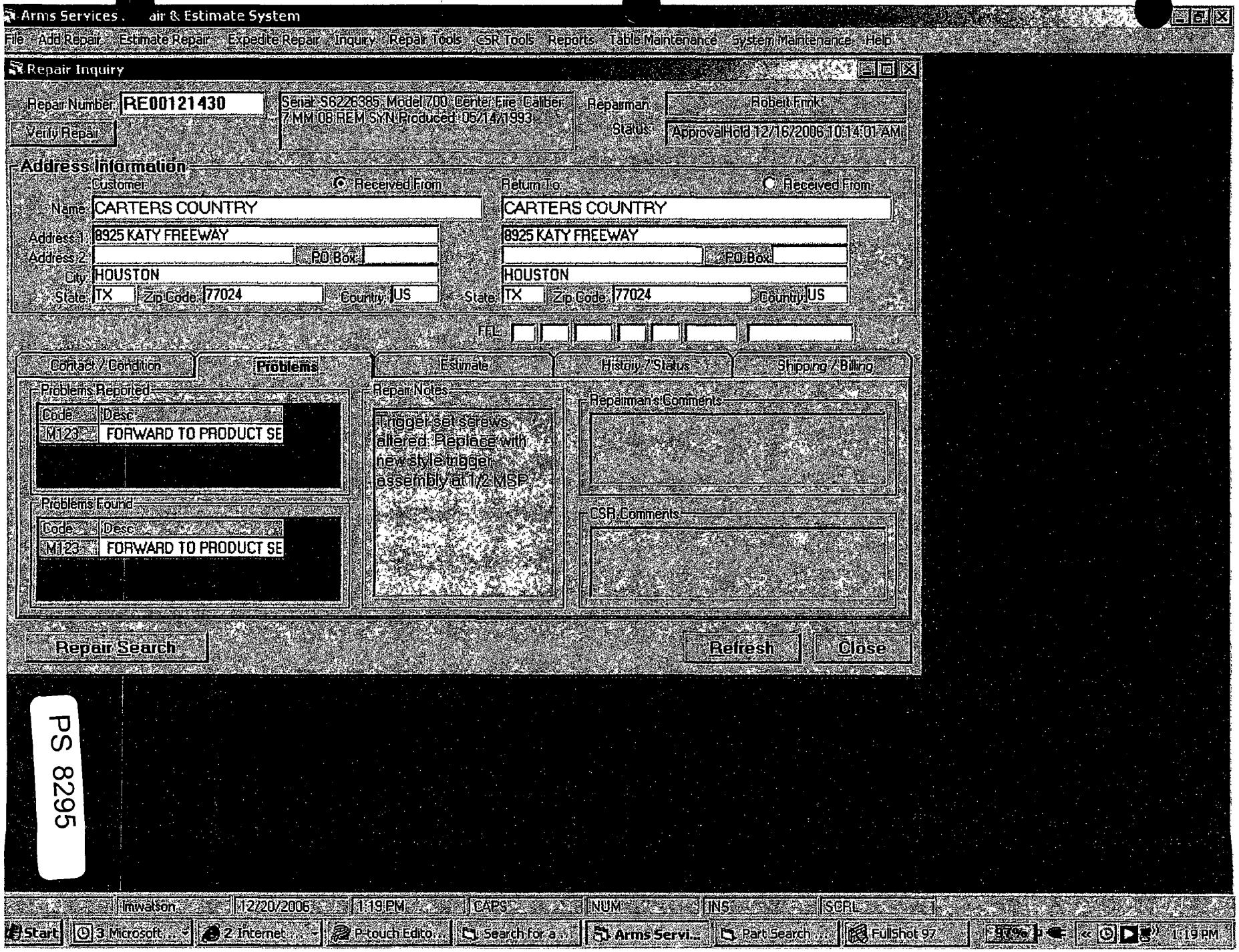
PS 8293

BARBER - Kinzer PPS GAL RE0007386



BARBER - Kinzer PPS GAL RE0007386

reen Capture, 1:19:30pm - Wednesday, 12/20/06, 1024w x 768h



PS 8295

BARBER - Kinzer PPS GAL RE0007387

BARBER - Kinzer PPS GAL RE0007387

Screen Capture, 1:19:19pm - Wednesday, 12/20/06, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:1071

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
125636	3/2/2007	3/5/2007	3/5/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Camden County Sheriff's Office	William	Condon	520 Market Street, Rm 100 City Hall	Camdem	NJ	08101		W 856-225-5497

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S Fired on bolt closing	Concern:1008 Fired on Bolt Closing			
C				

3/7/07-correspondence from repair-experienced a "slam fire" during qualification exercise. (While rechambering a round on a rapid-fire exercise, the weapon discharged upon closing the bolt) This happenned two times. They would like the trigger checked, feels too light. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25712	D6245272	WQ	8/16/1996
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	HORTON DIST CO INC * LEW	SCOPE BASE	U			

CONCERN:FBC

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
Replace TA at 1/2 msp						

Repair/Replacement Cost	Repair/Replacement Date

3/7/07-Quote sent to replace trigger assem & clean $50.60.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/5/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGG ASSM SET SCREWS ALTERED
Barrel	Description		26" 308 WIN HB
	Date Code		WQ
	Bore Plugged	False	
	Bulged	False	

PS 8296

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED RUSTY
Non-Remington Components	Description		SCOPE BASE

PS 8297

Date: February 26,2007

1071

WQ 8/96
2.5"
26"
1013

Camden County Sheriff's Office.
520 Market Street, Room 100 City Hall,
Camden, New Jersey. 08101

RECEIVED
MAR 07 2007
BY: ...

Weapon: Remington Model 700 Rifle 308 cal.
SSN# - D6245272.

Contact Person:

Sgt. Gail Dolson, Special Services Unit.
856-225-5538 / 856-225-5513

T/O. William Condon: Armory
856- 225-5497

Serial Number: D6245272
Model: 700
RE00125636

Problem:

Experienced a "SLAM FIRE". During qualification exercise.
(While re-chambering a round on a rapid-fire exercise, the weapon discharged upon closing the bolt.) This happen two times during this training exercise.)

I would like the trigger checked. (Feels to light)
Would like the **safety assembly** checked or up graded.
General weapon inspection.

Follows Down when bolt is closed briskly - Trig. set screws Altered. Replace TPA, check overall clean at 1/2 mtp. Quote

PS 8298

Remington Arms Co., Inc.
Product Service
Legal Case #:545

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
119671	11/1/2006	11/2/2006	11/2/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Crown Enterprises	40 East Idaho	Kalispell	MT	59901		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S fires with safety on	Cause:4040 Other - Unspecified or Undetermined - Firearms Concern:1028 Fired With Safe ON		Unknown	
C				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/3006 SPR	25793	F6269399	CX	4/12/2003 12:16:48 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	SPORTSMAN & SKI HAUS		U

CUST.CONCERN:FIRES WITH SAFETY ON

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
replace TPA, check over, clean at n/c						

Repair/Replacement Cost	Repair/Replacement Date
25.00	11/2/2006

charge 230145.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/2/2006
	Product Type		RF
	Action Type		A
	Assigned To		D.SANITA
Cause	4015	Improper Maintenance	TRIGGER AND TRIGGER PIN RUSTY AND BINDING
	Description		22" 3006 SPR

PS 8299

Barrel	Date Code		CX
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	AFTER MARKET PAD
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	Like new; Not Functioning	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	TRIG AND PIN RUSTY
	Pull	---Select---	5#
	Altered	False	
Non-Remington Components	Description		RECOIL PAD

PS 8300

STORE Kal 6G | DEPT | INVOICE & PACKAGE NO R184423

CROWN ENTERPRISES
40 E. Idaho
Kalispell, MT 59901

IMPORTANT! ALWAYS SHOW THESE NUMBERS ON ALL PACKAGES, CHECKS, REPAIR INVOICES, NO CHARGE INVOICES and ALL CORRESPONDENCE

YOUR INVOICE NO. | DATE

VIA: FedEx GRD | SHIPPED: 10.19.06 | DATE | ON PCS. | WEIGHT

TO Remington (CASE #545) 22" CX 4/03 5#
ADDRESS 14 Hoeffer Ave
CITY Ilion | STATE NY | ZIP CODE 13357

CHARGE TO Attn: Repairs Dept

☐ NOT CHARGED TO YOU. DO NOT REBILL. BILL ONLY EXTRA CHARGES. | APPROX. VALUE | ☐ IS CHARGED TO YOU. SEND US YOUR CHECK. DO NOT MAIL CREDITS.
VALUE SHOWN ONLY FOR INSURANCE PURPOSES

STORE CUSTOMER Schlatmeier | AUTH BY Liz | DAY 19 | YR 06

REPAIR MERCHANDISE LABEL
Please Hurry!
While You've Got It,
We Can't Sell It!
Our Invoice Tells You What To Do
Please! Don't Remove This Tag
Return To Us On Merchandise
Thank You
FROM
CROWN ENTERPRISES
40 E. IDAHO
KALISPELL, MT 59901

CLASS	STYLE	DESCRIPTION	QUAN.	UNIT	COST	EXTENSION
		760BDL				
		Ser# F6269399				
		fires with Safety on				

T2/19 + T3/19 pin missed + binding
Replace TPA, check query
clean RT H/L
#23045

Client #545 10/19

REASON FOR RETURN AND/OR CHARGE:

1	Allowance	5	Credit As Agreed	9	Over Charged	13	Size Subst'n
2	Authorized Return	6	Damaged X	10	Over Shipped	14	Size Wrong
3	Cancelled Order	7	Exchange	11	Repair X	15	Style Wrong
4	Color Wrong	8	Not As Ordered	12	Shortage	16	Not Ordered

OTHER REASON 2

AVOID ERRORS
Please Bill Credits and Recharges at Terms Shown Here

SUB-TOTAL	
☐ SERVICE CHARGES	
☐ INBOUND TRANSP.	
☐ RETURN TRANSP.	

TERMS	CLASS	DISCOUNT	TOTAL COST

STORE | DEPT.

INVOICE

R184423

FORM 1656 RTV STANDARD RETAIL RETURN TO VENDOR AND CLAIM SYSTEM

RE001196711

Model: 700

Serial Number: F6269399

PS 8301

BARBER - Kinzer PPS GAL RE0007393

BARBER - Kinzer PPS GAL RE0007393

10/30
10/15

Remington Arms Co., Inc.
Product Service
Legal Case #:639

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122158	12/27/2006	11/17/2006	12/27/2006	11/8/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Allen	Cantrell	6720 Trilobite Trail	Ft. Worth	TX	76137		H 817-847-4153 C 817-688-8846

Incident Information

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

11/17/06-Approx 2 weeks ago customer had unloaded the firearm, when he switched it from safe to fire the gun dry fired. No injuries or damages.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006	20000	A6422658	LO	2/1/1977
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	CROWN DIST DALLAS TX		U			

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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
$25	12/28/2006

11/17/06-Sending ARS, Ltr, Box to have firearm evaluated.lw 12/28/06-replace TA at n/c as gesture of goodwill.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/27/2006
	Product Type		RF
	Action Type		A
	Assigned To		Supry
		Could Not	Unable to duplicate the concern - The trigger pull was below factory

Cause	4038	Duplicate Concern	specifications and the set screws appear to have been altered.
Barrel	Description		22 inch 3006 M/700
	Date Code		LO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	much of the finish is worn off the bolt body.
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	A lot of brass wash on the bolt face
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		700 style safety - bolt lock
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
Trigger	Condition	Slightly Worn; Functioning	Rust visible on the assembly and under the safety arm.
	Pull	---Select---	3.0 lbs

Altered	True

PS 8304

Remington®

122158

November 20, 2006

Could not duplicate concern
Install a new TA
non-bolt lock w/c as gesture
of goodwill, Charge 230145,
FLS 12/27/2006

Allen Cantrell
6720 Trilobite Trail
Fort Worth, TX 76137

Subject: Model 700 Serial# A6422658
RE: Case #639

Dear Mr. Cantrell,

We were sorry to learn of the incident that you experienced with your firearm. As I understand your explanation, your rifled fired when you released the safety. We are certainly glad that everyone is ok, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the rifle back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. (The shipping box will come to you under separate cover.) The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Madison, NC

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

RECEIVED
DEC 28 2006
BY: ----------

PS 8305

BARBER - Kinzer PPS GAL RE0007397

LO 12 12152 3=

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 BDL	**Serial Number:** A6422658
Are you the original owner?: ☒ YES ☐ NO	
Name: Allen Cantrell	**Date of Purchase:** 1978
Address (no PO Boxes): 6720 TRILobite TRL	
City: Ft Worth	**State:** TX **Zip:** 76137
Phone (Daytime): 817-688-8846	**Fax:** 817-831-8135
E-mail Address: AllenCantrell@BellHelicopter.textron.com	

☒ I would like to receive future e-mail updates from Remington.

Please describe your problem:

while Attempting to unload my Firearm After hunting I moved the safety forward to Fire And the Gun Fired this occured on 11-08-06

Ammunition Information:

Manufacturer: Remmington	Type: CoreLoK
Other (i.e. bullet weight/type, shot size, powder): 180	

Handload Information: N/A

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Outers	
How often do you clean the bore? (Months or Number of rounds)	twice A year
How often do you clean the action? (Months or Number of rounds)	twice A year
How often do you clean the trigger assembly? (Months or Number of rounds)	twice A year
Brand of lubricant used: Rem Oil	

PS 8306

How often do you lubricate the bore? (Months or Number of rounds) Twice A YEAR
How often do you lubricate the action? (Months or Number of rounds) Twice A YEAR
How often do you lubricate the trigger assembly? (Months or Number of rounds) Twice A YEAR
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☐ YES ☒ NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? 5 YEARS AGO
What were the services performed? Reblued the Finish to Blackmatte

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

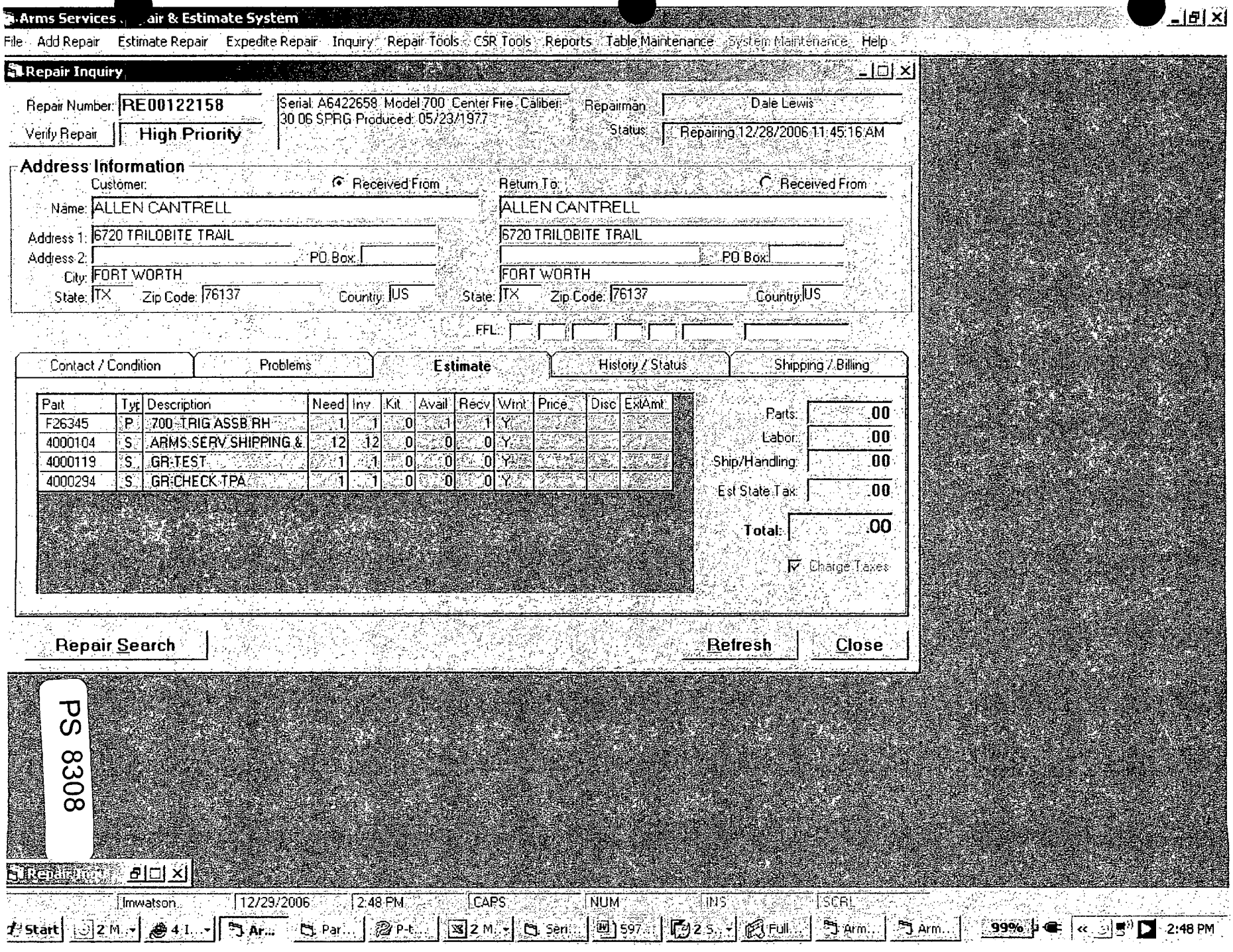
:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8307

printed by FullShot at 2:48:04pm on Friday, 12/29/06

BARBER - Kinzer PPS GAL RE0007400



BARBER - Kinzer PPS GAL RE0007400

een Capture, 2:48:01pm - Friday, 12/29/06, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:864

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122243	12/27/2006	12/27/2006	12/27/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Ronald	Conway	2 Grenglen Avenue	Nantucket	MA	02584		H 508-325-5140

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013 Broken or Missing Parts		Unknown	
S Fires on safe release	Concern:1007 Fired on Safe Release			
C				

12/28/06-correspondence from repair-fires when the safety is taken off.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700ML/54	27582	ML112335	XR	12/3/1997
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	GO SPORTSMENS SUPPLY INC		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700ML/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
$25	12/28/2006

12/28/06-replace TA at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/27/2006
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4013	Broken or Missing Parts	Connector broken - no support under sear - gun would fire on safe release.
	Description		54 caliber ML M/700

Barrel	Date Code		XR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	---Select---	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
Extractor	Condition	---Select---	
	Cut Condition	---Select---	
	Ext/Eject Test	False	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		700 style safety - non bolt lock
	Function	---Select---	
Trigger	Condition	Abused; Not Functioning	Broken connector
	Pull	---Select---	na
	Altered	False	

#864

As Received gun would fire on safe release due to a broken connector.

Install new TA N/C - Charge 230145

FLS 12/27/2006

This Gun, Please Call me First.

S/N of Gun - ML112335

Remington Model 700 ML

Ronald Conway

P O Box 2261

N Grafton MA 01536

508 335 5146

177743

PS 8311

Dear Remington,

This Remington ML700 needs Repair. The Gun Goes off (fires) when the Safety is Put in the off position. I talked to a Remington Rep & he said it may be the Trigg Mechanism, You have my Permission to Repair or Replace anything that needs to be Replaced on

over →

Gun fires when Safety is Put in the off Position. Replace anything that needs Replaced or Repaired.

Thank You

Happy Holidays

Serial Number: ML112335

Model: 700ML

RE00122243

RECEIVED

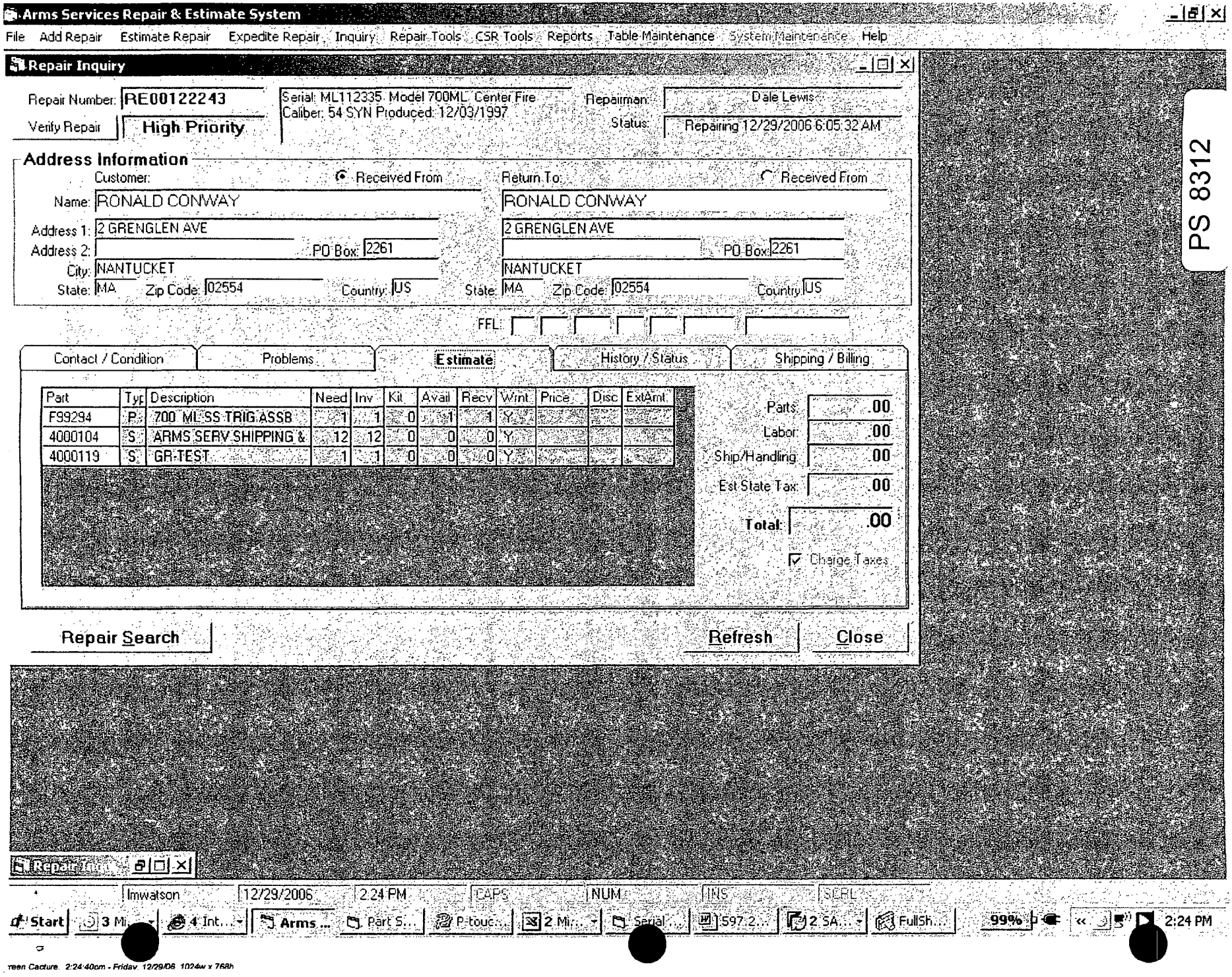
DEC 28 2006

BY: JW

BARBER - Kinzer PPS GAL RE0007403

BARBER - Kinzer PPS GAL RE0007403

printed by FullShot at 2:24:46pm on Friday, 12/29/06



PS 8312

BARBER - Kinzer PPS GAL RE0007404

BARBER - Kinzer PPS GAL RE0007404

reen Capture. 2:24:40pm - Friday, 12/29/06 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:998

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
124507	2/2/2007	2/6/2007	2/6/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Tim	Callahan	611 Rue Maupesant	Ocean Springs	MS	39564		H 228-697-6159

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance			
S Fired on safe release	Concern:1007 Fired on Safe Release		Unknown	
C				

As received the firing pin would follow down and if the trigger was pulled with the safety on and then the safe released the rifle could fire. This was due to a sticky build up in the housing. The trigger movement was very sluggish. fls 2/6/2007.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243	27517	E6379483	OR	7/14/1997
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	SPORTS SOUTH INC	Scope base and front mount	U			

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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
$35.00	2/7/2007

2/7/07-replace w/ a new X-Mark Pro trigger.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		2/6/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
		Improper	Trigger would stick forward and not properly return under the sear. Due to build up of sticky residue in the trigger housing. Trigger

PS 8313

Cause	4015	Maintenance	movement very sluggish. Sticky residue also increased the poundage required to pull trigger.
Barrel	Description		700 243 caliber 20 inch
	Date Code		OR
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	Extracts shells good
	Cut Condition	Slightly Worn; Functioning	Shroud looks good
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	Minor nicks and wear marks
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	Some minor external rust
	Bulged	False	
Safety	Description		Standard 700 safety
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.0125 inches
	Notch	Slightly Worn; Functioning	
		Abused;	Trigger will not return under the sear due to a sticky build up inside

PS 8314

Trigger	Condition	Functioning	the housing. As received it c
	Pull	---Select---	5.75 lbs
	Altered	False	improperly maintained
Non-Remington Components	Description		Two piece scope base and 1/2 of front mount

PS 8315

RE# 124507 #998

TO: REMINGTON ARMS COMPANY
ATTN: PRODUCT SERVICES
FROM: Tim Callahan
RE: Remington Model 700 243 – serial # E6379483

RECEIVED
FEB 07 2007
BY: AW

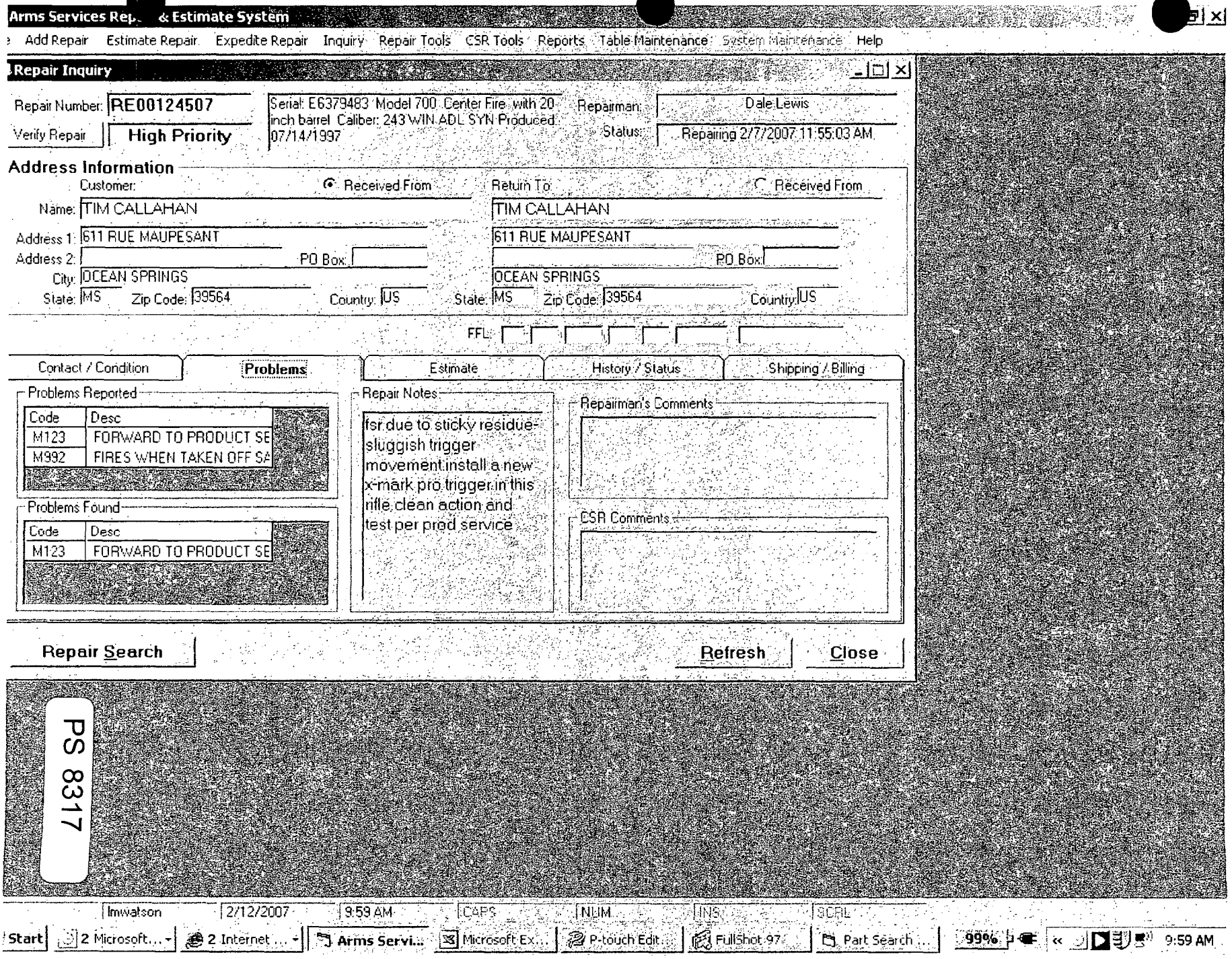
After speaking to Gloria in customer services I was told to send a letter explaining the problem. When the gun is loaded and the safety feature is on when I engage from safety to fire the gun goes off. My hand has never been on the trigger. This has occurred several times. I need to speak with someone immediately. You can reach me at 228-697-6159. Thank you for your time.

Tim Callahan
611 Rue Maupesant
Ocean Springs, MS 39564
228-697-6159

Called customer 2/6/07
He was concerned with the rifle - after discussion we agreed to install a X-mark Pro trigger at n/c.
FCS

Install a new X-mark Pro trigger in this rifle - clean action and test. n/c - charge 230145
FCS 2/6/2007

PS 8316



BARBER - Kinzer PPS GAL RE0007409

BARBER - Kinzer PPS GAL RE0007409

Capture, 9:59:05am - Monday, 2/12/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:1033

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
125080	2/16/2007	2/19/2007	2/19/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mahoney's			830 Sunset Drive	Johnson City	TN	37604		W 423-282-5413
Incident		Larry	Campbell	433 Pleasant Hill Rd	Blountville	TN	37617		H 423-323-2901

Incident Information

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

2/21/07-correspondence from repair-Rifle fires when taking off safety. Also fired when shut bolt with safety off.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/6MM REM	27456	E6755432	PV	6/15/2001 8:38:00 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	ACUSPORT (OH) CORPORATION	SCOPE BASE	U

CONCERN:FSR - FBC

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
Replace TA at 1/2 msp						

Repair/Replacement Cost	Repair/Replacement Date

2/21/07-replace TA at 1/2 msp. $50.88.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		2/19/2007

Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIG PULL ALTERED,TRIG AND TRIG PIN RUSTY
Barrel	Description		22" 6MM REM
	Date Code		PV
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.014
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	TRIG AND TRIG PIN RUSTY
	Pull	---Select---	3#
	Altered	True	TRIG PULL ALTERED

Serial Number: E6755432

Model: 700

RE00125080

1033

RECEIVED
FEB 21 2007
BY: JW

3# 22"
PV 6/01
.014

INSURE 500.00

Mahoney's
830 Sunset Drive
Johnson City, TN 37604
(423) 282-5413

125080
11407

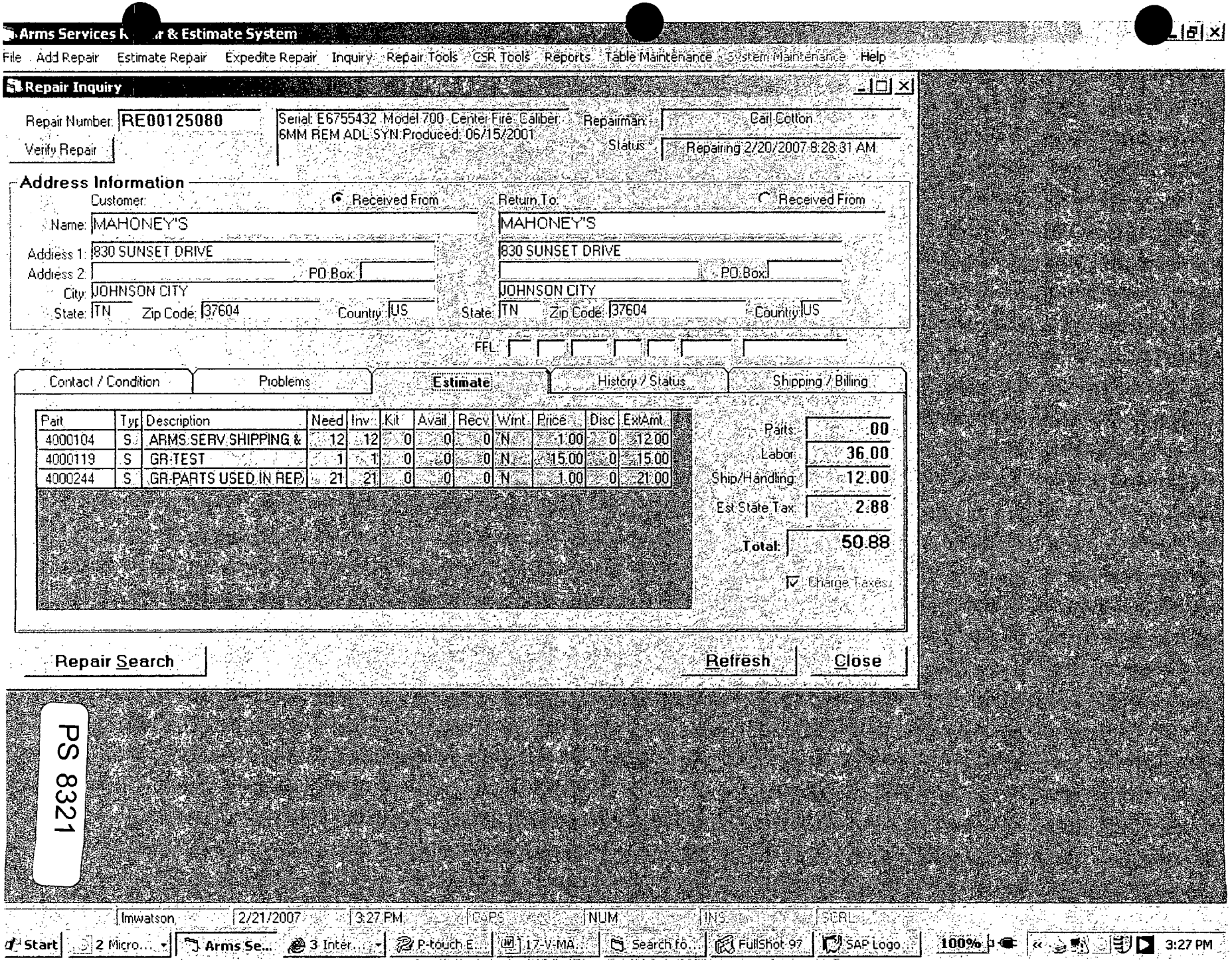
Date: 2-6-07 Employee Initials CS
Company Name:
Company Address: REMINGTON ARMS
City, State, Zip:
Phone:( )
Customer Name: LARRY CAMPBELL
Address: 433 PLEASANT HILL RD
City, State, Zip: CLARKSVILLE, TN. 37617
Phone:(423) 323-2901

# of Pieces: (1) Rem Acct. #: 200
Style # or Serial #: E6755437 Size: 6MM
Reason for return:
RIFLE FIRES WHEN TAKEN OFF SAFETY
~~ALSO FIRED WHEN SHOT BOLT W/ SAFETY~~ OFF
Invoice # & date:
UPS #: Date:
Authorization #: Credit/Replace/Repair
Comments:
Mailed 2-6-07 JH

could not duplicate concern. TRIG. pull altered. TRIG. & TRIG. PIN RUSTY. Replace TRA, check over, clean at 1/2 MSP.

Quote

PS 8320



BARBER - Kinzer PPS GAL RE0007413

BARBER - Kinzer PPS GAL RE0007413

een Capture. 3:27:23pm - Wednesday, 2/21/07. 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:879

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122192		12/27/2006	12/27/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Earl	Dotson	353 Beckner Rd	Lexington	NC	27292		H 336-798-4129

Incident Information

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

12/28/06-correspondence from repair-gun fires when you take the safety off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308win.	20000	6836335		1/1/1900
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	WASHINGTON HDWE TACOMA WASH		N			

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

12/27/06-cust sent in $20 for Safety Modification Program.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 8322

General Repair Form

filtered adjustments
Pre paid Bolt lock modification,
Tall new TA.
FLS 12/27/2006

79

General Repair Form

Back to Repair Services

NOTE: Please complete and print this form, and then include it with your firearm

Model Number: 700	**Serial Number:** 6836335
Name: Earl Dotson	**Date of Purchase:** 1978
Address (no PO Boxes): 353 Beckner Rd	
City: Lexington	**State:** NC **Zip:** 27292
Phone (Daytime): (336) 798-4129	**Fax:**
E-mail Address: edotson62@yahoo.com	

Please describe your problem:

When you take it off from Safety and Put it on Fire to take the Round thats in the chamber out , The gun FIRES the round thats in the chamber.

6836335

Model: 700

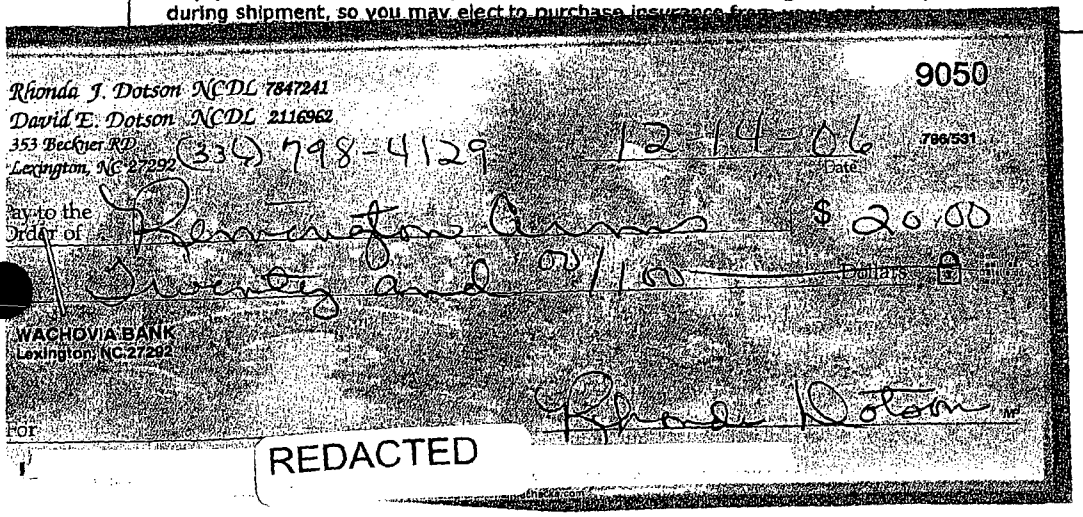
RE00122192

27197

iter for services provided and estimated repair time.

'OUR FIREARM OR IN THE SAME BOX WITH THE FIREARM.
OU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from



Remington

RECEIVED
DEC 28 2006
BY:

12/10/2006

PS 8323

Serial Number: 6836335

Model: 700

RE00122192

BARBER - Kinzer PPS GAL RE0007416

Thanks for Looking at my rifle. My uncle gave me this gun in 1978 is there any way you can tell me where this gun was sold or any other history about it.

Thanks,
Earl

Over

The spokesperson for the service department/repair Center said to include a $20 check to cover the cost.

PS 8324

BARBER - Kinzer PPS GAL RE0007416

printed by FullShot at 3:22:17pm on Friday, 12/29/06

PS 8325

BARBER - Kinzer PPS GAL RE0007417

BARBER - Kinzer PPS GAL RE0007417

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00122192

Serial: 6836335 Model 700 Center Fire Caliber: 308 WIN Produced: 06/05/1975

Repairman: Robert Frink

Status: Repairing 12/29/2006 6:00:23 AM

Verify Repair | High Priority

Address Information

Customer: (Received From)		Return To: (Received From)	
Name:	DAVID DOTSON		DAVID DOTSON
Address 1:	353 BECKNER ROAD		353 BECKNER ROAD
Address 2:	PO Box:		PO Box:
City:	LEXINGTON		LEXINGTON
State:	NC Zip Code: 27292 Country: US	State:	NC Zip Code: 27292 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M240	BOLT LOCK SAFETY MODIFI

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE
M238	CLEAN & INSPECT (SAFETY I
M239	REPLACE TRIGGER ASSEME

Repair Notes

Altered adjustments
Install a new trigger assembly under the Bolt Lock Safety Modification Program
FLS 12/27/2006

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

Repair Inquiry

lmwatson | 12/29/2006 | 3:22 PM | CAPS | NUM | INS | SCRL

Start | 2 Mic... | 3 Inte... | Arms S... | Part Se... | P-touch ... | 2 Micr... | Serial N... | 597.22... | FullShot... | 99% | 3:22 PM

reen Capture 3:22:15pm - Friday, 12/29/06 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:566

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
119683	11/6/2006	11/7/2006	11/7/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Davis Firearms Specialist	16857 Lincoln Road - Hwy 150 N	Fayette	IA	52142		W 563-425-3210 E info@davisfirearms.com
Incident	Frank	Hangartner	104 Jones Street	Fayette	IA	52142		H 563-425-3028 C 563-380-6001

Incident Information

Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI					
PD	Cause:4013	Broken or Missing Parts			
S Fires on Safe Release	Concern:1007	Fired on Safe Release		Unknown	
C					

Customer states: The trigger mechanism is not working properly. The gun goes off when I release the safety. Very dangerous. The piece that broke off got lost. Our examination showed that the connector had broken.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/50 CAL	27588	ML231093	KU	5/31/2000 8:01:14 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	SIMMONS GUN SPECIALTIES I	TWO PIECE SCOPE MOUNT	U

CUST.CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

PS 8326

Settlement

REMINGTON/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Ca: Da AP
Install new TA						

Repair/Replacement Cost	Repair/Replacement Date
65.00	11/13/2006

Connector broken. Install new TA n/c and check over completely. Charge 230145.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/7/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4014	Defective Parts	CONNECTOR IS BROKEN
Barrel	Description		24" 50 CAL SS
	Date Code		KU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	---Select---	AFTER MKT FIR PIN
	Shroud	---Select---	
	Face	---Select---	
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
	Exterior Condition	Worn; Functioning	

PS 8327

Overall	Stock Condition	Missing	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Not Functioning	CONNECTOR IS BROKEN
	Pull	---Select---	
	Altered	False	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8328

Sir: CASE # 566 1/4 5/2005

The trigger mechanism is not working properly. The Gun goes off when I release the safety. Very dangerous! I bought the gun in Dec. 04 24" .50

Call 563-425-3028
frank Hangartner
104 Jones St.
fayette, IA. 52142

the piece that's broke got lost!

563-380-6001 CELL

Number: ML231093
Model: 700ML
RE00119683

connection is broken.
Replace TPA, check over, clean
at N/L
#230145

PS 8329

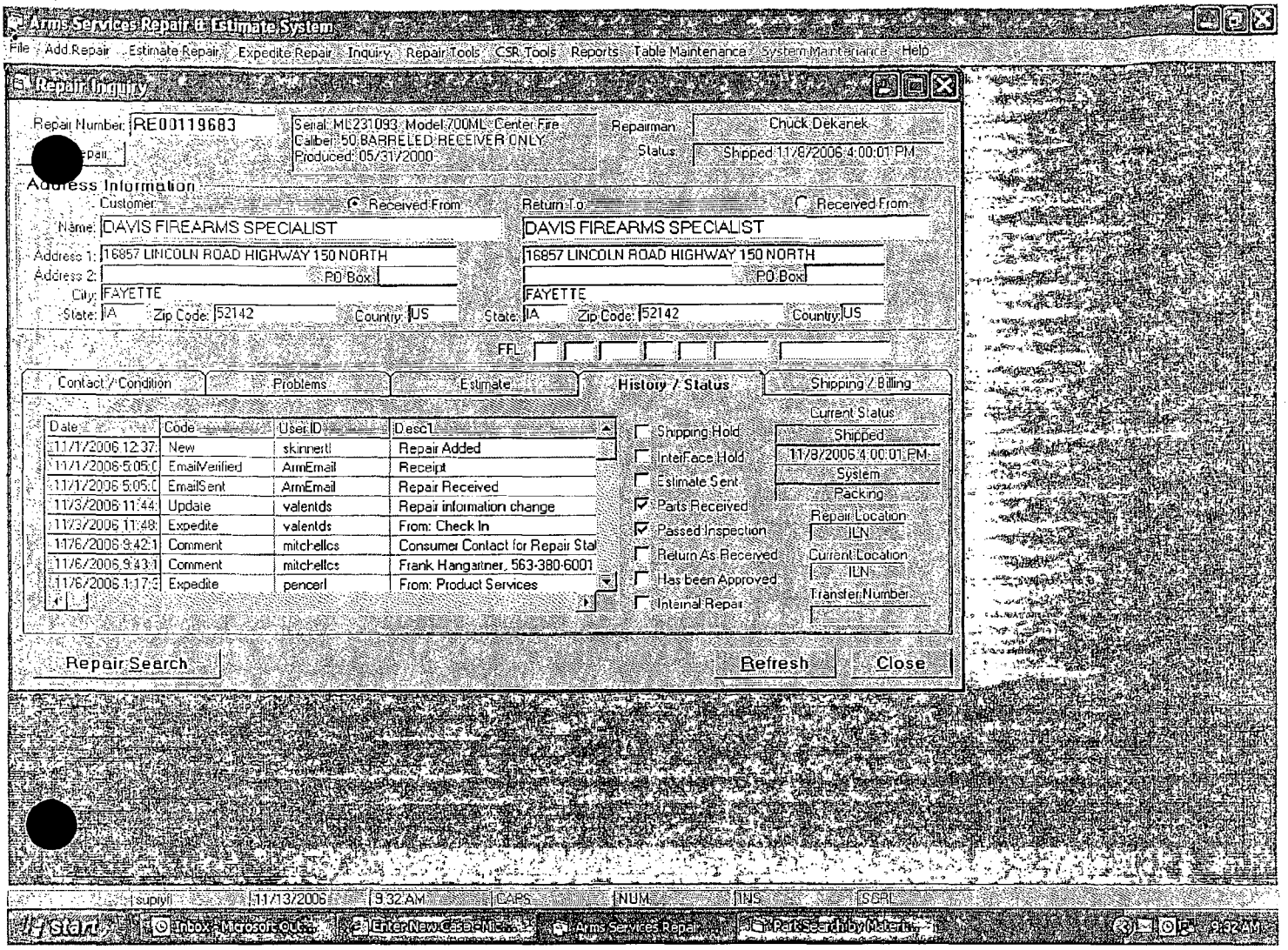
Davis Firearms Specialist
16857 Lincoln Rd
Hwy 150 N
Fayette, IA 52142
563-425-3210
info@davisfirearms.com

We are returning this firearm (Remington 700ML Ser# ML231093) back to you for repairs, as per our customers request. Apparently there is a problem with the trigger, please see customers included note. If you have any questions please contact us, or Frank Hangartner the owner of this firearm, his contact information is included in his note.

Thanks
Darrin

11/6/13

PS 8330


Arms Services Repair & Estimate System
File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help
Repair Inquiry
Repair Number: RE00119683
Serial: ME231093 Model: 700ML Center Fire
Caliber: 50 BARRELED RECEIVER ONLY
Produced: 05/31/2000
Repairman: Chuck Dekanek
Status: Shipped 11/8/2006 4:00:01 PM
Address Information
Customer
Received From
Name: DAVIS FIREARMS SPECIALIST
Address 1: 16857 LINCOLN ROAD HIGHWAY 150 NORTH
Address 2:
PO Box:
City: FAYETTE
State: IA Zip Code: 52142 Country: US
Return To
Received From
DAVIS FIREARMS SPECIALIST
16857 LINCOLN ROAD HIGHWAY 150 NORTH
PO Box:
FAYETTE
State: IA Zip Code: 52142 Country: US
FFL
Contact / Condition
Problems
Estimate
History / Status
Shipping / Billing
Date
Code
User ID
Desc1
11/1/2006 12:37:
New
skinnerrl
Repair Added
11/1/2006 5:05:0
EmailVerified
ArmEmail
Receipt
11/1/2006 5:05:0
EmailSent
ArmEmail
Repair Received
11/3/2006 11:44:
Update
valentds
Repair information change
11/3/2006 11:48:
Expedite
valentds
From: Check In
11/6/2006 9:42:1
Comment
mitchellcs
Consumer Contact for Repair Stat
11/6/2006 9:43:1
Comment
mitchellcs
Frank Hangartner, 563-380-6001
11/6/2006 1:17:3
Expedite
pencerl
From: Product Services
Shipping Hold
Interface Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair
Current Status
Shipped
11/8/2006 4:00:01 PM
System
Packing
Repair Location
ILN
Current Location
ILN
Transfer Number
Repair Search
Refresh
Close
supvjl
11/13/2006
9:32 AM
CAPS
NUM
INS
SCRL
Start
Inbox - Microsoft Out...
Enter New Case # Nice...
Arms Services Repair...
PartsSearchby Materi...
9:32 AM

PS 8331

Remington Arms Co., Inc.
Product Service
Legal Case #:817

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122805	1/5/2007	12/8/2006	1/8/2007	11/26/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Lennie	Dupuis	7101 Pine Lane	Manvel	TX	77578		C 713-253-3079

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot truck	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1007 Fired on Safe Release			
C				

12/8/06-While unloading the firearm, he flipped the safety off and the gun fired. Round went off in his Bronco. Hw was not concerned about the damages to the vehicle, he wanted to get the gun checked out and fixed since it is his wifes rifle.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243win	20000	6403021	OU	7/1/1971
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	C GREENBLATT HEMPSTEAD LI NY		U			

CUST.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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

12/12/06-sending ARS, ltr, box to get gun in for evaluation.lw 1/15/07-correspondence from repair-replace TA under SMP.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/8/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	SEAR CAM STICKY/BINDING.
	Description		22" 243 WIN

Barrel	Date Code		OU
	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	
	Face	Slightly Worn; Functioning	
	Handle	Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	FINISH NOT OF OUR MFG
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	SEAR CAM BINDS
	Pull	---Select---	3#
	Altered	True	TRIGGER PULL SET SCREW ALTERED

1 Msg 12/8 4:30

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11:00 - 12/8/06	- 11/26/06 -			

Customer Information		
	Reporter (Age)	Incident (Age)
Name	Lennie Dupuis	
Address	7101 Pine Cove	
City, St Zip	Manvel, TX 77578	
Home	713-203-3072c	
Cell		
Work		

Incident Information			
Personal Injury ☐	Property Damage ☐	Safety ☐	Concern ☐

Nature of Injury: No one injured

Medical Treatment:

Claim:

Incident:	
misfires shell went off vehicle wife's gun	He hunted w/ it that morn in Bronco, unloaded flipped safety off gun fired. BOP 8/6/06
	- 061126-000050 -

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	700/243	6403021	1970

Date Purchased	Where Purchased	Original Owner

Ammunition Information	
Factory or Reloads	
Manufacturer	
Caliber	
Bullet type	
Bullet Weight	
Lot # of ammunition	

Additional Ammo Info:

Other Products Information

PS 8334

Remington®

#817

.010 22" OU 7/71 3#

December 13, 2006

Serial Number: 6463021

Model: 700

RE00122805

Lennie Dupuis
7101 Pine Lane
Manvel, TX 77578

Subject: Model 700 Serial #6403021
RE: Case # 817

Dear Mr. Dupuis,

We were sorry to learn that your wife's rifle went off while you took it off of safety. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

could not duplicate concern. replace TPA, check owners, clean under bolt/Loctite proper torque $20.00

RECEIVED
JAN 15 2007
BY: RW

122805

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** 6403021
Are you the original owner?: ☐ YES ☒ NO	
Name: LENNIS DUPUIS	**Date of Purchase:** 1st FAMILY GIFT 2001 HANDED DOWN
Address (no PO Boxes): 7101 PINE LANE	
City: MANVEL	**State:** TEXAS **Zip:** 77578
Phone (Daytime): 713-253-3079	**Fax:** 713-669-3266
E-mail Address: BIPPO@PEOPLEPC.COM	
☒ I would like to receive future e-mail updates from Remington.	

Please describe your problem: RIFLE MISFIRED - WHEN UNLOADING LIVE ROUND - SAFETY WAS SWITCH OFF TO OPEN BOLT THAT'S WHEN ROUND FIRED - See Letter \ E-MAIL CASE #817

Ammunition Information:

Manufacturer: ~~FEDERAL REMINGTON~~ Type: EXPRESS RIFLE

Other (i.e. bullet weight/type, shot size, powder):

243 - 80 GRAIN PSP LOT# R243W1

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: OUTERS -AND- REMINGTON

How often do you clean the bore? (Months or Number of rounds) ONCE AFTER SEASON

How often do you clean the action? (Months or Number of rounds) ONCE AFTER SEASON

How often do you clean the trigger assembly? (Months or Number of rounds) ONLY OIL ASSEMBLY

Brand of lubricant used: OUTER'S \ SOLVENT & LUBE \ REMINGTON - SPRAY LUBRICANT W/SILICONE FINAL OILING

ONLY USED DURING DEER SEASON FIRED ONLY TO CHECK SIGHT IN AND HUNTING - NO MORE THAN 10 ROUNDS TOTAL ANNUALLY.

PS 8336

How often do you lubricate the bore? (Months or Number of rounds) After Season (once)

How often do you lubricate the action? (Months or Number of rounds) EVERY 6 MONTHS

How often do you lubricate the trigger assembly? (Months or Number of rounds) 6 Months

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

[X] YES [ ] NO Since New Purchase of Remington Rifle for X-mas '06

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? ? No ? UNKNown

What were the services performed? TO MY UNDERSTANDING From UNCLE RIFLE HAS NEVER Been REPAIRED. UNKNown STOCK WAS REFINISHED AS WIFE'S-FASHION STATEMENT)

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8337

printed by FullShot at 12:06:00pm on Wednesday, 1/17/07

PS 8338

BARBER - Kinzer PPS GAL RE0007430

BARBER - Kinzer PPS GAL RE0007430

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00122805

Verify Repair

Serial: 6463021 Model 700 Center Fire with 22 inch barrel Caliber: 243 WIN ADL Produced: 07/29/1971

Repairman: Charles Swanson

Status: Repairing 1/16/2007 8:08:33 AM

Address Information

	Customer: (Received From)	Return To: (Received From)
Name:	LENNIE DUPUIS	LENNIE DUPUIS
Address 1:	7101 PINE LANE	7101 PINE LANE
Address 2:	PO Box:	PO Box:
City:	MAXWEL	MAXWEL
State:	TX Zip Code: 77578 Country: US	TX Zip Code: 77578 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F26345	P	700 TRIG ASSB RH	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000116	S	GR-LABOR	20	20	0	0	0	N	1.00	0	20.00
4000118	S	GR-CLEAN	1	1	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts:	.00
Labor:	20.00
Ship/Handling:	.00
Est State Tax:	1.35
Total:	**21.35**

☑ Charge Taxes

Repair Search | Refresh | Close

lmwatson | 1/17/2007 | 12:05 PM | CAPS | NUM | INS | SCRL

Start | 3 M...oft... | 3 Internet ... | Arms Servi... | 3 Microsoft ... | P-to...Edito... | 2 Microsoft ... | FullShot 97 | 97% | 12:05 PM

Screen Capture, 12:05:57pm - Wednesday, 1/17/07, 1024w x 768h

LENNIE DUPUIS
7101 PINE LANE
MANVEL TX 77578

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6535 0404

BILLING: 3RD PARTY
DESC: .....
RETURN SERVICE

REF 1: LENNIE DUPUIS/LW
REF 2: REF# 6403021

UOW 8.0.16 UPS Thermal 2 60.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping places, call 1-800-782-7892

United Parcel Service, Louisville, KY

PS 8339

Remington Arms Co., Inc.
Product Service
Legal Case #:806

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
123436	1/17/2007	12/7/2006	1/18/2007	11/18/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Ron	Davis	1413 Juniper	Lewisville	TX	75077		C 214-683-3799

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI	Hearing slightly affected				
PD	hole in deer blind	Cause:4038 Could Not Duplicate Concern		U	
S		Concern:1007 Fired on Safe Release			
C					

12/7/06-Cust received this firearm many years ago, never used it. Had gunsmith clean and check it. Loaded gun and when he took it off safety, the gun fired. The was the first time he shot it. It put a hole in the deer blind and his hearing was slightly affected. This happened approximately 2 weeks ago.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	20000	6450832	PU	6/1/1971
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
12/1/1974	FABER BROS CHICAGO ILL		Y			

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

12/7/06-sending ARS, ltr & box to get gun in for evaluation.lw 1/19/07-correspondence from repair-replace TA check over, clean under bolt lock program for $20.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/18/2007
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		PU
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	

PS 8341

BARBER - Kinzer PPS GAL RE0007433

804

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/7/06	2wks ago			

Customer Information		
	Reporter (Age)	Incident (Age)
Name	Ron Davis	
Address	1413 Juniper	
City, St Zip	Louisville, TX 75077	
Home		
Cell	214-683-3799	
Work		

Incident Information			
Personal Injury ☐	Property Damage ☒	Safety ☐	Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident: Cleaned & checked by gunsmith
put safety on
took safety off gun, gun fired.
hole in deer blind
hearing slightly affected
= 1st time shot it.

AHS ✓
BOP 816221

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	700	6450832	

Date Purchased	Where Purchased	Original Owner

Ammunition Information	
Factory or Reloads	
Manufacturer	
Caliber	
Bullet type	
Bullet Weight	
Lot # of ammunition	

Additional Ammo Info:

Other Products Information

PS 8342

Remington®

.009 PW 6/71
22" 5th

December 8, 2006

Serial Number: 6450832
Model: 700
RE00123436

Ron Davis
1413 Juniper
Lewisville, TX 75077

Subject: Model 700 Serial #6450832
RE: Case #806

Dear Mr. Davis,

We were sorry to learn that your rifle fired when you released the safety. We are certainly glad that you contacted us to evaluate your firearm and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair under Safety Modification Program. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

could not duplicate concern. Rifle TPA, checked clear under bolt - lock program ok
$20.00 Quote

RECEIVED
JAN 19 2007
BY:

PS 8343

BARBER - Kinzer PPS GAL RE0007435

Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: Model 700	**Serial Number:** 6450832	
Are you the original owner?: ■ YES ☐ NO		
Name: Ronald G. Davis	**Date of Purchase:** Dec 1974	
Address (no PO Boxes): 1413 Juniper		
City: Lewisville	**State:** Tx	**Zip:** 75077
Phone (Daytime): 214-683-3799	**Fax:**	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) dav1413@yahoo.com		
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.		
Please describe your problem and date of ocurrence: Date occured 18 Nov 2006, weather was clear about 40 degrees.The rifle was resting on my leg pointed upward at about a 75 degree angle.I moved the safety forward to unlock the breedh bolt to unload the rifle when it discharged.My hand,fingers or anything else was near the trigger. The rifle had only fired 8 rounds befor this happened.Six were for boresighting, one at a deer and the eighth was when the rifle discharged. The rifle had not been fired before could you do the bolt-lock modification 0 characters left		
Ammunition Information:		
Manufacturer: Hornady	Type: 150 gr SST	
Other (i.e. bullet weight/type, shot size, powder):		
Handload Information:		
Powder Used:	Powder Weight:	
Case/Hull Used:	Primer Used:	
Bullet Type/Shot Size:	Reloader Used:	
Firearms Care (Cleaning and Lubrication):		
Brand of cleaning solution used:		
How often do you clean the bore? (Months or Number of rounds)		

PS 8344

How often do you clean the action? (Months or Number of rounds)
How often do you clean the trigger assembly? (Months or Number of rounds)
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☑ YES ☐ NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) Oct 2006
What were the services performed?) clean,check-out and mount scope
NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.
Ship your INSURED firearm by either UPS or Parcel Post to: **Remington Arms Co., Inc.** **Attn: Arms Service Division** **14 Hoefler Avenue** **Ilion, NY 13357**
ⓘ **WARNING:** DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. Charge repairs will be processed using the following guidelines: :: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun) :: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

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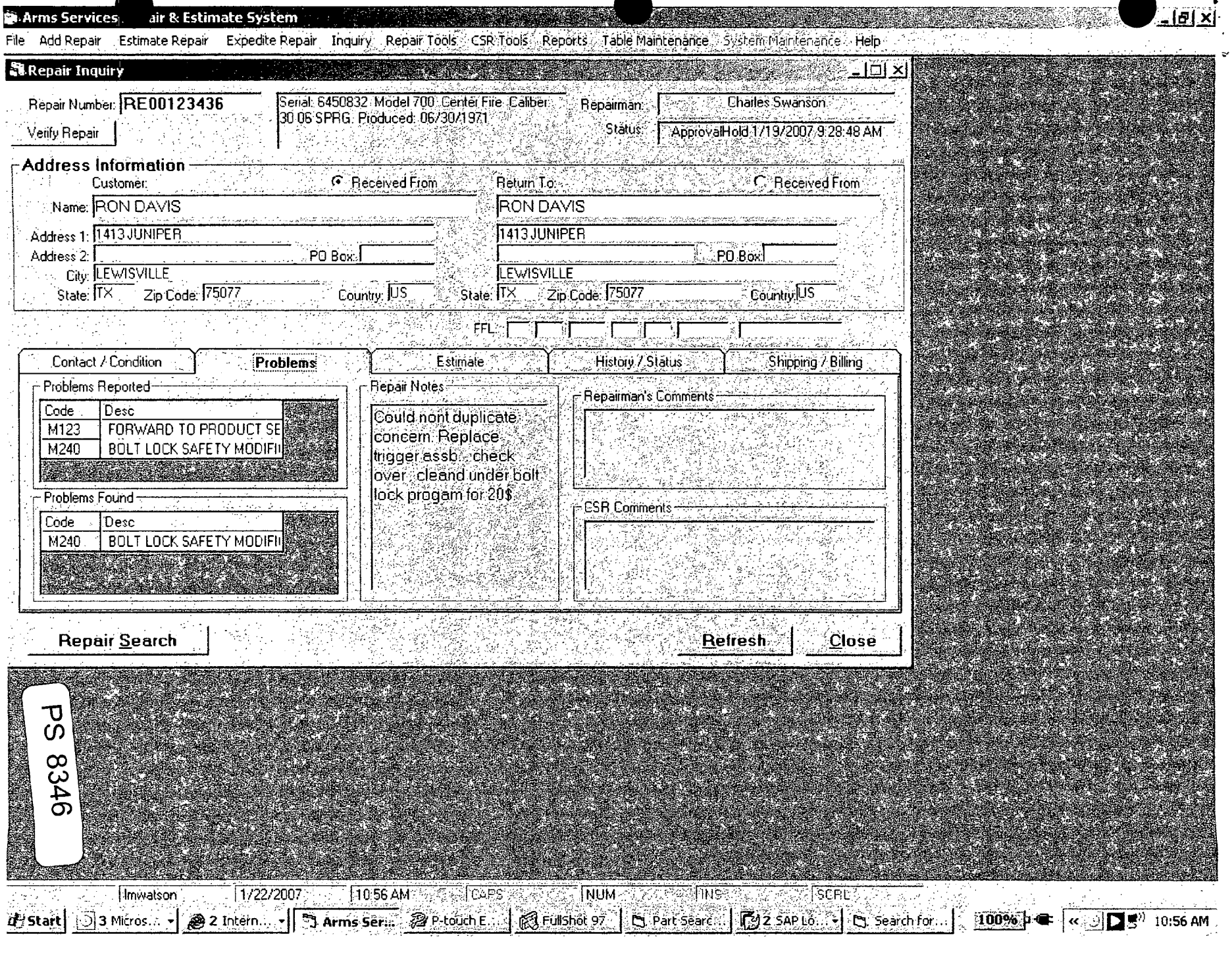
PS 8345

printed by FullShot at 10:56:13am on Monday, 1/22/07



BARBER - Kinzer PPS GAL RE0007438

BARBER - Kinzer PPS GAL RE0007438

reen Capture, 10:56:09am - Monday, 1/22/07, 1024w x 768h

RON DAVIS
1413 JUNIPER
LEWISVILLE TX 75077

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND
TRACKING #: 1Z 4XX 596 90 6726 9446

BILLING: 3RD PARTY
DESC: .....
RETURN SERVICE

REF 1: RON DAVIS/LW
REF 2: REF# 6450832

UOW 8.0.16 UPS Thermal 2 60.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping places, call 1-800-782-7892.
United Parcel Service, Louisville, KY

PS 8347

Remington Arms Co., Inc.
Product Service
Legal Case #:725

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
120970	11/29/2006	11/30/2006	11/30/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Richard	Ernye Sr.	7 Beaver St.	Dolgeville	NY	13329		H 315-429-9431

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4006	Altered Adjustments or Components			
S	Fired when unloading the gun	Concern:1025	Unexplained Discharge - No Mention of Safety Position		Unknown	
C						

12/4/06-correspondence from repair-gun fired when unloading. Please change under Safety Modif. Prog.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/3006 SPR	20000	A6626171	WQ	8/1/1978

Date Purchased	Where Purchased	Accessories	Original Owner
	REM/ARMS BPT CT	TWO PIECE SCOPE BASE AND BOTTOM OF RINGS	U

CUST CONCERN:WENT OFF WHEN UNLOADING

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date
$25.00	11/30/2006

12/4/06-Trig assem set screws altered. Trig fails to return properly. Replace TA under bolt lock program.lw

---

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/30/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED,TRIGGER DOES NOT RETURN PROPERLY
Barrel	Description		22" 30-06 SPR
	Date Code		WQ
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	

Overall	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
Non-Remington Components	Description		TWO PIECE SCOPE BASE AND BOTTOM OF SCOPE RINGS

Serial Number: D1402000

Corporate BATF

Modelid	Material	ProdLoc	ProdDate	Description
552 FERMER			1/1/1900	

Date	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2006/04/05	CORR ARM	BJS SPORTS STORE	30439		eglandrt	Replaced Receiver B1603366

Location: Arms Services

Modelid	Material	ProdLoc	ProdDate	Description
552 FERMER				No Description available

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Shipped	04/05/2006	108238					BATF CORR	

History:

Date	Action	User	Activity Description
2006/03/14	Received	eglandrt	Manual Receiver Transfer
2006/04/05	Shipped	eglandrt	Replaced Receiver B1603366

Local BATF

Date	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2006/04/05	CORR ARM	BJS SPORTS STORE	30439		eglandrt	Replaced Receiver B1603366

Location: Custom Gun Shop
Not on File at this location

Location: Ilion Plant

Modelid	Material	ProdLoc	ProdDate	Description
552 FERMER				No Description available

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Transfered	03/14/2006	108238						

History:

Date	Action	User	Activity Description
2005/02/07	Assigned	lewisrj	552 FERMER
2006/01/20	Rolled	Vendor	9684100
2006/01/20	VendIssued	joyceke	VB2004211 9684100 serial number
2006/01/20	VendReceived	joyceke	VB2004211 9684100
2006/02/24	VendIssued	millerla	VB2004428 108238 e-coat
2006/03/09	VendReceived	joyceke	VB2004428
2006/03/14	Transfered	eglandrt	Manual Receiver Transfer

Location: Mayfield
Not on File at this location

Location: Memphis
Not on File at this location

Location: Arms Service Repairs

Repair Nbr	StatusDate	SerialNbr	Replacement	Description
RE00109324	03/21/2006	B1603366	D1402000	Model 552 Rim Fire Caliber: 22 SPEEDMASTER

Location: Remington Authorized Repair Centers
Not on File at this location

Location: Non-SAP Serial Number Tracking
Not on File at this location

PS 8351

4/15/10 YSU

Receipt Of Firearm(s) Delivered to the Plant for Repair File 003408
Firearm Checked For Live Ammunition [ ] X

Delivery Date 11/28/06 CODE # 725

Customer Name (Print) Richard K. Kinzye Sr.

Address 7 Beaver St. Dolgeville State N.Y. Zip 13329

Phone Number (315)- 429-9431

Fireman Description Model 700 Cal./Ga. 30-06 SPRG.
Serial Number A6626171
Stock/ Fore-end Condition circle the description
(Excellent, Good, Fair, Poor, Fancy, Plain, Synthetic, Wood)
Comments on Stock/ Fore-end condition _____
Metal Condition circle the description
(Excellent, Good, Fair, Poor, Fancy, Plain Stainless Steel)
Comments on Metal condition _____
Barrel Type (VT. Rib; Plain; Deer; Stainless Steel) Barrel length _____
List additional accessories IE Scope, Sling, Gun case and description;
Scope Rings / Bottom only

Customer request: Re Blued — Re Call - check operation Fire Mec.

Return Process Return to Clark St. Ent. [X] Return via UPS [ ]

2# 22" .0010

WQ 8/78

By signing this receipt the person delivering the firearm understands to be the only person to receive the firearm upon completion of repairs.

Signature Richard K. Kinzye Sr. Date 11/28/06
person delivering firearm

Signature _____ Date 11/28/06
security officer

Signature Connie Valent Date 11/29/06
arms service / CSR

Trig. Assm. set screws altered. Trig. fails to release properly. Replace TPA under post lock program Cong 2006 Quote Rob Rivitts per request.

Customer Pick Up Verification

I certify I am the person whom delivered the above described firearm to the lawfully possess a firearm in New York State.

_____ Date ___/___/___
the same who delivered

PS 8352

_____ Date ___/___/___
returning the firearm

Serial Number: A6626171
Model: 700
RE00120970

Remington

ICE COPY

YDL

11/21/06

TO: SMP REMINGTON ARMS / PRODUCT SERVICE

I USED TO WORK FOR REMINGTON ARMS IN BRIDGEPORT, CT. I HAD PURCHASED THIS MODEL 700 BDL 30-06 WHILE EMPLOYED AT REMINGTON.

I LOANED THIS RIFLE TO A FRIEND WHO I CAN TRUST, (I DON'T LIKE TO LOAN OUT MY RIFLE). ANYWAY WHEN HE CAME OUT OF THE WOODS AND TRIED TO UNLOAD, THE GUN WENT OFF. TO UNLOAD THE RIFLE YOU HAVE TO PUT IT IN THE FIRE POSITION WHICH I NEVER LIKED. I HEARD FROM A FRIEND THAT REMINGTON HAD A RECALL ON THIS MODEL. I PURCHASED IT AROUND 1980.

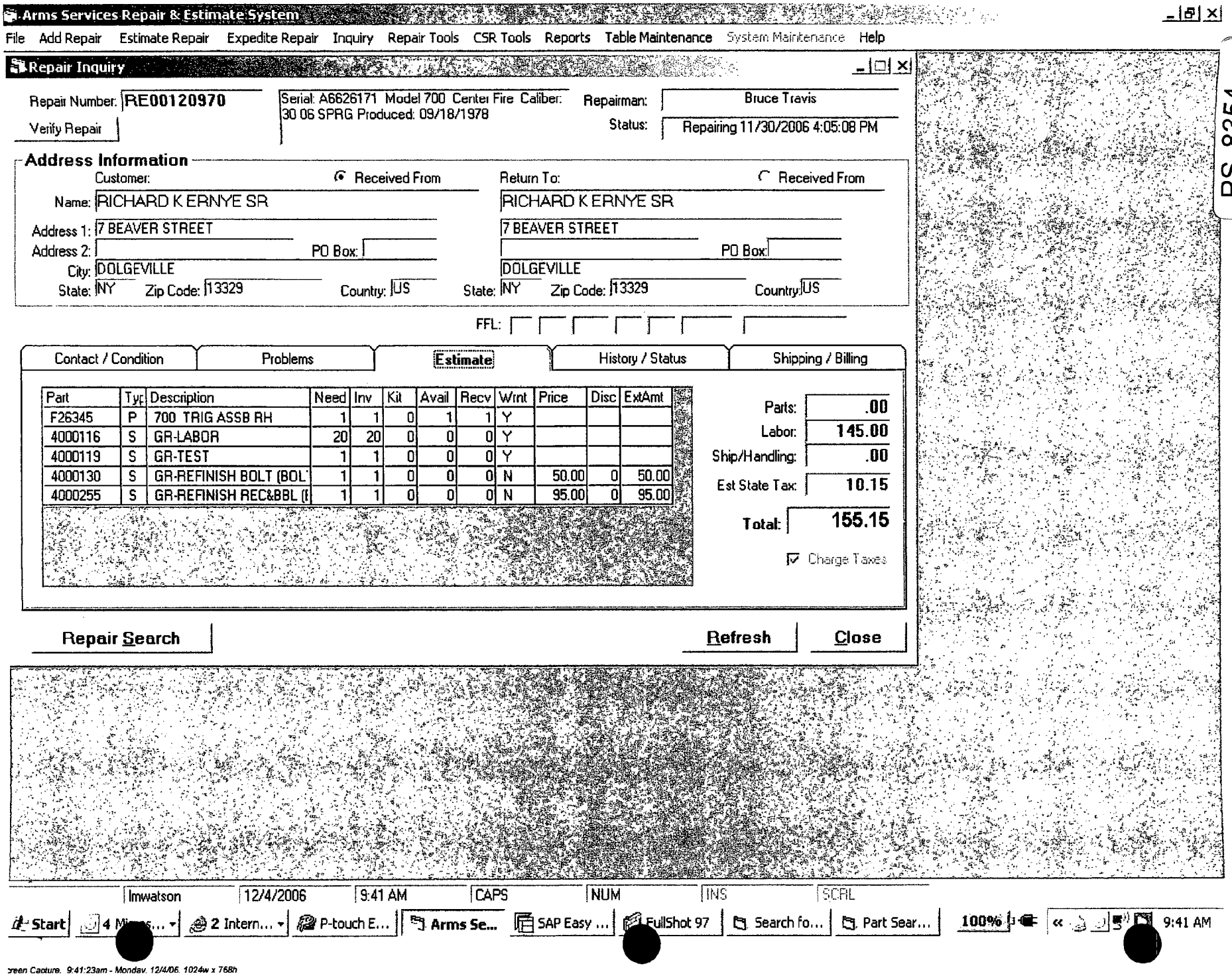
I SPOKE TO MY COWORKER AT REMINGTON AT THE TIME, WHO STILL WORKS FOR REMINGTON, JOHN CHISNALL AND I SPOKE TO JOHN LOSCHIN AND THEY SAID TO SEND IT IN FOR REPAIR. I WILL NOT USE THE RIFLE LIKE THIS. CAN YOU HELP ME. WHILE YOU HAVE IT I WOULD ALSO LIKE TO GET IT RE BLUED. CAN YOU CALL ME TO DISCUSS EVERYTHING.

THANKS FOR YOUR HELP, I'M STILL LOYAL TO REMINGTON AND LOVE YOUR RIFLES + SHOTGUNS,

MR. CARMINE P. DEVITA
21 ANNJIM DRIVE
GREENWICH, CT. 06830
PHONE: 203 351-9181 WORK
203 218-0523 CELL CONAIR
EMAIL: CARMINE_DEVITA@CONAIR.COM

PS 8353

printed by FullShot at 9:41:26am on Monday, 12/4/06



Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00120970

Verify Repair

Serial: A6626171 Model 700 Center Fire Caliber: 30 06 SPRG Produced: 09/18/1978

Repairman: Bruce Travis

Status: Repairing 11/30/2006 4:05:08 PM

Address Information

Customer: (Received From)		Return To: (Received From)	
Name:	RICHARD K ERNYE SR	RICHARD K ERNYE SR	
Address 1:	7 BEAVER STREET	7 BEAVER STREET	
Address 2:		PO Box:	
City:	DOLGEVILLE	DOLGEVILLE	
State:	NY Zip Code: 13329 Country: US	State: NY Zip Code: 13329 Country: US	

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F26345	P	700 TRIG ASSB RH	1	1	0	1	1	Y			
4000116	S	GR-LABOR	20	20	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			
4000130	S	GR-REFINISH BOLT (BOL	1	1	0	0	0	N	50.00	0	50.00
4000255	S	GR-REFINISH REC&BBL (I	1	1	0	0	0	N	95.00	0	95.00

Parts:	.00
Labor:	145.00
Ship/Handling:	.00
Est State Tax:	10.15
Total:	155.15

Charge Taxes

Repair Search | Refresh | Close

lmwatson | 12/4/2006 | 9:41 AM | CAPS | NUM | INS | SCRL

Start | 4 Mi... | 2 Intern... | P-touch E... | Arms Se... | SAP Easy ... | FullShot 97 | Search fo... | Part Sear... | 100% | 9:41 AM

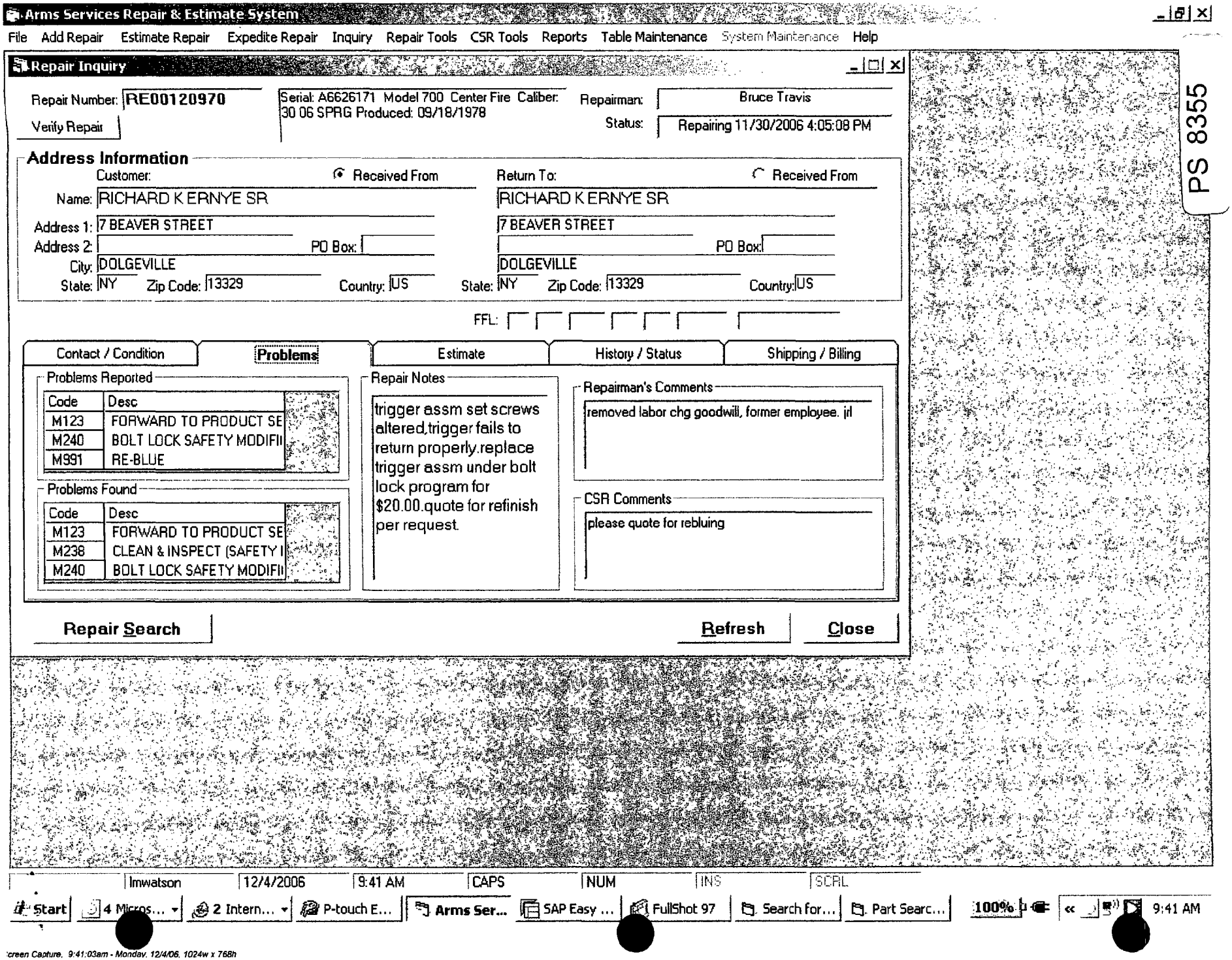
Screen Capture. 9:41:23am - Monday. 12/4/06. 1024w x 768h

PS 8354

BARBER - Kinzer PPS GAL RE0007446

BARBER - Kinzer PPS GAL RE0007446

printed by FullShot at 9:41:17am on Monday, 12/4/06



PS 8355

BARBER - Kinzer PPS GAL RE0007447

BARBER - Kinzer PPS GAL RE0007447

Screen Capture, 9:41:03am - Monday, 12/4/06, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:786

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121869	12/15/2006	12/18/2006	12/18/2006	12/4/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Joseph	Ezzolo	78 Swietzer Dr.	Duke Center	PA	16729		H 814-966-3048

Incident Information

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

12/1/06-received call from customer, this is his uncles gun. It fired on safe release.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	26096	E6692738	RU	11/2/2000 8:37:57 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	ZANDERS SPORTING GOODS *		U

CUST.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
Replace trigger under SMP						

Repair/Replacement Cost	Repair/Replacement Date

12/4/06-Cust called back w/ serial info. Sending ARS, Ltr, & box for gun to come in for evaluation.lw 12/18/06-Offered to repace trigger under SMP.lw

---

Examination[Remington /CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/18/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4006	Altered Adjustments or Components	TRIGGER ASSM SET SCREWS ALTERED
Barrel	Description		26" 300 RUM
	Date Code		RU
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.014
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Not Functioning	
	Pull	---Select---	2.75#
	Altered	True	SET SCREWS ALTERED

Remington®

CASE # 786

2.75# 26" RL 11/2000 .014

December 5 2006

Joseph Ezzolo
78 Swietzer Dr.
Duke Center, PA 16729

Serial Number: E6692738
Model: 700
RE00121869

Subject: Model 700 Serial #E6697238
RE: Case #786

Dear Mr. Ezzolo,

We were sorry to hear that your uncle's rifle had fired when the safety was released. We are certainly glad that no one was injured, and that you are anxious to get this rifle back in a safe condition.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Trig. set screws altered. Replace TPA. AT 1/2 MSP. check over clean & Quote

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8358

RECEIVED
DEC 19 2006
BY: Lw

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** E 6692738
Are you the original owner?: ☒ YES ☐ NO	
Name: David Baker	**Date of Purchase:** can't remember
Address (no PO Boxes): 15 Columbia Hill Rd.	
City: Rixford	**State:** Pa **Zip:** 16745
Phone (Daytime): 814-465-4441	**Fax:**

E-mail Address:

☐ I would like to receive future e-mail updates from Remington.

Please describe your problem:

When taking off the safety, Firearm discharges without pulling the trigger. Has happened 3 times. It doesn't do it every time. Also the firing pin releases at times upon closing the bolt while the safety is in the OFF position.

Call for payment info or before doing service for price.

Ammunition Information:

Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	

Handload Information:

Powder Used: Hodgdon, H1000	Powder Weight: 100gr
Case/Hull Used: Remington	Primer Used: CCI 250 large magnum rifle
Bullet Type/Shot Size: 150gr Nosler Ballistic Tip	Reloader Used: RCBS rock chucker

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Outers bore foam	
How often do you clean the bore? (Months or Number of rounds)	every 3 months
How often do you clean the action? (Months or Number of rounds)	every 3 months
How often do you clean the trigger assembly? (Months or Number of rounds)	once a year
Brand of lubricant used:	CLP Break free

PS 8359

How often do you lubricate the bore? (Months or Number of rounds) every 3 months
How often do you lubricate the action? (Months or Number of rounds) every 3 months
How often do you lubricate the trigger assembly? (Months or Number of rounds) once per year
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☐ YES ☑ NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never
What were the services performed? N/A

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8360

printed by FullShot at 1:22:29pm on Friday, 12/22/06

BARBER - Kinzer PPS GAL RE0007453

PS 8361

BARBER - Kinzer PPS GAL RE0007453

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00121869
Verify Repair | High Priority

Serial: E6892738 Model 700 Center Fire Caliber: 300 REM ULTRA MAG Produced: 11/02/2000

Repairman: Robert Frink
Status: ApprovalHold 12/19/2006 11:44:13 AM

Address Information

	Customer: (Received From)	Return To: (Received From)
Name:	JOSEPH EZZOLO	JOSEPH EZZOLO
Address 1:	78 SWEITZER DRIVE	78 SWEITZER DRIVE
Address 2:	PO Box:	PO Box:
City:	DUKE CENTER	DUKE CENTER
State:	PA Zip Code: 16729 Country: US	PA Zip Code: 16729 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M993	UNOPENED PRODUCT SERV

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes:
Trigger set screws altered. Replace trigger assembly at 1/2 MSP Check-over and clean

Repairman's Comments:

CSR Comments:

Repair Search | Refresh | Close

Repair Inqu...

lmwatson | 12/22/2006 | 1:22 PM | CAPS | NUM | INS | SCRL

Start | 2 Micr... | 2 Inte... | Arms S... | P-touch... | Part Se... | SAP Log... | Search f... | 2 Micr... | FullShot... | 100% | 1:22 PM

Screen Capture. 1:22:25pm - Friday, 12/22/06. 1024w x 768h

786

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/1/06				

Customer Information		
	Reporter (Age)	Incident (Age)
Name	Joseph Ezzolo	
Address	78 Sweitzer Dr	
City, St Zip	Duke Center, PA 16729	
Home		
Cell	814-966-3048	
Work		

Incident Information			
Personal Injury ☐	Property Damage ☐	Safety ☒	Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident: Fired on safe release - uncles gun-

BOX 815252

ARS ✓

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
700	BA		E6697238	

Date Purchased	Where Purchased	Original Owner

Ammunition Information	
Factory or Reloads	
Manufacturer	
Caliber	
Bullet type	
Bullet Weight	
Lot # of ammunition	

Additional Ammo Info:

Other Products Information

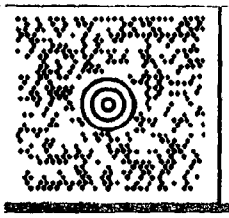
PS 8362

JOSEPH EZZOLO
78 SWEITZER DR
DUKE CENTER PA 16729

10 LBS
RS

1 OF 1

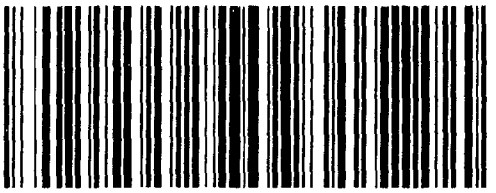
SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357



NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6646 5048



BILLING: 3RD PARTY
DESC: ...
RETURN SERVICE

REF 1: JOSEPH EZZOLO/LW
REF 2: REF# E6697238

UOW 8.0.16 UPS Thermal 2 60.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping places, call 1-800-782-7892.
United Parcel Service, Louisville, KY

PS 8363

Remington Arms Co., Inc.
Product Service
Legal Case #:646

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
120815	12/4/2006	11/20/2006	1/31/2007	11/19/2006	X		

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Thomas	Frye	21998 Crimson Dr.	Meadville	PA	16335		H 814-724-1469 W 814-547-0127

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI	Gouge out of rt thumb				
PD	Shot hole in roof at gun range	Cause:4079 Other - Unexamined Concern:1008 Fired on Bolt Closing		N	
S					
C					

11/20/06-Thomas Frye called, extremely upset because his new M/700 fired upon closing the bolt. The gun kicked back and took a chunk of skin from his right thumb. He could not put the safety on, it was stuck. His friend is a nurse and cleaned him up but said there was nothing that could be done for the skin that was torn off of his thumb. He returned the firearm to Walmart and they gave him a new gun due to his injuries. The Walmart reps were making fun ie. snickering at him because he had a difficult time writing with this injury. A claim (file#5125024) has been filed with us from Walmart. Mr. Frye states that he has many Remington guns but the last two (this 700 & an 870 Express) have both been problems. He asked that we help him with the M/870 and cover damages at the shooting range. lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	25955	F6243437		1/29/2003 12:51:24 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART DC 6003R-REGULAR		Y

11/20/06-Firearm has been replaced by Walmart#2597.lw

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
Repair at n/c						

Repair/Replacement Cost	Repair/Replacement Date
$100.00	1/26/2007

11/20/06-Customers gun has been replaced by Walmart. He is asking for us to cover damages from the hole shot in the roof at the gun range. We will need to evaluate the firearm first. I have contacted Flo at Walmart to get the firearm back to our factory.lw 11/21/06-Spoke w/ Ben, mgr at walmart. Having him send gun in to Ilion to Product Service. We will exchange rifle. He noted that customer had been very beligerent. He even had to threaten to call police if he did not calm down.lw 1/26/07-no firearm avail. replaced bbl assem & trigger assem.lw 1/31/07-sent ltr on walmart claim that this has been taken care of.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Travis
	Exam Date		12/5/2006
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4015	Improper Maintenance	Rust on trigger and trigger pin
Barrel	Description		22" 3006 SPR
	Date Code		BX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; 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	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		standard 700
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
Trigger	Condition	Like new; Not Functioning	Trigger binding, rust on trigger and trigger pin.
	Pull	---Select---	5.5
	Altered	False	

PS 8365

Claims Management, Inc.

November 20, 2006

Remington Arms Co.
870 Remington Dr.
Madison, NC 27025
Attn: Jann Jones

Re: Thomas Frye
File #: 5125024
Date of Loss: 11/19/2006

FW
F6049451

Store #: 2597
BEECHBERRY LANE
CRANBERRY, PA 16319

Contact: Jennifer Walker
Asst Mgr
Phone: 814-678-0037

Dear Consumer Services:

I have been notified that one of our customers has experienced a problem with your product REMINGTON 700 ADL purchased from Wal-Mart Stores, Inc. Customer claims that when bolt was being engaged that gun went off shooting hole in ceiling and when bolt released back it caught and took off tip of thumb.

Please contact the customer and assume the handling of this claim or request that your liability carrier take over the matter. We ask that the customer be contacted as soon as possible.

Vendor No: 964572	Model/Stock No: 5955
UPC No: 47700259555,00	Date of Purchase:
Item No: 4857128	Location of Product: Store

We copy of this letter to our customer, I am advising them of our request, and notifying you to contact the customer for further information. Please notify us of the final disposition.

If you have any further questions you may contact me at 479-621-2500 x 20515

Thank you for your anticipated cooperation.

Sincerely,

Belinda Gillmore
Case Manager

CC: Thomas Frye
21698 Crimson Drive
Meadville, PA 16335
(814) 724-1469

PS 8366

Wal-Mart Stores Inc.

Fax Coversheet

Date: Mon, 20 Nov 2006 10:48:42 -0600

From: Belinda Gillming

Email: Belinda.Gillming@cmiww.com

To:

Fax: 13365488810

Subject: Clm5125024 Thomas Frye Attn Jann Jones

This fax and any files transmitted with it are CONFIDENTIAL and intended solely for the individual or entity to whom they are addressed. If you have received this in error please destroy it immediately.

PS 8367

Remington

November 29, 2006

Belinda Gerberg, Claim Assistant
Wal-Mart Stores, Inc.
c/o Claims Management, Inc. of Arkansas
P.O. Box 1288
Bentonville, AR 72712-1288

Re: Claimant: Thomas Frye
Date of Loss: 11/19/06
Your File No.: 5125029
Store No. 2907, Cranberry, PA
Product: Remington Model 700 ADL

Dear Ms. Gilbering:

I received your November 29, 2006 facsimile regarding the above claim. Remington will proceed to investigate this matter fully. We will keep you advised as to the status of this matter.

Thank you very much for your assistance.

Sincerely,

Janet A. Jones
Senior Paralegal

bcc:
Mark Barber (w/ enclosure)
Fred Sapp (without enclosure)
Laura Watson (without enclosure)
Deana Evans (without enclosure)

FIREARM REPAIR TAG

245697

WM Store No.	2597
Date	11-19-06
Mfg.	Remington
Model	700 HDL
Retail	H 464.87
UPC Code	H 7700 25955
Log No.	17-16-2003-1 1-15-2006-1
Serial No.	F6243437
Person Sending	
For Repair	

CUSTOMER GUN ☐ Yes ☒ No

Name	Walmart 2597
Address	10 Kimberly Lane
[redacted]	814 678-0037

Reason for Return (Be specific. List the problem with the gun.)

Bolt gets jammed
won't go on safe.

THIS AREA FOR CLAIMS USE ONLY

SENT TO Remington Arms

DATE SENT 11-22-06

ATTACH TO GUN

Serial Number: F6243437

Model: 700

RE00120815

ST# 2597 OP# 00000235 TE# 77 TR# 00678

DEFECTIVE MERCHANDISE SLIP

** RETURNED ENTRY **

REMINGTON 004770025955KD 464.87-X

DEPARTMENT # 09

DESCRIPTION:

Remington 700 ADL

REASON:

Bolt smashed fingers.
Rifle will not bolt
Bolt completely closed

REFUND:--------- EXCHANGE: X

11/19/06 11:42:45

CASE # 784

S.S.# 22"

BX 1/03

Remove 25955

WALMART replaced gun to customer - order them a new Rifle under warranty,

FLS 12/5/2006

New Rifle 1st time being used by customer.

Trig. Binding, RUST around Trig. pin + Trig. spring

TSA, check over, clean

AT ~~Put~~ Put in WIP

JJ23145

PS 8369

RECEIVED

DEC 06 2006

BY:

FIREARM REPAIR TAG

245687

WM Store No.	2597
Date	11-19-06.
Mfg.	Remington
Model	700 ADL
Retail	464.87
UPC Code	7700 25955
Log No.	17-16-2003-1 1-15-2006-1
Serial No.	F6243437
Person Sending For Repair	
CUSTOMER GUN	☐ Yes ☒ No
Name	Walmart 2597
Address	10 Kimberly Lane
Phone	814 678-0037
Reason for Return (Be specific. List the problem with the gun.)	Bolt gets jammed won't go on safe.

THIS AREA FOR CLAIMS USE ONLY

SENT TO Remington Arms

DATE SENT 11-22-06

ATTACH TO GUN

Serial Number: F6243437

Model: 700

RE00120815

ST# 2597 OP# 00000235 TE# 77 TR# 00678

DEFECTIVE MERCHANDISE SLIP

** RETURNED ENTRY **

REMINGTON 004770025955KD 464.87-X

DEPARTMENT # 09

DESCRIPTION:

Remington 700 ADL

REASON:

Bolt smashed firing pin. Rifle will not go safe. Bolt completely locked

REFUND:--------- EXCHANGE: X

11/19/06 11:42:45

Trig. Binding, Rust Around Trig. pin + Trig. Spring TPA, check over, clean AT. Put in WIP JZ30145

PS 8370

*SUPPLIER: All correspondence regarding this claim or your account should be sent to this address. Attn: Supplier Communications.

WAL-MART

NOTIFICATION OF CLAIM

702 SW 8th Street
Bentonville, Arkansas 72716-8003

CLAIM NO. Voucher Only

FOR INTERNAL USE ONLY

TO: Remington Arms
ATTN: Product Service Case #LAL
14 Hoefler Ave.
Ilion NY 13357
(SHIPPING ADDRESS ABOVE)

STORE NO.	DEPT. NO	CLAIM DATE
3597	809	11/21/00

LINE A	P.O. NUMBER	INVOICE DATE	INVOICE NO.
		/ /	

(PRINT CLEARLY)

For type (1) only use claim date as invoice date, claim number as invoice number.

INSTRUCTIONS

1. This form can only be used to chargeback the Supplier for a) Errors on the invoicing of ship and bill (direct from supplier) merchandise. b) For inner carton concealed shortages on damages. c) For return of merchandise to the Supplier or d) For any authorized Supplier chargeback.
2. Complete **All** information on this form. Claims that are **Not** for Return Merchandise must have P.O. Number, Invoice Date and Invoice Number correctly entered.

(1) [X] MDSE. RETURN (Code 93)

Defective ☐ Recall ☐ Overstock ☐ Repair & Return ☒ Other ☐

Authorization No. _____ Carrier Mailer _____

Other Authorization _____ U.P.S. No. _____

No Supplier Response _____ (MDSE DISPOSITION) Return Date / / A.O.D. # _____ ($25 Minimum)

(2) ☐ Freight Bill signed short or damage (Code 24) — MUST BE COMPLETED

Cases Received _____ Carrier _____

*Cases Per Frt. Bill _____ *Freight Bill No. _____

*FOB WAL-MART = SUPPLIER CLAIM - - - FOB SUPPLIER = CARRIER CLAIM *SIGNED FREIGHT BILL MUST BE ATTACHED TO CLAIM

(3) ☐ Invoiced But Mdse. not received (Supplier to send P.O.D.) (Code 25) (4) ☐ CONCEALED SHORTAGE (SEE BELOW) (Code 21) (5) ☐ PRICE OVERCHARGE (Code 11) (6) ☐ INCORRECT FREIGHT (Code 47) (7) ☐ OTHER (Code 90)

SUPPLIER: A debit to your account has been made for the reason indicated → ☐ ONE REASON PER CLAIM

ITEM NUMBER/ REACT # (UPC)	QTY.	DESCRIPTION OF ITEM/EXPLANATION OF CLAIM	UNIT COST	EXTENDED COST	UNIT RETAIL	EXTENDED RETAIL
[illegible]	1	Remington			[illegible]	[illegible]
		[illegible]				
		[illegible]				
		[illegible]				
		[illegible]				
		[illegible]				
		[illegible]				

10% HANDLING CHARGE (DEFECTIVES ONLY)

TOTAL RETAIL → [illegible]

*OTHER _____

TOTAL DEDUCTION → ← TOTAL COST

FROM:
Wal-Mart #3597
[illegible]
[illegible]
[illegible]
(STORE STAMP)

NOTE: A Concealed Shortage is the difference between a Supplier's Packing Slip and that which is counted. All concealed shortages must be verified by a salaried manager.

CONCEALED SHORTAGE VERIFIED BY

PREPARED BY [illegible]

STORE MANAGER PS 8371

Evidence Tag

Please print form and fill in the information below:

ustomer Name :	FRYE , THOMAS
Incident Date :	11/19/2006 9:30:00 AM
Purchase Date :	
Store Number :	2597
CMI Claim Number :	2006894863
Vendor :	–
Vendor # :	–
Item # :	4857128
UPC Number :	4770025955
Model Number :	700 ADL
Product Name :	REMINGTON 700 ADL

UPS Tracking Number : 1Z020E6W0310926682 Date Shipped : 11-22-06

Shipped By (name): WalMart 2597 Associate Soc. Sec. Number : _____

Received By (name): Remington Arms Date Received: _____

Social Security Number: _____ Signature: Clerk 2597

Please print and attach to product until further notice from CMI.

Back

PS 8372

printed by FullShot at 8:50:28am on Thursday, 2/1/07

PS 8373

BARBER - Kinzer PPS GAL RE0007465

BARBER - Kinzer PPS GAL RE0007465

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00120815

Verify Repair | High Priority

Serial: F6243437 REPLACEMENT: G6637626
Model 700 Center Fire Caliber: 30 06 SPRG ADL
LAM Produced: 01/29/2003

Repairman: Chuck Dekanek

Status: Shipped 1/31/2007 4:00:02 PM

Address Information

Customer: (Received From)		Return To: (Received From)	
Name:	WALMART		WALMART 2597
Address 1:	702 SW 8TH STREET		10 KIMBERLY LANE
Address 2:		PO Box:		PO Box:
City:	BENTONVILLE		CRANBERRY
State:	AR	Zip Code: 72716	Country: US	State: PA	Zip Code: 16319	Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F26345	P	700 TRIG ASSB RH	1	1	0	1	1	Y			
F33455	P	700 BBL ASSB 30-06	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000117	S	GR-PROOF	1	1	0	0	0	Y			
4000118	S	GR-CLEAN	1	1	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts:	.00
Labor:	.00
Ship/Handling:	.00
Est State Tax:	.00
Total:	.00

☑ Charge Taxes

Repair Search | Refresh | Close

lmwatson | 2/1/2007 | 8:50 AM | CAPS | NUM | INS | SCRL

Start | 2 Microsoft O... | 2 Internet Ex... | Arms Service... | Check Material... | Document3 - M... | FullShot 97 | 97% | 8:50 AM

Screen Capture. 8:50:25am - Thursday, 2/1/07. 1024w x 768h

Remington®

January 31, 2007

Belinda Gillming, Case Manager
Wal-Mart Stores, Inc.
c/o Claims Management, Inc. d/b/a
Arkansas Claims Management, Inc.
PO Box 1288
Bentonville, AR, 72712-1288

RE: Claimant: Thomas Frye
Your File No.: 5125024

Dear Ms. Gillming,

We have completed the file for Thomas Frye. This was a Walmart Claim from 11/20/06. Walmart had replaced the firearm for Mr. Frye at the store level. We in turn replaced the components of the firearm for the store which include a new barrel assembly (barrel and receiver) and trigger assembly. This replacement has a new serial number of G6637626 and was shipped to store number 2597 on 1/31/07. Mr. Frye stated that nothing could be done about the injury to his thumb and seemed to be satisfied that his firearm was replaced.

If you have any further questions, please feel free to contact me.

Sincerely,

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8374

BARBER - Kinzer PPS GAL RE0007466

Remington Arms Co., Inc.
Product Service
Legal Case #:972

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
124182	1/29/2007	1/30/2007	1/30/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Michael	Farrar	4314 S. Birmingham Ave	Tulsa	OK	74105		H 918-770-2659

Incident Information

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

2/1/07-correspondence from repair-Cust moved safety to fire position and rifle went off. No injuries reported. lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/30-06 SPR		D6854984	LP	2/1/1995

Date Purchased	Where Purchased	Accessories	Original Owner
			U

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
Replace TA at 1/2 msp						

Repair/Replacement Cost	Repair/Replacement Date

2/1/07-offere to replace TA at 1/2 msp. Quote sent for $38.92.lw

---

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/30/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	SET SCREWS ALTERED

Barrel	Description		22" 30-06
	Date Code		LP
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.016
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	1.75#
	Altered	True	SET SCREWS ALTERED

PS 8376

972

.016 1.85# LP 2/95 22"

Dear Remington

Last deer season I was sitting in my tree stand with my rifle in my lap, I heard something in the distance so I moved the safty from "S" to "F" and the rifle went off in my lap with nothing touching the trigger. Also after the rifle is discharged either intentionally or accidentally the safty can not be moved from "F" to "S" without first openning the bolt, this doesn't bother me but was wonder if it is suppose to work like that. The rifle does have a light trigger pull and I was also wondering if that would have anything to do with the rifle discharging beg the safty only. I know I did not have my finger on the trigger because all four fingers were on the forestock ~~with~~ with my thumb on the safty and having all four fingers on the forestock is the only way I was able to keep the rifle in my lap. My rifle is a Model 700 30-06 sprg # D6854984. My cell phone is 918-770-2659 address 4314 S Birmingham Ave, Tulsa OK 74105. Due to my changing work schedule I don't know when I can be reach and can't have my cell phone, and only phone, at work so if you don't get ahold of me please leave a contact number. I have been very happy with my Remington other then the issue with the safty and just want to make sure it is safe.

Thank You

Michael Farrar

RECEIVED
FEB 21 2007
BY

PS 8377

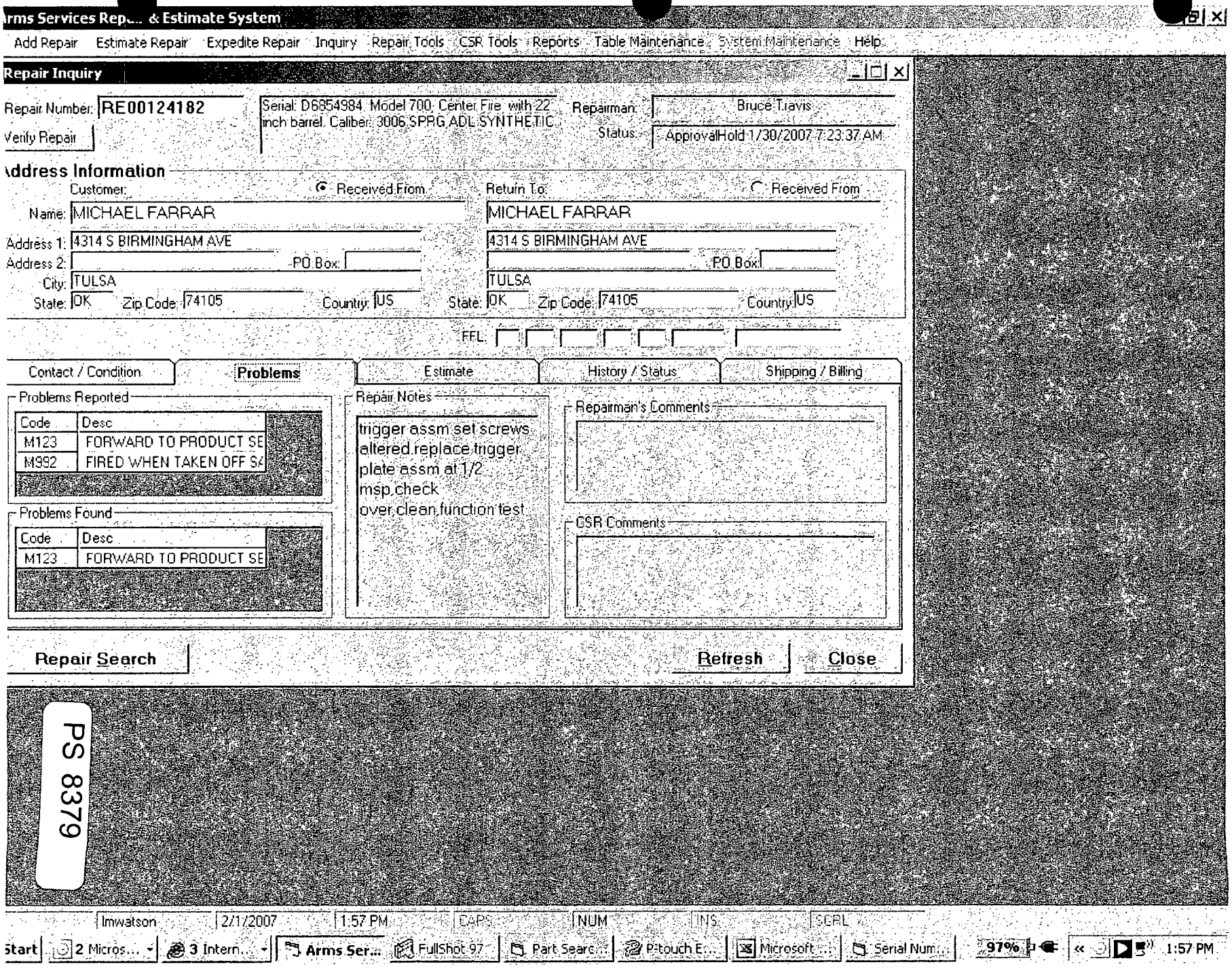
Model: 700

Number: D68549784

Michael Farrar
4314 S Birmingham Ave
Tulsa OK 74105
phone 918-770-2659
rifle model 700 30-06 sprg # D68549784

PS 8378

printed by FullShot at 1:58:00pm on Thursday, 2/1/07



BARBER - Kinzer PPS GAL RE0007471

BARBER - Kinzer PPS GAL RE0007471

Capture, 1:57:54pm - Thursday, 2/1/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:1056

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
125620	2/23/2007	2/26/2007	2/26/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mark	Fjone	5223 E Aire Libre	Scottsdale	AZ	85254		H 602-385-1253

Incident Information

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

2/27/07-Correspondence from repair-Cust says rifle fired twice when safety is flipped off. Firearm was purchased used.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	20000	B6272375	OB	7/23/1981

Date Purchased	Where Purchased	Accessories	Original Owner
	PAY N SAVE AUBURN WASH	TWO PIECE SCOPE BASE,BOTTOM HALF RINGS	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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

2/27/07-Replace TA,check over, clean under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/26/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM SET SCREWS ALTERED
Barrel	Description		22" 30-06 SPR
	Date Code		OB
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
Non-Remington Components	Description		TWO PIECE SCOPE BASE,BOTTOM HALF RINGS

PS 8381

1054

RECEIVED
FEB 27 2007
BY: LW

03 7/81
3#
.009
22"

February 12, 2007

Remington Arms Company
Attn: Arm Service
14 Hoefler Avenue
Ilion, NY 13357

Serial Number: B6272375
Model: 700
RE00125620

Attention: Customer Services/Repairs
RE: Remington Model 700 LH
Serial #B 627 237 5
Manufactures 1981

To Whom It May Concern:

The problem: THIS RIFLE IS UNSAFE! When the safety is flipped off, the rifle fires without anyone touching the trigger. This has happened twice – twice too many.

When I called Remington Customer Service recently, I was told that there was a recall placed on all Model 700s manufactured prior to 1982 for some type of safety modification program.

Since I purchased the rifle from a gun shop "as used" I am not the original owner, nor do I know if any modifications have ever been made to this rifle. I just want it safe to use as an accurate hunting rifle with a smooth three pound trigger pull.

I own several Remington rifles and have always had the utmost respect for this brand of fire arm. Please examine the rifle for all safety related issues and correct any faults you may find. I really want to know what is done to correct the problem so that we can all have peace of mind knowing that the rifle will be safe once you are done with it.

Please call me during the day at 602-385-1253 to discuss what will be done to correct the problem. Also, please be sure that the Kolpin 007 gun boot is returned when you are finished.

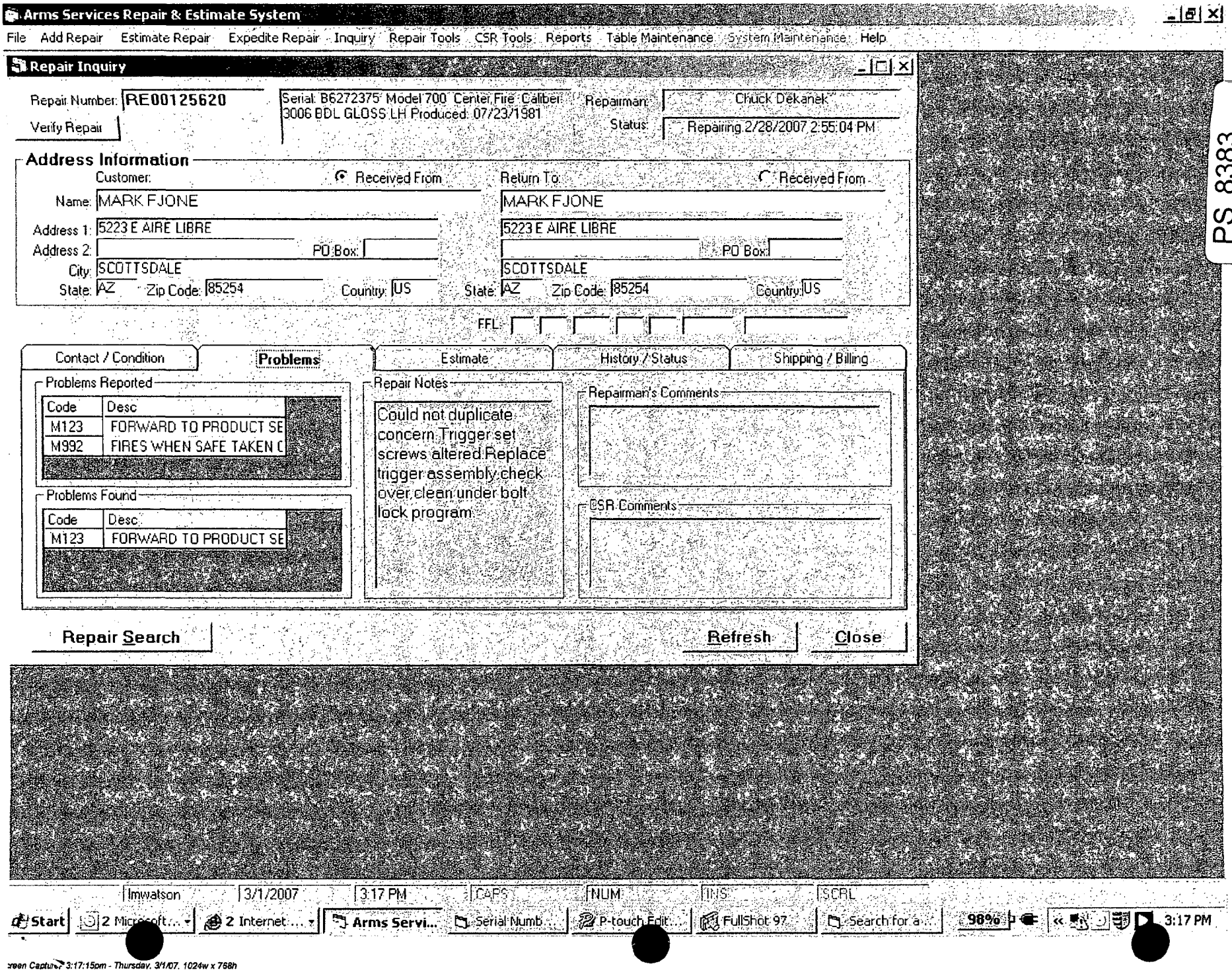
Thank you so much for ~~your~~ professional assistance.

Mark A. Fjone
5223 E. Aire Libre
Scottsdale, AZ 85254

could not duplicate concern
Trig. pset screws altered.
Replace TDA/ check over, clean
underbolt lock program
Lon $ 20.00 Quote

PS 8382

printed by FullShot at 3:17:15pm on Thursday, 3/1/07



BARBER - Kinzer PPS GAL RE0007475

PS 8383

BARBER - Kinzer PPS GAL RE0007475

reen Capture 3:17:15pm - Thursday, 3/1/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:1029

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
125082	2/15/2007	2/16/2007	2/16/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Tom	Fitzgerald	3650 Old Bullard Road Ste. 330	Tyler	TX	75701		H 903-561-3161 W 903-561-1148

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S Fires on bolt closing	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing		Unknown	
C				

2/19/07-correspondence from repair-cust states that closing the bolt will sometimes cause the gun to fire. it has gone off in his hand when loaded and he has heard the firing pin release upon occasion when the gun was not loaded. He would like this corrected and trigger pull set at 3lb.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/243 WIN	20000	A6539318	XO	12/1/1977
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	AUTOMATIC DIST HOUSTON TX	SCOPE BASE	U			

CONCERN:FSR - FBC

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

2/19/07-sent quote for Xmark pro trigger.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/16/2007
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIG SET SCREWS ALTERED
Barrel	Description		22" 243 WIN
	Date Code		XO
	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	
	Face	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
Non-Remington Components	Description		SCOPE BASE

TOM J. FITZGERALD
CERTIFIED PUBLIC ACCOUNTANT

3650 OLD BULLARD ROAD • STE. 330
TYLER, TEXAS 75701
(903) 561-1148

MEMBER OF:
AMERICAN INSTITUTE OF CERTIFIED PUBLIC ACCOUNTANTS
TEXAS SOCIETY OF CERTIFIED PUBLIC ACCOUNTANTS

1029

XO 12/17 3.5#

1009 22"

January 30, 2007

Remington Arms Co.
Product Services
14 Hoefler Ave.
Ilion, NY 13357

RECEIVED
FEB 19 2007
BY:

Gentlemen:

I am returning my 243 caliber Model 700 (Serial No. A6539318) because closing the bolt will sometimes cause the gun to fire. It has gone off in my hand when loaded and I have heard the firing pin release upon occasion when the gun was not loaded.

I would appreciate any help you could provide in correcting this dangerous situation.

If a new trigger system is installed, I would like it adjusted to have a 3lb. pull.

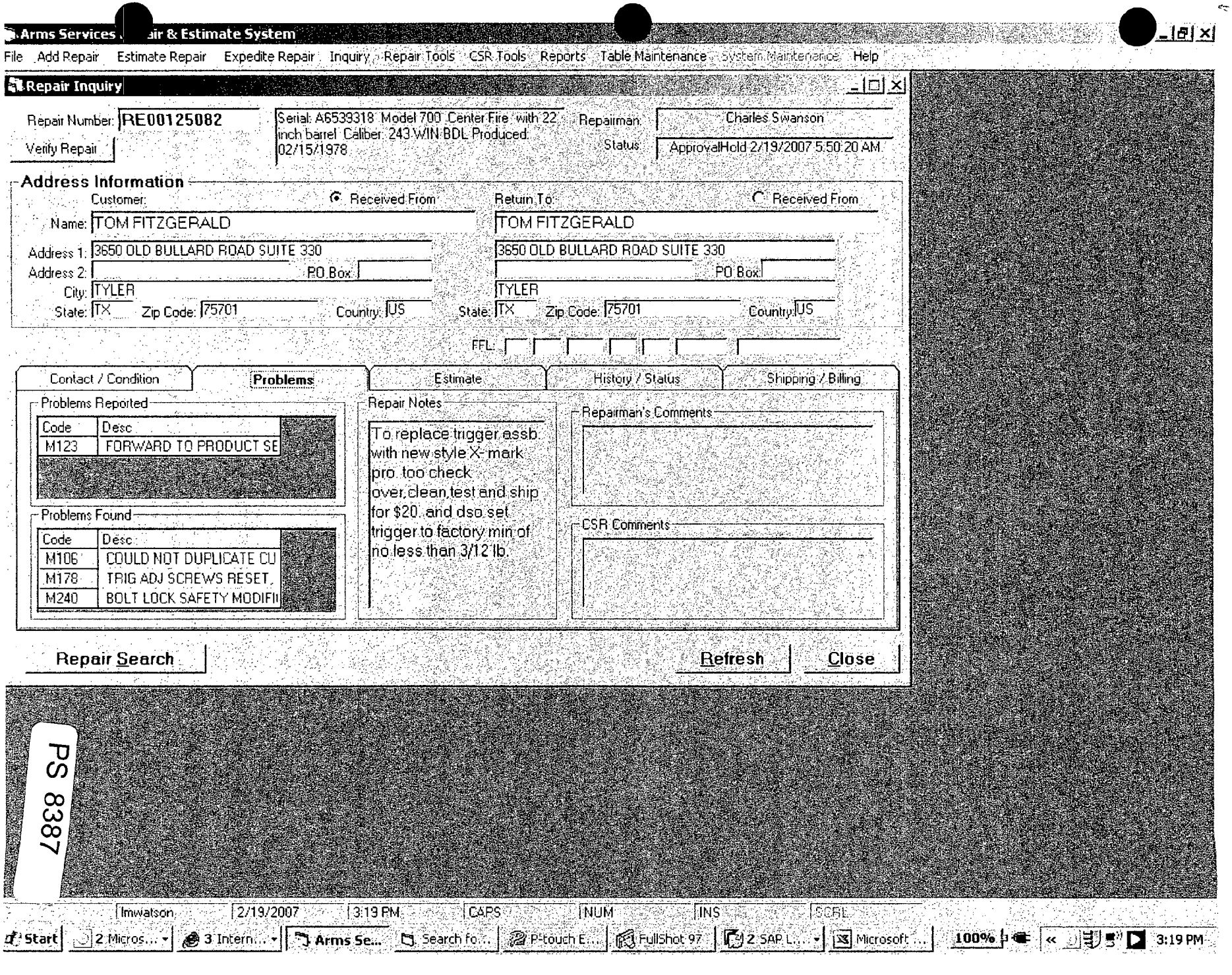
Thank you,

Tom J. Fitzgerald
3650 Old Bullard Road, Suite 330
Tyler, TX 75701
Bus. 903-561-1148
Home 903-561-3161

could not duplicate concern.
Trig. set screws tightened.
Replace TPA w/ new style
X-mark pro Trig. assm.
Check over clean under
Bolt lock modification
program for $ 20.00
set Trig. pull to mfg
specs. Recycle

Number: A6539318
Model: 700
RE00125082

PS 8386



BARBER - Kinzer PPS GAL RE0007479

BARBER - Kinzer PPS GAL RE0007479

reen Capture, 3:19:05pm - Monday, 2/19/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:807

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122689	12/29/2006	12/7/2006	1/2/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Duane	Foster	287 Edwards Ave	Chambersburg	PA	17201		H 717-263-1496

Incident Information

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

12/7/06-cust gun fired on safe release. No injuries or damages.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	6206337	XR	12/1/1968

Date Purchased	Where Purchased	Accessories	Original Owner
	ARTHUR COOK LAUREL MC	TWO PIECE SCOPE MOUNT	U

CUST.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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

12/7/06-sending ARS, ltr, & box to have gun come in for evaluation.lw 1/3/07-correspondence from repair-trigger screws altered. Offered to replace TA under SMP.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/2/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4006	Altered Adjustments or Components	TRIGGER ASSM SET SCREWS ALTERED
Barrel	Description		22" 270 WIN
	Date Code		XR
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.007
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
Non-Remington Components	Description		TWO PIECE SCOPE BASE

Remington®

.007
22"
2,5#

December 8, 2006

Duane Foster
287 Edwards Ave
Chambersburg, PA 17201

Serial Number: 6206337
Model: 700
RE00122689

Subject: Model 700 Serial #6206337
RE: Case # 807

Dear Mr. Foster,

We were sorry to learn that your rifle fired when you released the safety. We are certainly glad that you contacted us to evaluate your firearm and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair under Safety Modification Program. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

Trig. set screws altered
replace TPA, check over, clean
~~Remington~~ BOLT LOCK PROGRAM
Rem # 20.00 Quote

RECEIVED
JAN 03 2007
BY: _____

PS 8390

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** 6206337

Are you the original owner?: ☐ YES ☒ NO

Name: DuAne F. Foster	**Date of Purchase:** Aug. 2003

Address (no PO Boxes):

287 Edwards Ave.

City: Chambersburg	**State:** PA.	**Zip:** 17201
Phone (Daytime): 717-263-1496	**Fax:**	

E-mail Address:

☐ I would like to receive future e-mail updates from Remington.

Please describe your problem:

Sometimes when SAFtey is Pushed to Fire The weapon Discharges

Ammunition Information:

Manufacturer: Remington	Type: 270 Win.

Other (I.e. bullet weight/type, shot size, powder): 150 Grain Core-Lokt Soft Point High velocity Centerfire Cartridges

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used:

How often do you clean the bore? (Months or Number of rounds) every 6 mos.

How often do you clean the action? (Months or Number of rounds) every 6 mos.

How often do you clean the trigger assembly? (Months or Number of rounds) every 6 mos.

Brand of lubricant used: Outers

PS 8391

How often do you lubricate the bore? (Months or Number of rounds) every 6 mos
How often do you lubricate the action? (Months or Number of rounds) every 6 mos
How often do you lubricate the trigger assembly? (Months or Number of rounds) every 6 mos
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☐ YES ☒ NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? N/A
What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8392

printed by FullShot at 8:33:06am on Thursday, 1/4/07

PS 8393

BARBER - Kinzer PPS GAL RE0007485

BARBER - Kinzer PPS GAL RE0007485

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00122689

Verify Repair

Serial: 6206337 Model 700 Center Fire Caliber 270 WIN Produced: 03/07/1969

Repairman: Dale Lewis

Status: ApprovalHold 1/2/2007 9:14:31 AM

Address Information

Customer:	Received From	Return To:	Received From
Name:	DUANE FOSTER	DUANE FOSTER	
Address 1:	287 EDWARD AVE	287 EDWARD AVE	
Address 2:	PO Box:	PO Box:	
City:	CHAMBERSBURG	CHAMBERSBURG	
State:	PA Zip Code: 17201 Country: US	State: PA Zip Code: 17201 Country: US	

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE
M178	TRIG ADJ SCREWS RESET.

Repair Notes

mfg 3/7/69,trig set screws altered,replace tpa,check over,clean under bolt lock program for $20 per prod service

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

Repair Inquiry

lmwatson | 1/4/2007 | 8:33 AM | CAPS | NUM | INS | SCRL

Start | 2 M...so... | 2 Interne... | Arms Serv... | Part Search... | Display Mat... | Microsoft E... | FullShot 97 | 100% | 8:33 AM

Screen Capture. 8:33:02am - Thursday, 1/4/07. 1024w x 768h

801

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/7/06				

Customer Information		
	Reporter (Age)	Incident (Age)
Name	Duane Foster	
Address	287 Edwards Ave	
City, St Zip	Chambersburg, PA 17201	
Home	717-263-1496	
Cell		
Work		

Incident Information			
Personal Injury ☐	Property Damage ☐	Safety ☒	Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident: Fired on safe release

ARS + ✓

BOP ✓

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	BA	700	6206337	

Date Purchased	Where Purchased	Original Owner

Ammunition Information	
Factory or Reloads	
Manufacturer	
Caliber	
Bullet type	
Bullet Weight	
Lot # of ammunition	

Additional Ammo Info:

Other Products Information

PS 8394

DUANE FOSTER
287 EDWARDS AVE
CHAMBERSBURG PA 17201

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6592 2493

BILLING: 3RD PARTY
DESC: .....
RETURN SERVICE

REF 1: DUANE FOSTER/LW
REF 2: REF# 6206337

UOW 8.0.16 UPS Thermal 2 60.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping places, call 1-800-782-7892
United Parcel Service, Louisville, KY

PS 8395

Remington Arms Co., Inc.
Product Service
Legal Case #:943

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
123826	1/18/2007	1/22/2007	1/22/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Gander Mountain	14100 Pardee	Taylor	MI	48180		W 734-287-7420

Incident Information

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

1/25/07-correspondence from repair-cust called Remington and was told to send in rifle fired when safety was taken off.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/308 WIN	20000	A6597932	KQ	5/1/1978

Date Purchased	Where Purchased	Accessories	Original Owner
	HARVAN SPTG GD CO NY NY	SCOPE,RINGS,BASE,HARD CASE	U

CONCERN:FIRED WHEN SAFETY WAS TAKEN OFF

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

1/25/07-Replace TA under SMP. Quote sent for $20.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/22/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
		Could Not Duplicate	

Cause	4038	Concern	
Barrel	Description		22" 308 WIN
	Date Code		KQ
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.0075
	Notch	Slightly Worn; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	
Non-Remington Components	Description		SCOPE,RINGS,BASE,HARD CASE

GANDER MTN.™ CASE 943

Service Request

Service Order # 2670

4th KQ Stock 22" .0075

SHIPPED TO VENDOR/STORE:

REMINGTON ARMS. CO. INC.
14 HOEFLER AVE.

ILION, NY 133571888
Attn: BL safety program
Date Shipped: 01/10/2007 Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 4-38-163-01-7B-02244
Attn: Gun Parts Dept.
14100 PARDEE
TAYLOR, MI 48180

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc. Type: Rifle Serial Number: A6597932
Model: 700 Cal/Ga.: .308cal Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

remingotn 700

could not duplicate concern. replace TPA, check over cleaned under BOLT LOCAL PROGRAM. for $ 20.00 Route

REASON FOR RETURN:

safety program rifle
customer called remington and was told to send in rifle fired when safety was taken off.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Travis Wolfsen

(734) 287-7420

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:

SHIP TO ABOVE ADDRESS

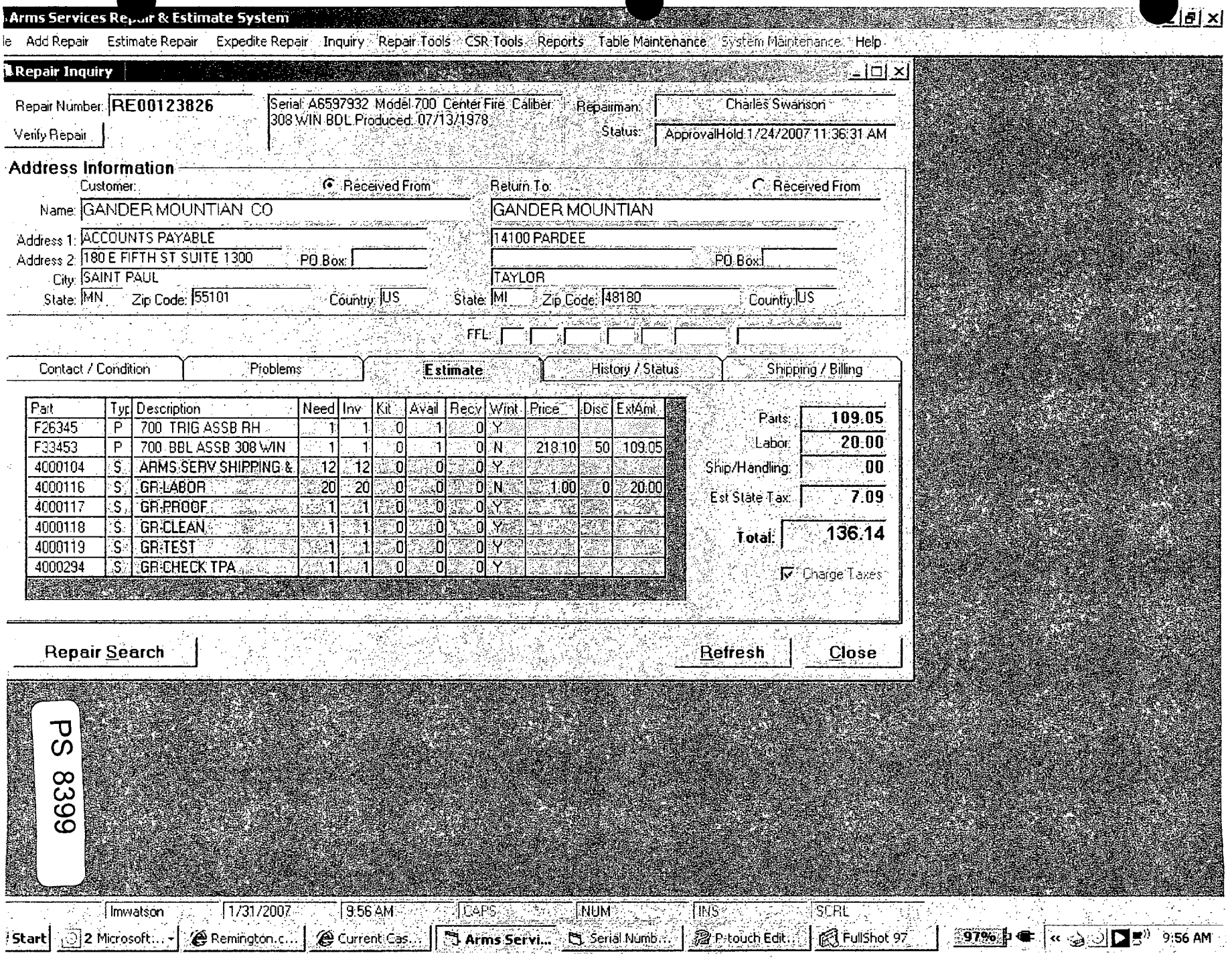
Forward all invoices to: **Gander Mountain**
Accounts Payable
180 E. Fifth Street Suite 1300
St. Paul, MN 55101

RECEIVED
JAN 25 2007
BY:

Serial Number: A6597932
Model: 700 PS 8398

RE00123826

printed by FullShot at 9:56:11am on Wednesday, 1/31/07



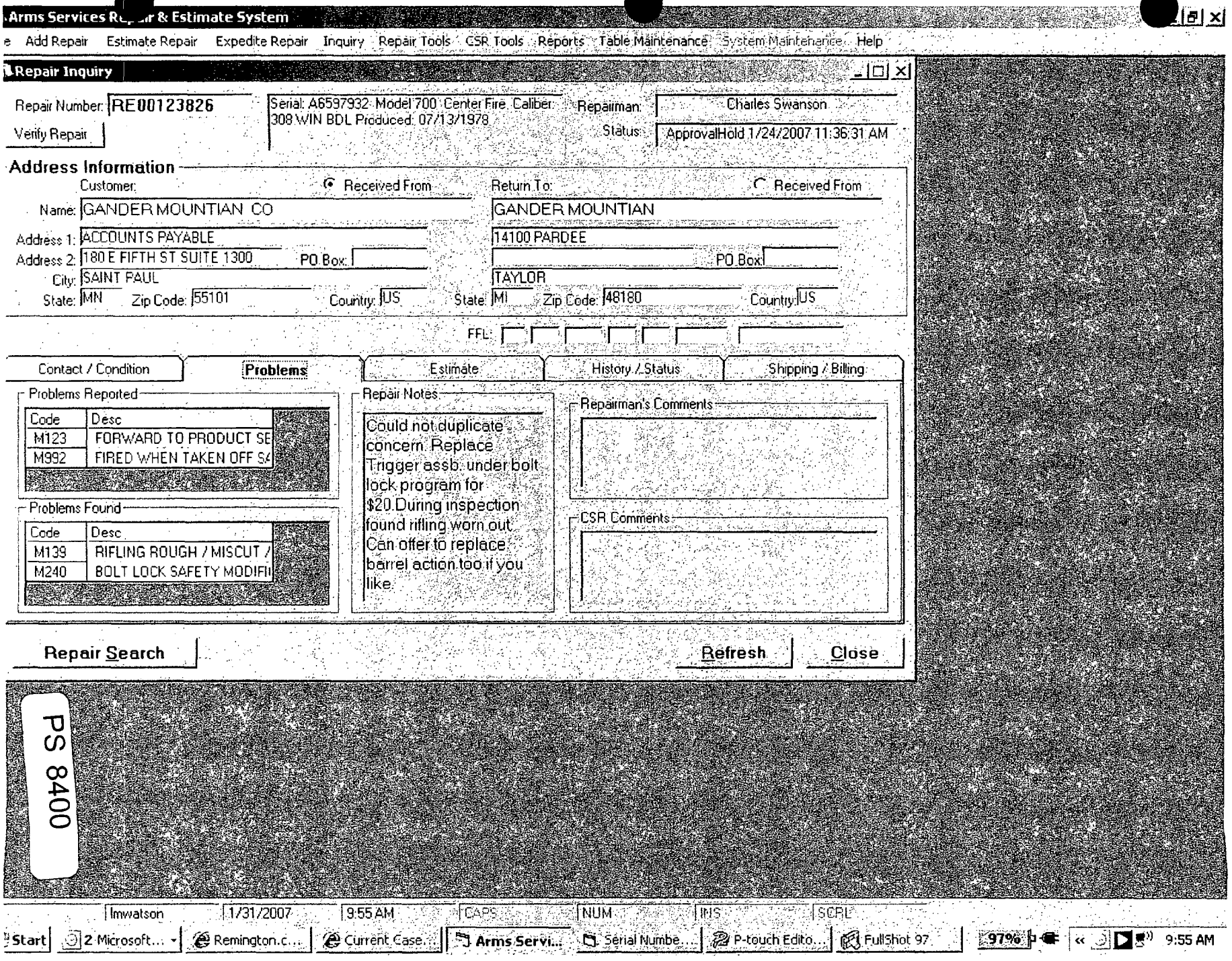
BARBER - Kinzer PPS GAL RE0007491

BARBER - Kinzer PPS GAL RE0007491

Capture, 9:56:07am - Wednesday, 1/31/07, 1024w x 768h

Printed by FullShot at 9:55:58am on Wednesday, 1/31/07

BARBER - Kinzer PPS GAL RE0007492



BARBER - Kinzer PPS GAL RE0007492

n Capture, 9:55:58am - Wednesday, 1/31/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:941

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
123825	1/18/2007	1/22/2007	1/22/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Gander Mountain	14100 Pardee	Taylor	MI	48180		
Incident	Keith	Stennett	4915 Lincoln Blvd	Dearborn Heights	MI	48125		H 313-468-5964 F 734-477-0741 E kstennett@wideopenwest.com

Incident Information

Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI PD S C Misfired 2X	Cause:4038 Concern:1025	Could Not Duplicate Concern Unexplained Discharge - No Mention of Safety Position		Unknown	

1/25/07-Correspondence from repair-"The rifle was purchased used from a friend of mine because he was afraid of it.(misfired 2x on him) I purchased and it has misfired on me 2 times. Both times I opened up my floor plate to empty the cartridges in there, then took safety off to unload chamber and it went off."lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/30-06 SPR	20000	6728214	OY	7/1/1974

Date Purchased	Where Purchased	Accessories	Original Owner
	MOLEY BROS SAGINAW MI	SCOPE,RINGS,TWO PIECE BASE,HARD CASE	N

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

1/25/07-could not duplicate concern. Replace TA, check over, clean under bolt lock program for $20.lw

---

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner		B.TRAVIS
	Exam Date		1/22/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		OY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	

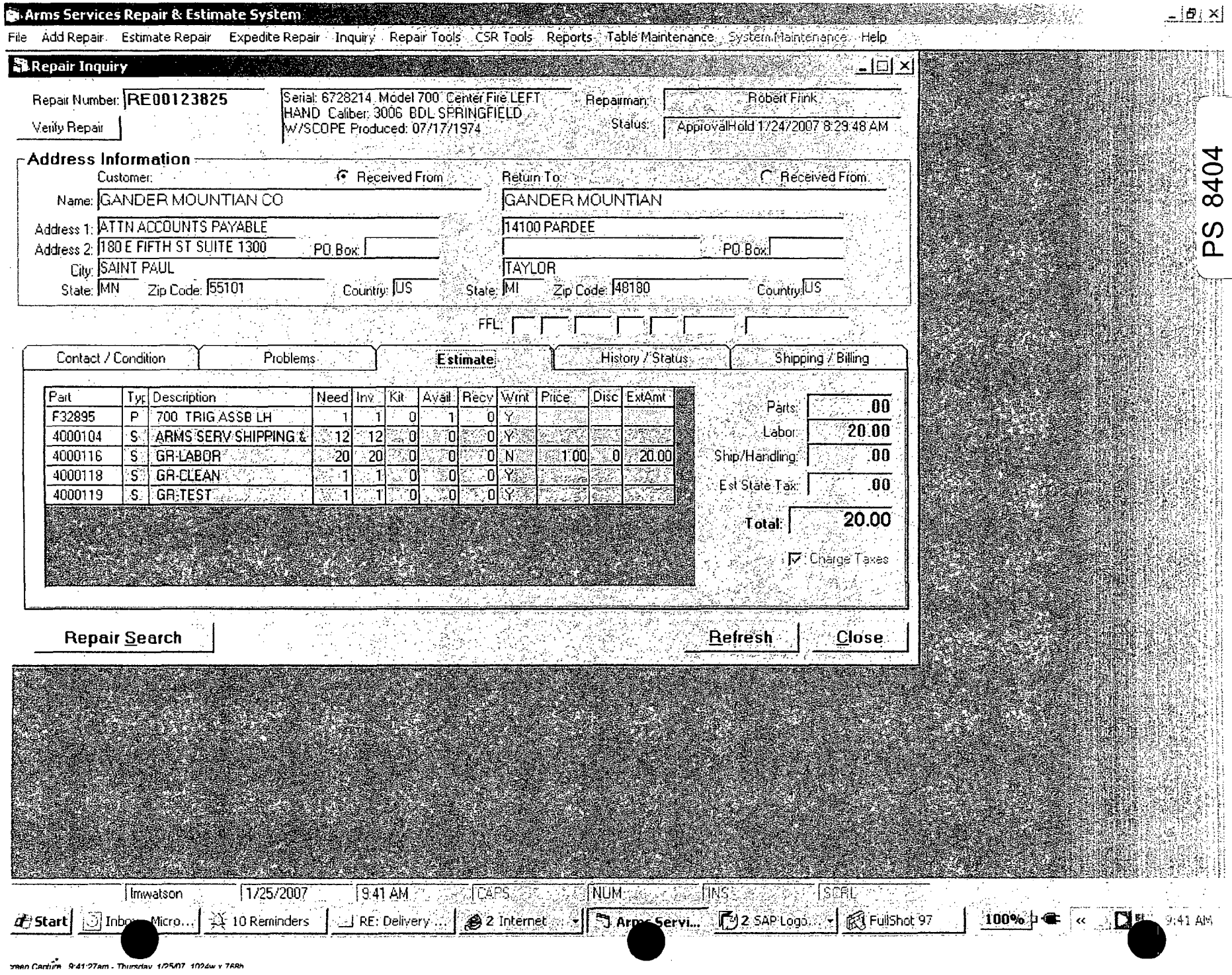
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE,HARD CASE

printed by FullShot at 9:41:30am on Thursday, 1/25/07

BARBER - Kinzer PPS GAL RE0007496

PS 8404

BARBER - Kinzer PPS GAL RE0007496



Serial Number: 6728214

Model: 700

RE00123825

CASE 941

04 7/74 5.5# 22" .013

with your firearm

Model Number: 700BDL left hand 30-06	**Serial Number:** 672 8214	
Name: Keith Stennett	**Date of Purchase:** 2002	
Address (no PO Boxes): 4915 Lincoln Blvd.		
City: Dearborn Heights	**State:** MI	**Zip:** 48125
Phone (Daytime): 313 468-5964	**Fax:** 734 477-0741	
E-mail Address: kstennett@wideopenwest.com		

Please describe your problem:

The rifle was purchased used from a friend of mine because he was afraid of it.(missed fired 2 times on him) I purchased and it has missed fired on me 2 times. Both times I opened up my floor plate to empty the cartridges in there,then took safety off to unload chamber and it went off.

Keith Stennett

196 characters left

NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier

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RECEIVED
JAN 25 2007
BY: JW

could not duplicate concern in house TPA check owner's manual under bolt lock program for $20.00 Quote

PS 8405

GANDER MTN.™

Service Request

Service Order # 2686

SHIPPED TO VENDOR/STORE:

REMINGTON ARMS. CO. INC.
14 HOEFLER AVE.

ILION, NY 133571888
Attn: BL Safety Program
Date Shipped: 01/10/2007 Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 4-38-163-01-7B-02244
Attn: Gun Parts Dept.
14100 PARDEE
TAYLOR, MI 48180

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc. Type: Rifle Serial Number: 6728214
Model: 700 BDL Cal/Ga.: 30/06 Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

remington 700 bdl

REASON FOR RETURN:

Rifle safety program
see attached paperwork

ATTENTION VENDOR

Please contact me with any questions or concerns.

Travis Wolfsen

(734) 287-7420

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:
SHIP TO ABOVE ADDRESS

Forward all invoices to: **Gander Mountain**
Accounts Payable
180 E. Fifth Street Suite 1300
St. Paul, MN 55101

PS 8406

Remington Arms Co., Inc.
Product Service
Legal Case #:577

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
119803	11/8/2006	11/9/2006	11/9/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Robert G.	Gratton	1618 McCully Road	Pittsburgh	PA	15234		H 412-344-4836 E rgratton@comcast.net

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4038	Could Not Duplicate Concern			
S	Fired on bolt closing	Concern:1008	Fired on Bolt Closing		Unknown	
C						

Customer says: 2 times after firing a round, I chambered the next round and it fired off without touching the trigger. The safety was off while this happened both times.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/3006 SPR	27363	G6448714	RY	11/30/2004 11:04:35 PM

Date Purchased	Where Purchased	Accessories	Original Owner
10/1/2005	ACUSPORT (OH) CORPORATION	TWO PIECE SCOPE BASE	Y

CUST.CONCERN:WENT OFF WITHOUT TOUCHING TRIGGER

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	Ca Da AP

PS 8407

New TA
n/c

Repair/Replacement Cost **Repair/Replacement Date**

We could not duplicate the customers concern. Clean action and install new trigger assembly n/c to restore the customers faith in the rifle.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/9/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPR
	Date Code		RY
	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	
	Face	Slightly Worn; Functioning	
	Handle	Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	

PS 8408

	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.016
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.75#
	Altered	False	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8409

CASE # 577

Factory Repair Form

Return to Previous Page

RV 11/0
4.75#
24"
.016

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700	**Serial Number:** G6448714	
Are you the original owner?: ☑ YES ☐ NO		
Name: Robert G Gratton	**Date of Purchase:** 10/05	
Address (no PO Boxes): 1618 McCully rd		
City: Pittsburgh	**State:** Pa	**Zip:** 15234
Phone (Daytime): 412-344-4836	**Fax:**	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) rgratton@comcast.net		
E-mail Address: ☑ I would like to receive future e-mail updates from Remington.		

Please describe your problem and date of ocurrence:

2 times after firing a round, I chambered then next round and it fired off without touching the trigger. The safety was off while this happened both times.

could not duplicate concern. Replace TPA, check owners clean at NK. To restore confidence in rifle.

119803

342 characters left

Ammunition Information:

Manufacturer: Remington	Type: core-lokt express
Other (i.e. bullet weight/type, shot size, powder): 165 grain	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Break free
How often do you clean the bore? (Months or Number of rounds) 20 rounds
How often do you clean the action? (Months or Number of rounds) 20 rounds
How often do you clean the trigger assembly? (Months or Number of rounds) 20 rounds
Brand of lubricant used: Break free/ triflow

PS 8410

How often do you lubricate the bore? (Months or Number of rounds) 40 rounds

How often do you lubricate the action? (Months or Number of rounds) 20 rounds

How often do you lubricate the trigger assembly? (Months or Number of rounds) 20 rounds

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☑ YES ☐ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) Never

What were the services performed?) none

NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.

Ship your INSURED firearm by either UPS or Parcel Post to:

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

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Remington

Serial Number: G64487 14

Model: 700

RE00119803

PS 8411

Remington Arms Co., Inc.
Product Service
Legal Case #:883

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122506	12/20/2006	1/2/2007	1/2/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Gander Mountain	4655 Canal Ave SW	Grandville	MI	49418		
Incident	Don	Hilbrand	13010 Poplar Ave	Grant	MI	49327		H 231-834-5882

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S Fired on safe release	Concern:1007 Fired on Safe Release			
C				

1/3/07-correspondence from repair-Gun fired on safe release. This has happened in 2001, 2005, & 2006. No injuries or damages.lw

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Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/30-06	26915	T6215335	XP	12/13/1995
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	ELLETT BROTHERS		U			

CUST.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
Replace TA at 1/2 MSP						

Repair/Replacement Cost	Repair/Replacement Date

1/3/07-offered to replace TA at 1/2 MSP. Quote for $61.57.lw

Examination[REMINGTON/CF/BA]

PS 8412

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/2/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
		Improper	TRIGGER ASSM HAS A PARTIALLY DRIED AND STICKY

Cause	4015	Maintenance	LUBRICATION RESIDUE CAUSING PARTS TO STICK
Barrel	Description		24" 30-06 SPR
	Date Code		XP
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	

PS 8413

Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	

PS 8414

GANDER MTN.™

Service Request

Service Order # 4105

SHIPPED TO VENDOR/STORE:

Remington Arms Co.
Attn: Service Dept.
14 Hoefler Ave.
Illion, NY 13357
Attn:
Date Shipped: 12/20/2006 Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, #Error
Attn: Gun Parts Dept.
4655 Canal Ave SW
Grandville, MI 49418

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc. Type: Rifle Serial Number: T6215335
Model: 700 Cal/Ga.: .30-06 Spgf Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

700 Stainless synthetic with Detachable box mag, no sights, 1 magazine

REASON FOR RETURN:

Customers requested firearm be returned to factory. Reference customers letter; has fired with finger off trigger, fired when pushing safety on. Csutomer info;
Don Hilbrand
13010 Poplar Ave
Grant Mi 49327
231.834.5882

RF00122506

ATTENTION VENDOR

Please contact me with any questions or concerns.
Kevin Dishon
(616) 249-0400

could not duplicate concern. Trig. assm. has a partially dried lubrication residue causing parts to stick. Replace trig. assm. Clean & lube rest. 1/2 MSP. Quote

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:
SHIP TO ABOVE ADDRESS

Forward all invoices to: **Gander Mountain Company**
Attn: Cindy Kilbride
180 E. Fifth Street Suite 1300
St. Paul, MN 55101

RECEIVED
JAN 03 2007
BY:

Serial Number: T6215335
Model: 700 PS 8415

RF00122506

Remington Arms Company, Inc. 12 - 18 - 2006

To Whom It May Concern:

I am sending to you my Remington bolt action rifle, 30-06, model #700, serial #T6215335. I purchased this rifle on July 8, 1996 from Schroeder's Sporting Goods, which was in business at the time in Grant, Michigan.

In November 2001 I was deer hunting, ready to shoot a deer I pulled the trigger all the way back and the gun would not fire. I then took the gun off my shoulder and took my finger off the trigger when unexpectedly the gun fired. After this I left the safety on, ejected the fired shell and then ejected the live shell into the chamber. When I closed the bolt, the gun fired again without my finger on the trigger. After experiencing this episode, I took the gun to a local gunsmith. He took the bolt apart and cleaned it.

In November 2005 I was again in a position to shoot a deer, the gun once again would not fire. Very carefully, I pushed on the safety and the gun fired, my finger was not on the trigger when it once again fired unexpectedly.

I experienced the same scenario this past November 2006. At this time I have decided to send the rifle back to you, as the manufacturer, believing this could very well be happening to other rifles made at this time. Ever since I purchased this gun after firing the rifle, the safety will not come off until you unbolt the action. I feel there is a real problem with the safety device.

Fortunately, no harm came to me or anyone else with these mis-firings I have experienced. I have always taken extremely good care of all my firearms and do not misuse them. Therefore, I believe you should be made aware of this problem and repair this rifle.

Please contact me with your findings by letter or you can reach me at 231-834-5882.

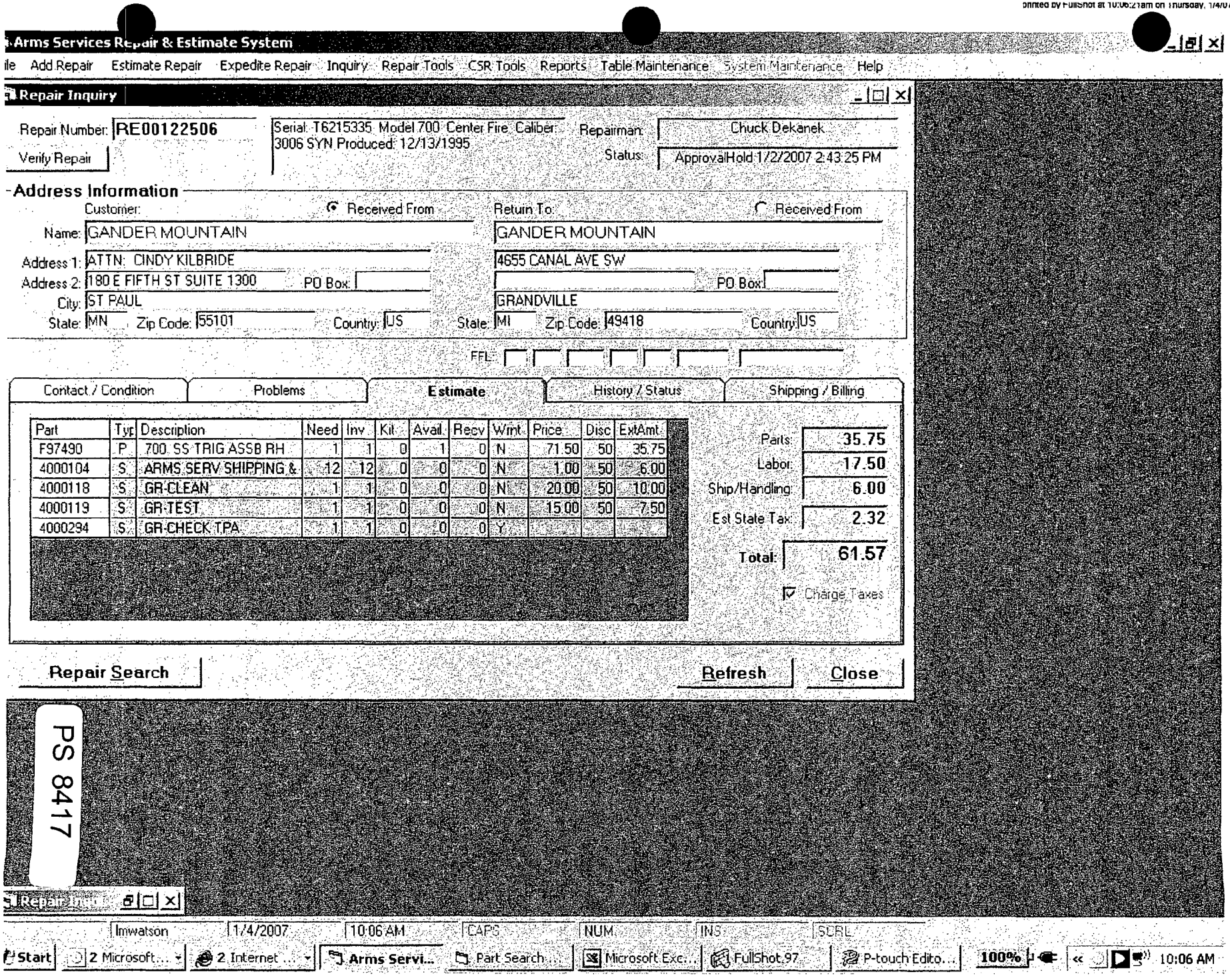
Regards,

Don Hilbrand
13010 Poplar Avenue
Grant, MI 49327

Don Hilbrand

PS 8416

Printed by FullShot at 10:06:21am on Thursday, 1/4/07



BARBER - Kinzer PPS GAL RE0007509

BARBER - Kinzer PPS GAL RE0007509

Screen Capture, 10:06:19am - Thursday, 1/4/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:808

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/7/2006					

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Richard	Howell	1121 Jackson Rd	Clearwater	FL	33755		C 813-486-3773

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD	Shot through truck fender several years ago.	Cause:4079 Concern:1008	Other - Unexamined Fired on Bolt Closing		Unknown	
S						
C						

12/7/06-Tommy letter from customer. Gun fires while loading or unloading. Incident a few years ago, gun fired when it was set down in truck, blew hole in fender, shrapnel hit friend, no injuries. Cust does not want this gun.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243win.	20000	A6308040		6/10/1976

Date Purchased	Where Purchased	Accessories	Original Owner
	TG&Y STORES OKLAHOMA CITY OK		U

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
	Repair/Replacement Cost	Repair/Replacement Date				

12/7/06-Sending ARS, ltr, box to get gun in for evaluation. will call with options when gun gets in.lw

---

Examination[Remington/CF/BA]

PS 8418

Part	Sub-Part	Code	Comment

PS 8419

November 20, 2006

Remington Arms Company, Inc.
Tommy Millner
President and Chief Executive Officer
870 Remington Dr.
PO Box 700
Madison, NC 27025-0700

re: Remington Model 700 243 Rifle serial number A6308040

Dear Mr. Millner,

I purchased a Remington Model 700 243. Unfortunately it will fire while loading or unloading. The rifle has been in my closet for a few years unused because it is so dangerous. I live in Florida but hunt in the area of Rich Square, North Carolina with a hunt club. This year I took the rifle with me and had the scope taken off to give to my friend in NC. I wanted the hunt club group to use the nearly new looking rifle as a target for target practice. I do not want to sell this rifle or give it away for fear it will kill some one and I completely do not trust it after it has gone off several times while I was loading and unloading. The hunt club explained that Remington is now in North Carolina and that you run a very reputable company and that I should send the rifle to you for a replacement. I will not trust it just repaired.

I am in hope of going to North Carolina next year to hunt with a good story of how Remington stands behind its products.

Thank You

Richard W. Howell
1121 Jackson Rd.
Clearwater, Florida 33755
813 486 3773 cell

PS 8420

Remington®

December 8, 2006

Richard Howell
1121 Jackson Rd.
Clearwater, FL 33755

Subject: Model 700 Serial #A6308040
RE: Case # 808

Dear Mr. Howell,

We were sorry to learn of the unfortunate incident that you experienced with your Model 700 rifle. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. After our examination, I will contact you with our findings and available options. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

RICHARD HOWELL
1121 JACKSON RD
CLEARWATER FL 33755

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6697 8502

BILLING: 3RD PARTY
DESC: .....
RETURN SERVICE

REF 1: RICHARD HOWELL/LW
REF 2: REF# A6308040

UOW 8.0.16 UPS Thermal 2 60.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping places, call 1-800-782-7892
United Parcel Service, Louisville, KY

PS 8422

Remington Arms Co., Inc.
Product Service
Legal Case #:590

ase Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
120005	11/10/2006	11/13/2006	11/13/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Howard	Hastings	Hastings Gunsmithing 7018 82nd St #5	Lubbock	TX	79424		H 806-783-9223

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S Fired on Safe Release	Cause: Concern:1007 Fired on Safe Release		Unknown	
C				

11/15/06-Received correspondence. Customer claims the rifle fired when he moved the safety from Safe to Fire. Mr. Hastings (gunsmith) could not duplicate and did not see any adjustments to the trigger assembly. He wanted to send it in to have the trigger inspected by Remington.lw

---

irearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/7MM REM MA	27506	S6519305	KZ	5/31/2005 5:08:24 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	SPORTS SOUTH INC	TWO PIECE SCOPE BASE	U

CUST.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
Replaced trigger assembly at n/c						

Repair/Replacement Cost	Repair/Replacement Date
$25.00	11/13/2006

PS 8423

11/15/06-Replaced trigger assembly, checked over and cleaned at no charge to restore confidence in rifle.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B,TRAVIS
	Exam Date		11/13/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM REM MAG SS FL
	Date Code		KZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	

PS 8424

Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.0125
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8425

Serial Number: S6519305

Corporate BATF

Modelid	Material	ProdLoc	ProdDate	Description
0S	27506	ILN	5/31/2005	MODEL 700.TM SENDERO SF BOLT ACTION RIFLE STAINLESS 26" FLUTED BARREL 7MM REM MAG

te	Code	Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2005/06/09	SHIP	OHL	SPORTS SOUTH INC	71115	0081192065	richmondgm	56639
			FFL:5-72-017-01-7B-06676				

Location: Arms Services
Not on File at this location
Location: Custom Gun Shop
Not on File at this location
Location: Ilion Plant

Modelid	Material	ProdLoc	ProdDate	Description
700S	27506	ILN	05/31/2005	MODEL 700.TM SENDERO SF BOLT ACTION RIFLE STAINLESS 26" FLUTED BARREL 7MM REM MAG

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Transfered	06/01/2005	Staging		P2036631	T2002602			

History:

Date	Action	User	Activity Description
2005/03/14	Assigned	lewisrj	700S
2005/04/05	Rolled	sousamh	
2005/04/06	VendIssued	joyceke	VB2002954 1889187 heat treating
2005/04/11	VendReceived	vivacquaca	VB2002954 1889187
2005/05/31	Print	bassdp	Packer Print
2005/05/31	Packed	bassdp	.AB4224853.FA0397.FB1652B.FC0758
2005/05/31	Pallet Add	sovisba	P:P2036631
2005/05/31	Warehoused	sovisba	4224853
2005/05/31	Staged	sovisba	T:T2002602 P:P2036631
2005/06/01	Transfered	graingerpd	To: OHL on T2002602

Location: Mayfield
Not on File at this location
Location: Memphis

delid	Material	ProdLoc	ProdDate	Description
0S	27506	ILN	05/31/2005	MODEL 700.TM SENDERO SF BOLT ACTION RIFLE STAINLESS 26" FLUTED BARREL 7MM REM MAG

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Shipped	06/09/2005	Intransit	010566429	P10106018	T2002602	222624	0081192065	

History:

Date	Action	User	Activity Description
2005/06/02	Received	richmondgm	From: ILN on T2002602
2005/06/02	FivePack Add	whse01	OverPack: 010566429
2005/06/02	PalletAdd	PAI	Pallet: P10106018 RF
2005/06/02	LocChange	PAI	Location: FA44D63 RF
2005/06/08	ShipUnitAdd	tad	Shmt:222624 PO:56639 SU:S10743220 - RF
2005/06/09	Shipped	richmondgm	Shmt: 222624 Delv: 0081192065

Local BATF

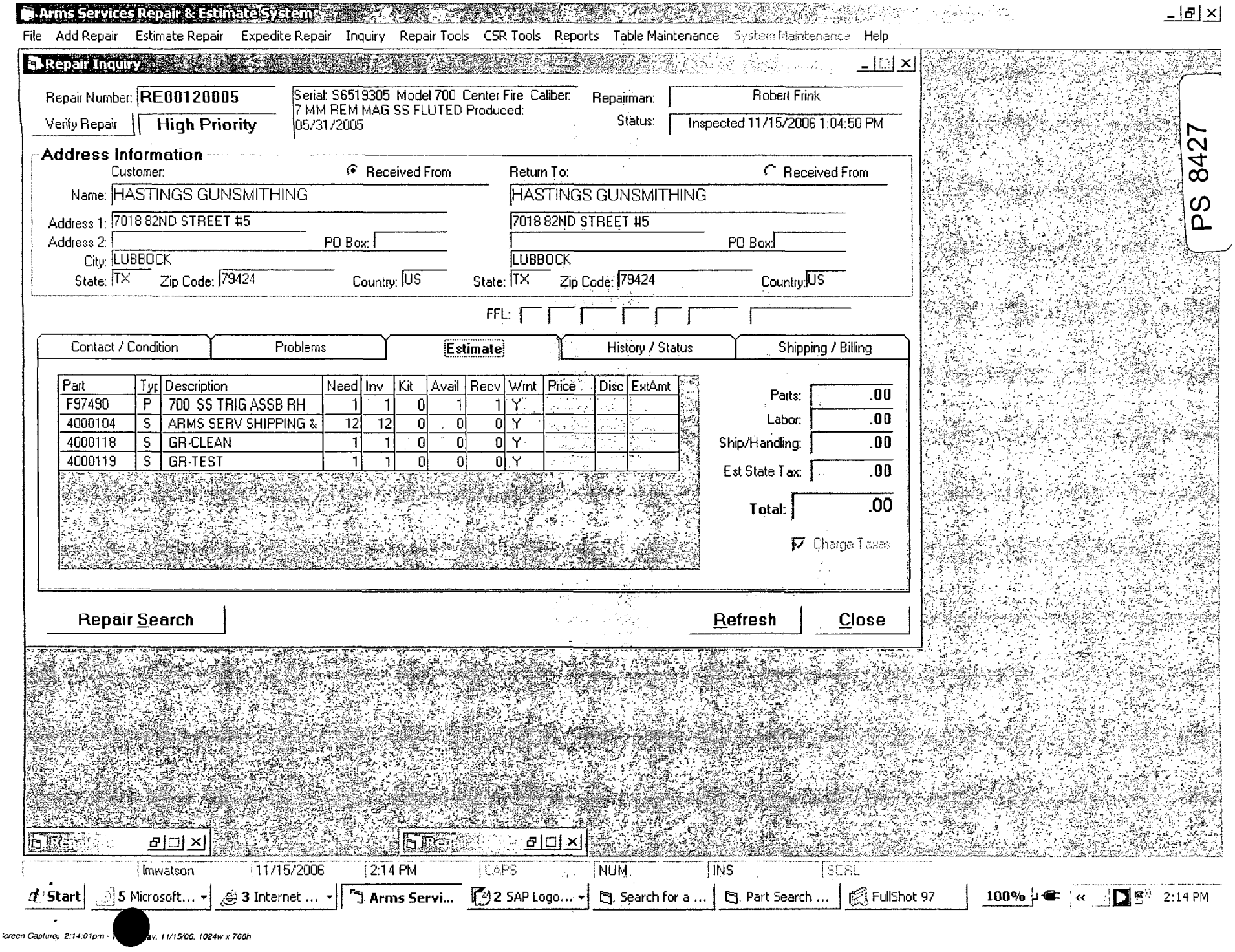
Date	Code	Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2005/06/09	SHIP	OHL	SPORTS SOUTH INC	71115	0081192065	richmondgm	56639

Location: Arms Service Repairs

Repair Nbr	StatusDate	SerialNbr	Replacement	Description
RE00120005	11/15/2006	S6519305		Model 700 Center Fire Caliber: 7 MM REM MAG SS FLUTEI

Location: Remington Authorized Repair Centers
Not on File at this location
Location: Non-SAP Serial Number Tracking
Not on File at this location

PS 8426



PS 8427

BARBER - Kinzer PPS GAL RE0007519

BARBER - Kinzer PPS GAL RE0007519

Screen Capture, 2:14:01pm - [illegible] av, 11/15/06, 1024w x 768h

CASE # 590

November 2 2006

TO: Remington Arms
14 Hoesler Ave.
Ilion, NY 13357
Attn: FSR

FR: Howard Hastings
Hastings Gunsmithing
7018 82nd ST. #5
Lubbock, TX 79424
(806) 783-9223

you have a copy of my FFL on file

RF: Remington 700 SN S6519305

Customer claims that the rifle fired when he moved the safety from Safe to Fire. I could not duplicate this on the bench. I did not want to return it to him though just in case there was something wrong in the trigger/safety assembly. The trigger did not look to me like he had been trying to adjust it.

Regards,

H. H. Hastings

Howard Hastings

120005

could not duplicate concern. Replace T&A / check over / clean AT N/C to restore confidence in rifle.

Serial Number: S6519305

Model: 700

RE00120005

PS 8428

Remington Arms Co., Inc.
Product Service
Legal Case #:805

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121172	12/6/2006	12/7/2006	12/7/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Don	Henley	3185 N High St	Jackson	MO	63755		H 573-450-5094 F 573-243-9758 E dhenley@premiumbsi.com

Incident Information

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

12/8/06-correspondence from repair-Cust was showing another hunter how to operate the rifle. He loaded a round into the chamer and when he switched the safety from safe to fire, the gun discharged. No injuries or damages.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/270 WIN		C6313909	RI	11/1/1988

Date Purchased	Where Purchased	Accessories	Original Owner
	HOMESTEAD DIST CO INC	TWO PIECE SCOPE BASE	U

CUST.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
Replace TA at 1/2 price						

Repair/Replacement Cost	Repair/Replacement Date

12/12/06-Replace TA, check over, clean at 1/2 msp.lw

PS 8429

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/7/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER PULL SET SCREW ALTERED, MIN TRIGGER RETURN
Barrel	Description		22" 270 WIN
	Date Code		RI
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	

PS 8430

	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2#
	Altered	True	TRIGGER PULL SET SCREW ALTERED
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8431

Replace TA with new style - FLS

CADET 805

RF 11/88

2nd

22"

.012

General Repair Form

Back to Repair Services

NOTE: Please complete and print this form, and then include it with your firearm

Model Number: 700 BDL	**Serial Number:** C6313909	
Name: DON HENLEY	**Date of Purchase:** NOT SURE	
Address (no PO Boxes): 3185 N. HIGH ST		
City: JACKSON	**State:** MO	**Zip:** 63755
Phone (Daytime): 573-450-5094	**Fax:** 573-243-9758	
E-mail Address: dhenley@premiumbsi.com		

Please describe your problem:

I was showing a fellow hunter how to load and operate the rifle. I loaded it, bolted a round into the chamber, and showed him how to switch the safety from safe to fire. The gun discharged as soon as I moved the switch from safe to fire. I did not have anything near the trigger. I have had this gun over twenty years as I purchased it new. I only deer hunt with it 4 days per year and have never dropped it. I normally clean and oil it after using. I have not touched it since this happened.

12/12/2

1 characters left

NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

- Record the serial number of your firearm before sending it.
- Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
- Remove all accessories from your firearm to prevent loss or damage.
- Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

RECEIVED
DEC 0 8 2006
BY:.....

1. MC 5466-4720 [REDACTED]

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Remington

Trig. pull set screw w/tapered. Mod. Trig. return spring TPA, checkered, clean AT 1/2 insp. Quote

Serial Number: C6313909

Model: 700 PS 8432

RE00121172

Premium
MECHANICAL AND AUTOMATION, INC.

Date: 11/28/06

Remington Arms Company
14 Hoefler Ave
Ilion, NY 13357

Attn: Arms Services

Re: Model 700 BDL 270 cal. Bolt Action Rifle

To Whom It May Concern,

Enclosed you will find a rifle which I had purchased over twenty years ago. Following a recent incident where the gun discharged for no apparent reason, as I flipped the safety switch from safe to fire, without touching the trigger. I called Remington Arms Service Center. I was told by the women on the phone to box it up and send it to the address listed above. I was not asked for my name, the serial number of the gun, or any information except to describe the events resulting in the discharge of the rifle.

Just prior to my phone call, I took my rifle to a local gun shop. They told me this gun had a defect that had resulted in the death of a young man, apparently for the same reason my rifle discharged, without a finger anywhere near the trigger. They told me to call Remington, and that Remington would send me a carton to ship it back to them, pay freight and repair the defect at no charge to me.

Instead, I have spent days trying to locate a box to ship it in, and ended up having to buy a different size box, and modify it to work. It is disappointing that I have had such a response from Remington, especially when I have a dangerous and defective weapon that could have easily killed someone. I would appreciate some kind of communication as to what Remington is going to do to make this rifle safe. After what happened, it will be difficult for me to have the nerve to use it.

The best way to reach me is on my cell phone at 573-450-5094, or at the office number listed below. Also, as I recently removed the rear sight for a wide angled scope, I wonder if you have plug screws for the threaded holes on the top of the barrel.

Sincerely,

Don Henley

Don Henley
V.P.
Premium Mechanical & Automation, Inc.

PS 8433

Premium Mechanical & Automation, Inc.
3185 North High Street • Jackson, MO 63755 • (573) 243-3918 • Fax (573) 243-9758

Remington Arms Co., Inc.
Product Service
Legal Case #:878

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122384	12/29/2006	12/29/2006	12/29/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Home of Economy	1508 N Washington	Grand Forks	ND	58208		W 701-772-6611

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD						
S	Fires sometimes on bolt closing	Cause:4038	Could Not Duplicate		Unknown	
		Concern:1008	Fired on Bolt Closing			
C						

1/3/07-correspondence from repair- gun fires sometimes when you close the bolt.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270	27476	G6365914	LY	2/11/2004 4:08:23 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	CSI SPORTS, LLC		U			

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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
25.00	12/29/2006

1/3/07-Clean action, and install new TA under warranty.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/29/2006
	Product Type		RF
	Action Type		A
	Assigned To		Supry
		Could Not Duplicate	Some oily residue build up starting on the underside of the

Cause	4038	Concern	housing and action.
Barrel	Description		22 inch Model 700 270 caliber
	Date Code		LY
	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	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		700 style safety - non bolt lock
	Function	Like new; Functioning	
Sear	Lift	---Select---	.0125
	Notch	Like new; Functioning	
Trigger	Condition	Like new; Functioning	Some build up of oil on the underside of the housing and action.
	Pull	---Select---	5.75 lbs
	Altered	False	

ECONOMY
1508 North Washington – P.O. Box 13430
Grand Forks, ND 58208-3430
Phone: (701) 772-6611 Fax: (701) 772-6521
AFFILIATED WITH MIDSTATES DISTRIBUTING COMPANY

85180
CONTROL NUMBER

ORDER NUMBER

FIRM Remington Arms Co. DATE 12-14-06

ADDRESS 14 Hoefler Ave Ilion, NY 13357

QUANTITY	PART NUMBER		COST	EXTENSION
		RETURNED GOODS		
		Mds. returned for warranty repair		
1	700ADL 270	SN G6365914 Gun fires sometimes when you close the bolt		
		Could not duplicate concern. Clean action and install new TA Under warranty: FLS 12/29/2006		

Serial Number G6365914

Model: 700

RE00122384

5 3/4 lbs
LY
22" 270 cal
NFF

Please repair

Thank You

PS 8436

UPS Chgs. 9.37

RECEIVED
JAN 03 2007
BY:

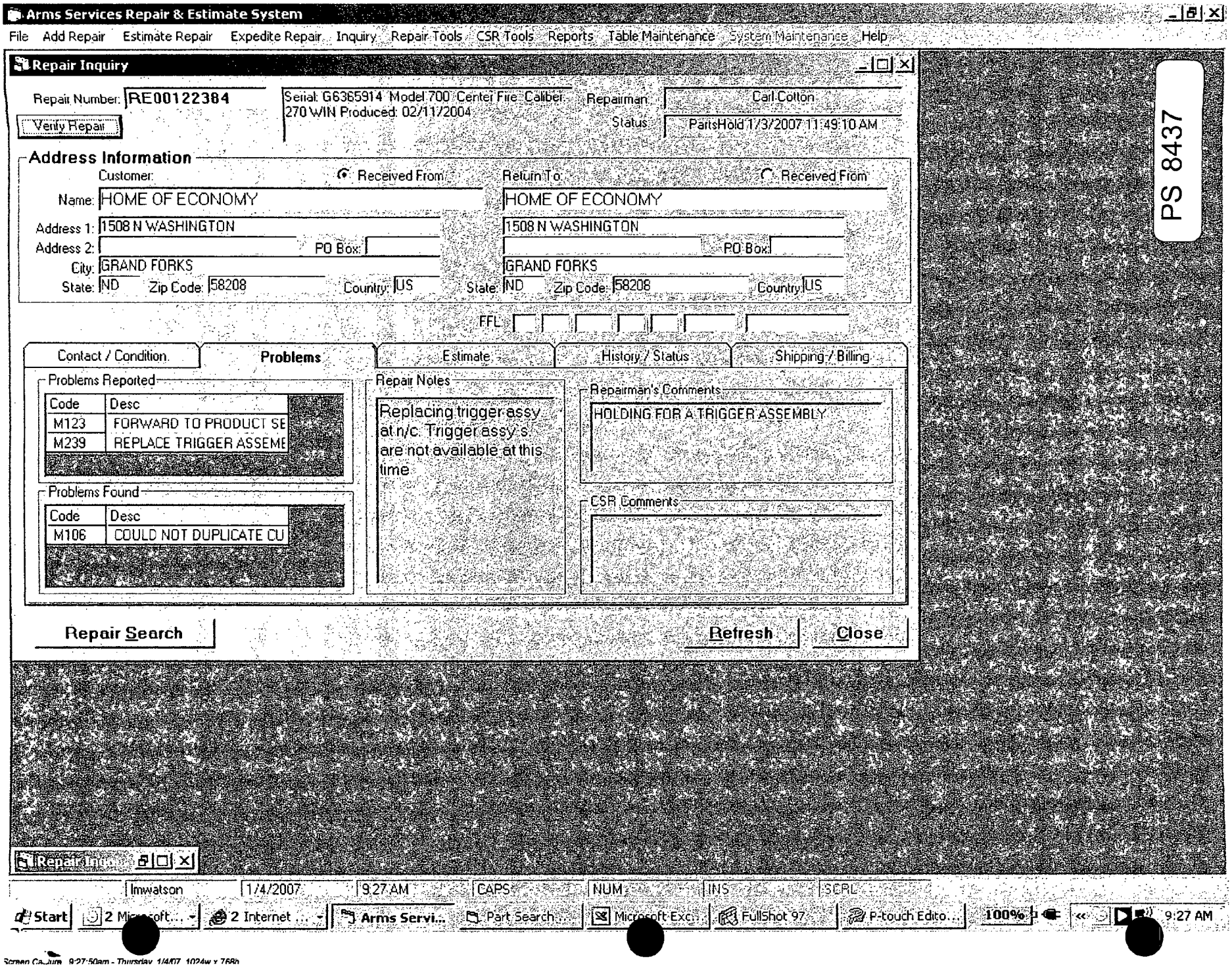
878

printed by FullShot at 9:26:08am on Thursday, 1/4/07

BARBER - Kinzer PPS GAL RE0007529

BARBER - Kinzer PPS GAL RE0007529

PS 8437



Screen Capture 9:27:50am - Thursday, 1/4/07 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:809

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122691	12/29/2006	12/7/2006	12/29/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Clint	Hughes	444 Rainbow Dr.	Rockport	MO	64482		H 660-744-6444

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD	Shot hole in truck	Cause:4079	Other - Unexamined			
S		Concern:1025	Unexplained Discharge - No Mention of Safety Position		Unknown	
C						

12/7/06-Cust was sighting in the rifle, put a round in the chamber, set the gun down in the truck. The gun fired and shot a hole in the truck. Customer admitted that he did have the trigger adjusted.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270	27011	G6446688	BZ	1/14/2005 7:40:44 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	SIMMONS GUN SPECIALTIES I		Y

12/7/06-cust admitted to having trigger adjusted.lw

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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
25.00	1/2/2007

12/7/06-Sending ltr, ARS, & box. Told customer that we would replace the trigger assembly and evaluate the entire gun so they would feel safe with this rifle. He was going to purchase a Timney trigger but I offered one of ours. They realize that they may have made the gun unsafe by adjusting the trigger and having a loaded firearm in the vehicle. They did not request for us to cover the truck damages at this point.lw 1/2/07-replace TA at n/c as gesture of goodwill.lw

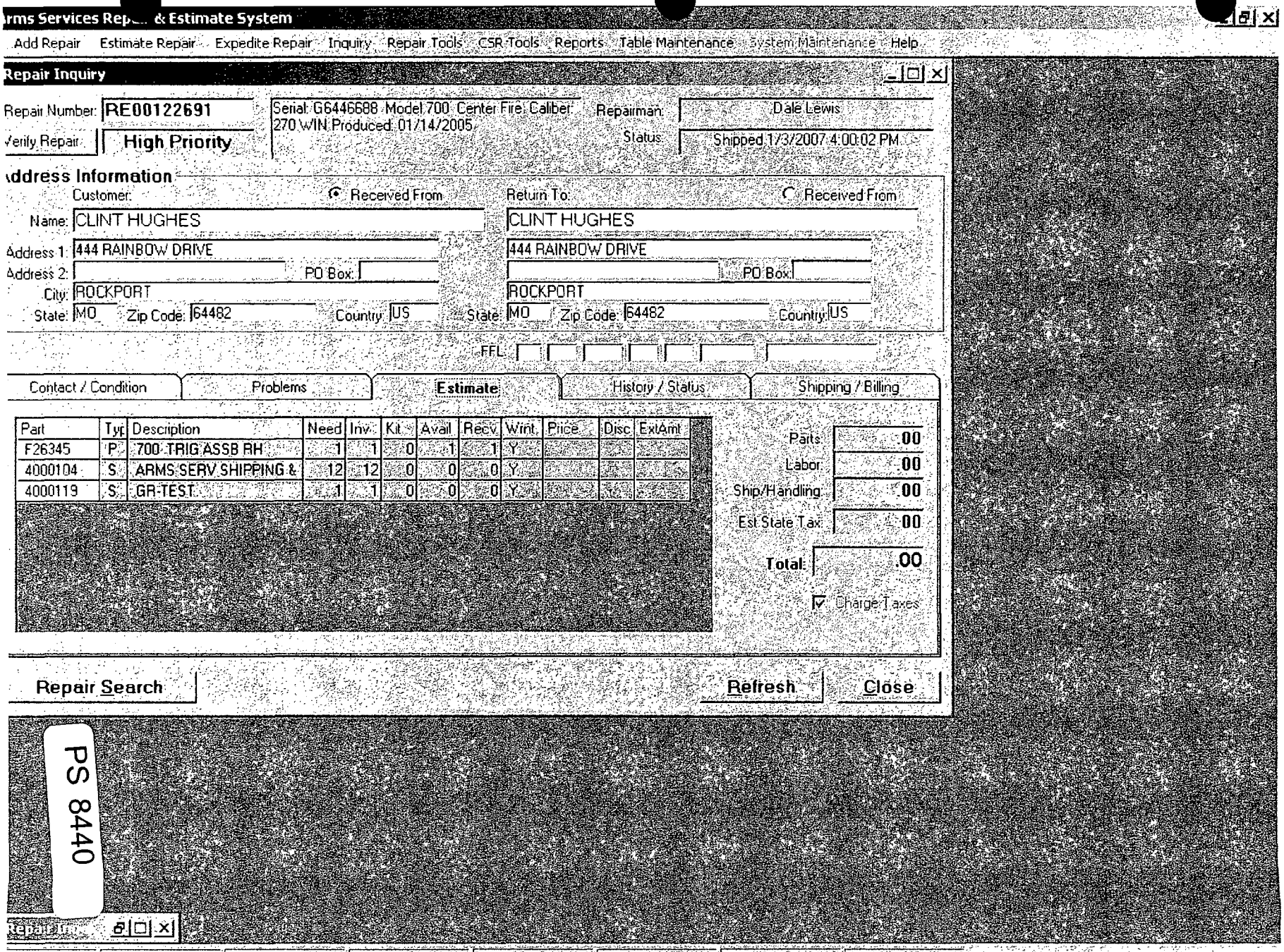
Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		Supry

Examination	Exam Date		12/29/2006
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4006	Altered Adjustments or Components	Could not duplicate concern. Trigger adjustment screw was backed out to the point that it would not reliably return the trigger under the sear.
Barrel	Description		24 inch Model 700 270 caliber
	Date Code		BZ
	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	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; 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		standard 700
	Function	Like new; Functioning	
Sear	Lift	---Select--	.012
	Notch	Like new; Functioning	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.75 lbs
	Altered	True	

printed by FullShot at 5:11:03pm on Wednesday, 1/3/07

BARBER - Kinzer PPS GAL RE0007532



BARBER - Kinzer PPS GAL RE0007532

apture, 5:11:00pm - Wednesday, 1/3/07, 1024w x 768h

3 3/4 lbs

Remington®

December 8, 2006

Serial Number: G6446688

Model: 700

RE00122691

Clint Hughes
444 Rainbow Dr.
Rockport, MO 64482

Subject: Model 700
RE: Case # 809

Dear Mr. Hughes,

We were sorry to learn of the unfortunate incident that you experienced with your Model 700 rifle. As I understand it, the rifle fired unexpectedly. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. You did mention that the trigger assembly was adjusted. If it is not within our specifications, we will try and adjust it within our factory specifications or we will replace it at no charge. I want to be sure that both you and your wife have full confidence in this product. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Could not duplicate
Altered adjustments,
Per agreement install
new TA MC under
warranty.

PS 8441
FLS 12/29/2006

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

RECEIVED
JAN 22 2007
BY: _____

BARBER - Kinzer PPS GAL RE0007533

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** G6446688
Are you the original owner?: [X] YES [ ] NO	
Name: Clint Hughes	**Date of Purchase:** 1-06
Address (no PO Boxes): 444 Rainbow Drive	
City: Rock Port	**State:** MO **Zip:** 64482
Phone (Daytime): 660-744-6444	**Fax:**

E-mail Address:

[ ] I would like to receive future e-mail updates from Remington.

Please describe your problem: The rifle fired when the bolt was pushed shut. The safety was not on. The trigger has been ajusted but is well within the safe range. I have noticed if you work the bolt & check the trigger pull it is around 5 pounds. Work the bolt activate the safety & check the trigger pull it drops to around 3 pounds. I have never seen a trigger change like that from the safety being activated

Ammunition Information:

Manufacturer: Winchester	Type: Supreme Ballistic Silvertip
Other (i.e. bullet weight/type, shot size, powder): 130 Grain	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

PS 8442

Brand of cleaning solution used: Shooters Choice bore cleaner

How often do you clean the bore? (Months or Number of rounds) When I return from shooting everytim

How often do you clean the action? (Months or Number of rounds) After that day of shooting

How often do you clean the trigger assembly? (Months or Number of rounds) After 4 to 5 shooting outings.

Brand of lubricant used: Break Free CLP

RECEIVED
JAN 02 2007

How often do you lubricate the bore? (Months or Number of rounds) After the day of shooting.

How often do you lubricate the action? (Months or Number of rounds) After the day of shooting.

How often do you lubricate the trigger assembly? (Months or Number of rounds) After 4 to 5 shooting outings

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☒ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never

What were the services performed? N/A

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8443

CLINT HUGHES
444 RAINBOW DR
ROCK PORT MO 64482

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6707 6234

BILLING: 3RD PARTY
DESC: .....
RETURN SERVICE

REF 1: CLINT HUGHES/LW

UOW 8.0.16 UPS Thermal 2 6D.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping pieces, call 1-800-782-7892.
United Parcel Service, Louisville, KY

PS 8444

Remington Arms Co., Inc.
Product Service
Legal Case #:852

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
123271	1/9/2007	12/18/2006	1/9/2007	12/10/2006	X		

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Scott	Howland	166 Dunbar Road	Windsor	NY	13865		H 607-775-1837

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI					
PD	Shot hole in floor and grazed dog	Cause:4079 Other - Unexamined Concern:1007 Fired on Safe Release		Unknown	
S					
C					

12/18/06-Customer had gun loaded in the house, took the safety off and the gun went off. The round hit/grazed his dog in the leg and put a hole in the kitchen tile floor. He stated that he knows he shouldnt have had a loaded firearm in the house. He heard there was a recall on the gun. Has read alot of information online about Model 700s firing, read info online from Rich Miller. He would like for us to check the gun and cover the vet bill for his dog $208.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/6mm Mag	20000	A6392929	XI	12/14/1976

Date Purchased	Where Purchased	Accessories	Original Owner
	SLOANS SPTG RIDGEFIELD CT	TWO PIECE SCOPE BASE AND BOTTOM OF RINGS	N

12/18/06-cust claims to be 2nd owner of firearm.lw CUST.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
	Repair/Replacement Cost	Repair/Replacement Date				

12/18/06-sending ARS, ltr & box to get gun in for evaluation. Will consider vet bills due to other information he has read.lw
1/30/07-called cust to discuss results of repair.Stated we couldnt duplicate but we did find altered components. He stated that this was a competition gun. He paid for the SMP which he thought would be covered and doesnt want to play games with us. I explained I was just stating the facts of what we found in our evaluation. He cited several statements from Rich Miller from online info about our triggers. He just wants damages to dog and floor covered. I asked him to send me copies of receipts and we can see what we can do.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 8445

Examination	Examiner		B.TRAVIS
	Exam Date		1/9/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	SET SCREWS ALTERED
Barrel	Description		24" 6MM REM HB
	Date Code		XI
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.0065
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
Non-Remington Components	Description		TWO PIECE SCOPE BASE AND BOTTOM OF RINGS

PS 8446

Remington®

852

RECEIVED
JAN 15 2007
BY: dw

December 20, 2006

Serial Number: A6392929
Model: 700
RE00123271

Scott Howland
166 Dunbar Rd.
Windsor, NY 13865

Subject: Model 700 Serial #A6392929
RE: Case #852

Dear Mr. Howland,

We were sorry to learn about your Model 700 firing when you took off the safety. We are certainly glad that the injuries to your dog were not any more serious. We realize that you are anxious to get your firearm back in a safe condition.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. Once we evaluate the firearm I will contact you regarding the damages. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

could not duplicate concern.
Trig. Set screws altered.
Replace TPA, check owner, clean
under Bolt Cocking piece, Apply Name
Cost # 20.00
Quote

1/29/07 11:45 left msg.
1/30/07 1:40 - Sending me copy
of bills.

PS 8447

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** A6392929
Are you the original owner?: ☐ YES ☒ NO	
Name: SCOTT R HOWLAND	**Date of Purchase:** 10/2004
Address (no PO Boxes): 166 DUNBAR RD.	
City: WINDSOR	**State:** N.Y **Zip:** 13865
Phone (Daytime): 607-775-1687	**Fax:**
E-mail Address:	
☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem:

WHILE PLACING THE SAFETY IN THE FIRE POSITION TO EXTRACT A LIVE ROUND, THE GUN DISCHARGED SHOOTING OUR LABRADOR RETRIEVER AND THE KITCHEN FLOOR.

THE WEATHER OUTSIDE WAS CLEAR @ 2:45, THE HOUSE WAS WARM AND DRY @ 68°

Ammunition Information:

Manufacturer: REMINGTON	Type: 6MM 100 GR. CORE-LOKT
Other (i.e. bullet weight/type, shot size, powder):	PSP R6MM4

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):	N/A - I HAVE ONLY FIRED THE GUN
~~Brand of cleaning solution used:~~	THREE TIMES SINCE I HAVE OWNED IT.
~~How often do you clean the bore? (Months or Number of rounds)~~	I HAVE NEVER TAKEN THE
~~How often do you clean the action? (Months or Number of rounds)~~	GUN INTO THE FIELD.
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	

PS 8448

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☐ YES ☒ NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Unknown
What were the services performed? Unknown

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8449

852

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/18/06	12/10/06	X		

Customer Information		
	Reporter (Age)	Incident (Age)
Name	Scott HOWLAND	
Address	166 Denbar Rd	
City, St Zip	WINDSOR, NY 13865	
Home	607-775-1837	
Cell		
Work		

Incident Information			
Personal Injury ☐	Property Damage ☒	Safety ☐	Concern ☐

Nature of Injury:

Medical Treatment:

Claim: -8 staples. $206 for Dog problem

Incident: MSG: DOG hit in leg, hole in kitchen floor - tile floor. heard there was a recall

- Gun loaded in house took off safety, gun went off.
- Box - 818456
- ARS - ✓
- Read alot of info online mentioned info online from Rich Miller

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	BA	700/6MM MAG	A6392929	1976

Date Purchased	Where Purchased	Original Owner
		- NO - 2nd owner.

Ammunition Information	
Factory or Reloads	
Manufacturer	
Caliber	
Bullet type	
Bullet Weight	
Lot # of ammunition	
Additional Ammo Info:	

Other Products Information

Settlement waiver due to info regarding Rich Miller.

PS 8450

SCOTT HOWLAND
166 DUNBAR RD
WINDSOR NY 13865

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6761 2038

BILLING: 3RD PARTY
DESC: ...
RETURN SERVICE

REF 1: SCOTT HOWLAND/LW
REF 2: REF# A6392929

UOW 8.0 16 UPS Thermal 2 60.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping pieces, call 1-800-782-7892. United Parcel Service, Louisville, KY

PS 8451

Remington Arms Co., Inc.
Product Service
Legal Case #:852

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
123271	1/9/2007	12/18/2006		12/10/2006	X		

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Scott	Howland	166 Dunbar Road	Windsor	NY	13865		H 607-775-1837

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI					
PD	Shot hole in floor and grazed dog	Cause:4006 Altered Adjustments or Components Concern:1007 Fired on Safe Release		Unknown	
S					
C					

12/18/06-Customer had gun loaded in the house, took the safety off and the gun went off. The round hit/grazed his dog in the leg and put a hole in the kitchen tile floor. He stated that he knows he shouldnt have had a loaded firearm in the house. He heard there was a recall on the gun. Has read alot of information online about Model 700s firing, read info online from Rich Miller. He would like for us to check the gun and cover the vet bill for his dog $208.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/6mm Mag	20000	A6392929	XI	12/14/1976

Date Purchased	Where Purchased	Accessories	Original Owner
	SLOANS SPTG RIDGEFIELD CT	TWO PIECE SCOPE BASE AND BOTTOM OF RINGS	N

12/18/06-cust claims to be 2nd owner of firearm.lw CUST.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
	Repair/Replacement Cost	Repair/Replacement Date				

12/18/06-sending ARS, ltr & box to get gun in for evaluation. Will consider vet bills due to other information he has read.lw 1/30/07-called cust to discuss results of repair.Stated we couldnt duplicate but we did find altered components. He stated that this was a competition gun. He paid for the SMP which he thought would be covered and doesnt want to play games with us. I explained I was just stating the facts of what we found in our evaluation. He cited several statements from Rich Miller from online info about our triggers. He just wants damages to dog and floor covered. I asked him to send me copies of receipts and we can see what we can do.lw 3/15/07-Received ltr from cust requesting refund for repair $21, Vet charges $206.20, Kitchen tile $520, Trash can $118.80, & $1000 gift certificate for Remington products.lw 3/16/07-left msg requesting pictures of the damages.lw 3/23/07-received pictures of floor damages and trash can.lw 3/27/07-sending letter offering to cover incidental damages only in the amount of $766. Not to cover extra $1000. Sent release if they choose to accept.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/9/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

PS 8451A

Cause	4006	Altered Adjustments or Components	SET SCREWS ALTERED
Barrel	Description		24" 6MM REM HB
	Date Code		XI
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.0065
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
Non-Remington Components	Description		TWO PIECE SCOPE BASE AND BOTTOM OF RINGS

PS 8451 B

03/09/2007

RECEIVED
MAR 15 2007
BY:

Remington,

As you know my faulty Model 700 rifle discharged while placing the safety off, shooting our dog in the rear leg, making a rather large hole in the kitchen floor and damaging the adjacent garbage can. After considerable thought my family and I have decided to settle this unfortunate occurrence as follows.

- Repair my Model 700 free of charge. Completed 1/07, $21.00 refund owed.
- Reimburse for the $206.20 vet charges. Copy of receipt enclosed.
- Pay for the repair of the Kitchen tile damaged, $520.00 estimate enclosed.
- Pay for the replacement of my wife's garbage can, $118.80 estimate enclosed.
- A $1000.00 gift certificate for Remington products.

Hopefully you will find my requests reasonable, therefore avoiding future litigation. I look forward to your response.

Sincerely Mr. Scott R Howland

Mr Scott Howland

PS 8451C

Chenango Valley Animal Hospital, Ltd.
1445 FRONT STREET
BINGHAMTON, NEW YORK 13901
PHONE: (607) 722-3392

30196

DATE 12/10/2006

Received from Carol Houtard

Two hundred and six 20/100 Dollars $ 206.20

FOR PROFESSIONAL SERVICES Emergency exam, Stapling, Keflex (Cephalexin), collar

AMOUNT OF ACC'T $ 206.20

AMOUNT PAID - - $

BALANCE DUE - - $ 0

CASH X CHECK ( ) OTHER

THANK YOU!

CHENANGO VALLEY ANIMAL HOSPITAL, LTD.

By

PS 8451D

BARBER - Kinzer PPS GAL RE0007547

BARBER - Kinzer PPS GAL RE0007547

Proposal

Page # _____ of _____ pages

STACY 343-3486

MATT 343-3488

C & H Contractors Inc.
334 County Rd 18
Oxford NY 13830
607-843-9137
607-648-4497

Proposal Submitted To: SCOTT HOLLAND	Job Name	Job #
Address 166 DUNBAR RD	Job Location	
WINDSOR, N.Y. 13865	Date 2-27-07	Date of Plans
Phone # 607 775 1839	Fax #	Architect

We hereby submit specifications and estimates for: — REMOVE OF TILE FLOOR IN RESIDENTIAL KITCHEN

MATERIAL ESTIMATE APPROX. $60.00 { THIN SET MORTAR (SUPER FLEX), TILE, GROUT }

LABOR — 1 MH FOR MATERIAL PICK UP
1.5 MH FOR REMOVAL OF DAMAGED TILE AREA AND FLOOR PREP
.5 MH FOR TILE INSTALLATION
.5 MH FOR CLEANUP

3 MH FOR RETURN ON NEXT DAY TO GROUT TILE AND CLEANUP
.5 MH FOR RETURN ON FOLLOWING DAY TO SEAL GROUT

$520.00

We propose hereby to furnish material and labor — complete in accordance with the above specifications for the sum of:

$ FIVE HUNDRED TWENTY AND 00/100 Dollars

with payments to be made as follows: IN FULL UPON COMPLETION

Any alteration or deviation from above specifications involving extra costs will be executed only upon written order, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents, or delays beyond our control.

Respectfully submitted STACY A. CONGDON

Note — this proposal may be withdrawn by us if not accepted within 30 days.

Acceptance of Proposal

The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payments will be made as outlined above.

Signature _____

Date of Acceptance 4/21/07

Signature _____

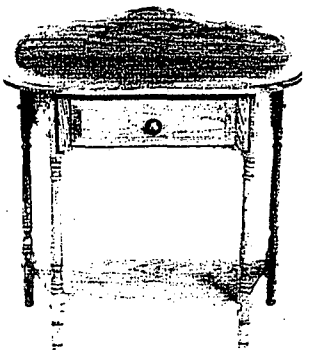
PS 8451E

NC3819 MADE IN USA

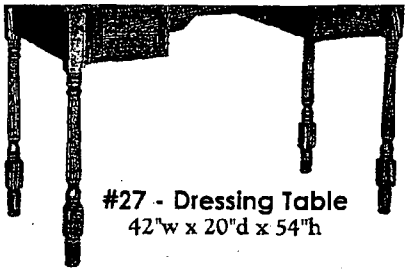
Our Country Hearts
The Big Log Cabin!
2007 NY Rt 26
Corner of Rts 26 & 38B
Endicott, New York 13760
www.OurCountryHearts.com

- GIFT STORE
  Mon, Tues, Wed, 10am to 6pm
  Thurs, Fri, Sat, 10am to 8pm
  Sunday, 9am to 5pm
  Ph/Fax (607) 757-9906
- FURNITURE STORE
  Same Hours as Gift Store
  Phone (607) 786-9712
  Fax (607) 785-5740
- RESTAURANT
  6 days a week, 7am to 8pm
  Sunday, 7am to 3pm
  Ph/Fax (607) 757-9906

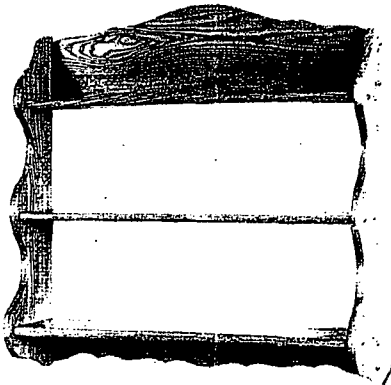
27A - Dressing Table Stool
20"w x 14"d x 18"h



#47 - Console Table
30"w x 14"d x 34"h

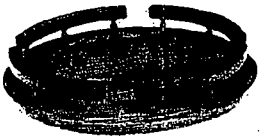


#27 - Dressing Table
42"w x 20"d x 54"h

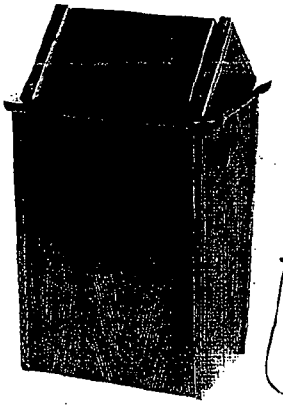


#34 - 3 Tier Shelf
31"w x 8"d x 32"h

#36 - Quilt Rack
27"w x 10"d x 30"h



#38 - Lazy Susan
14" Diameter

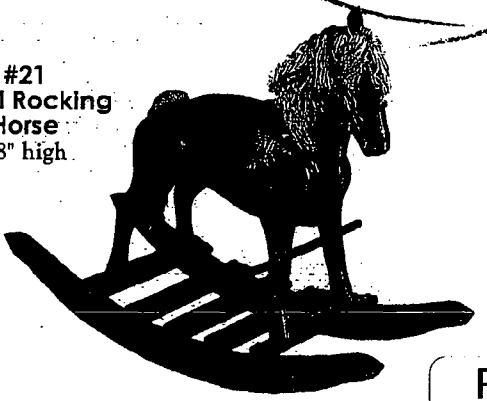


#10 - Large Waste Basket
15"w x 14"d x 29"h

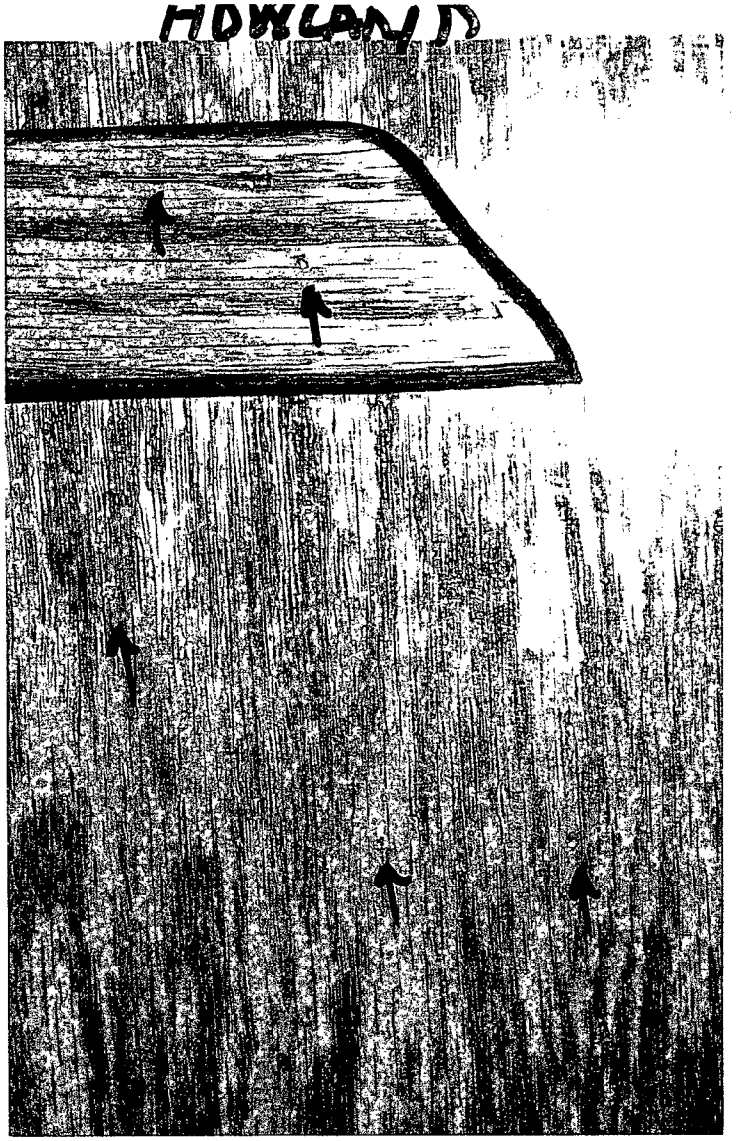
$110 + Tax
Cash & Carry
Total is
$118.80

#20 Large Rocking Horse
32" high

#21 Small Rocking Horse
28" high



PS 8451F



PS 8451G

Remington®

March 27, 2007

Scott Howland
166 Dunbar Road
Windsor, NY 13865

Subject: Model 700 Serial #A6392929
RE: Case # 852

Dear Mr. Howland,

We received your pictures and request for reimbursement of damages. Per our conversation on January 30th, my understanding was that you were requesting us to cover the repair of your firearm, the veterinarian bill for your dog and the damages to the floor. Upon receipt of your letter dated March 9th your requests have changed considerably.

While we feel this incident was due to the trigger assembly being altered/adjusted, this incident could have been prevented by utilizing safe gun handling practices. As a gesture of goodwill, we are offering to cover the incidental damages in the amount of $766. Unfortunately, we cannot honor your full request for the additional $1000 gift certificate. Should you choose to accept this offer, please sign the enclosed release form before a notary and return to me in the enclosed envelope within 30 days. Upon receipt of the release, I will have a reimbursement check sent to you for the $766.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

Remington®

RELEASE

KNOW ALL PERSONS BY THESE PRESENTS:

That I, **Scott Howland**, of **Windsor, NY** being of full age, in consideration of and upon receipt of **$766 Dollars (US$)**, do here-by release and forever discharge Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc., (formerly named Remington Arms Company, Inc.) (together, the "Releasees"), their successors, assigns, employees, officers, agents and directors from all debts, claims, demands, damages, costs, expenses, actions and causes of action what-so-ever, known and unknown (including claims for loss of consortium), on account of, resulting, or which may result from property damage or injury received by me on or about **December** of **2006** which I have claimed was caused while using products manufactured and/or sold by one or more of the Releasees.

I further state (a) that receipt by **Scott Howland**, of the consideration described above constitutes a full and complete settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees (i) of any responsibility for the accident, or for an alleged defect in said product, or (ii) that any such defect exists and (b) that I have carefully read and understand the contents of this release and sign the same as my own free act; and (c) that this release shall be construed and interpreted according to the laws of the UNITED STATES and the state of NEW YORK.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and

seal this _____ day of _____, 20____at _____

_____

_____
Signature

_____
Social Security Number

_____
Address

_____
City, State, Zip

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

PS 84511

Remington®

Remington Arms Company, Inc.
870 Remington Drive
PO Box 700 • Madison, NC 27025-0700

Remington Arms Co., Inc.
Attn: Laura Watson
870 Remington Dr.
PO Box 700
Madison, NC 27025

www.remington.com

PS 8451 J

BARBER - Kinzer PPS GAL RE0007553

BARBER - Kinzer PPS GAL RE0007553

Remington Arms Co., Inc.
Product Service
Legal Case #:1099

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
126361	3/9/2007	3/9/2007	3/9/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ned	Kent	410 St. Mary's Drive	St. Ignatius	MT	59865		H 406-745-4605

Incident Information

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

3/13/07-Correspondence from repair-If the rifle"s safety is engaged and the trigger is bumped or squeezed when the safety is disengaged the rifle will fire without any trigger engagement.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	20000	A6419177	LO	2/22/1977
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	UDISCO SALT LAKE CITY UT	TWO PIECE SCOPE BASE	U			

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

3/13/07- Quote for repair at $20. Replace TA, check over, clean under bolt lock program.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/9/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		LO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8452

	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.004
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	5#
	Altered	False	

PS 8453

1099

5# LO 2/77 22" .004

Remington Arms
Att: Arms Service
14 Hoefler Ave.
Ilion, NY 13357

To Whom It May Concern:

I am sending this rifle in to be serviced. Remington ADL Cal. 30-06, Serial Number A6419177. The rifle while very accurate is not safe to be carried in the field.

If this rifle's safety is engaged and the trigger is bumped or squeezed when the safety is disengaged the rifle will fire without any trigger engagement.

truly hope that this problem can be remedied.

Sincerely,

Ned Kent

RECEIVED
MAR 13 2007
BY: JW

could not duplicate concern. Replace TPA, check over/clean under bolt lock program for $20.00 @ rate

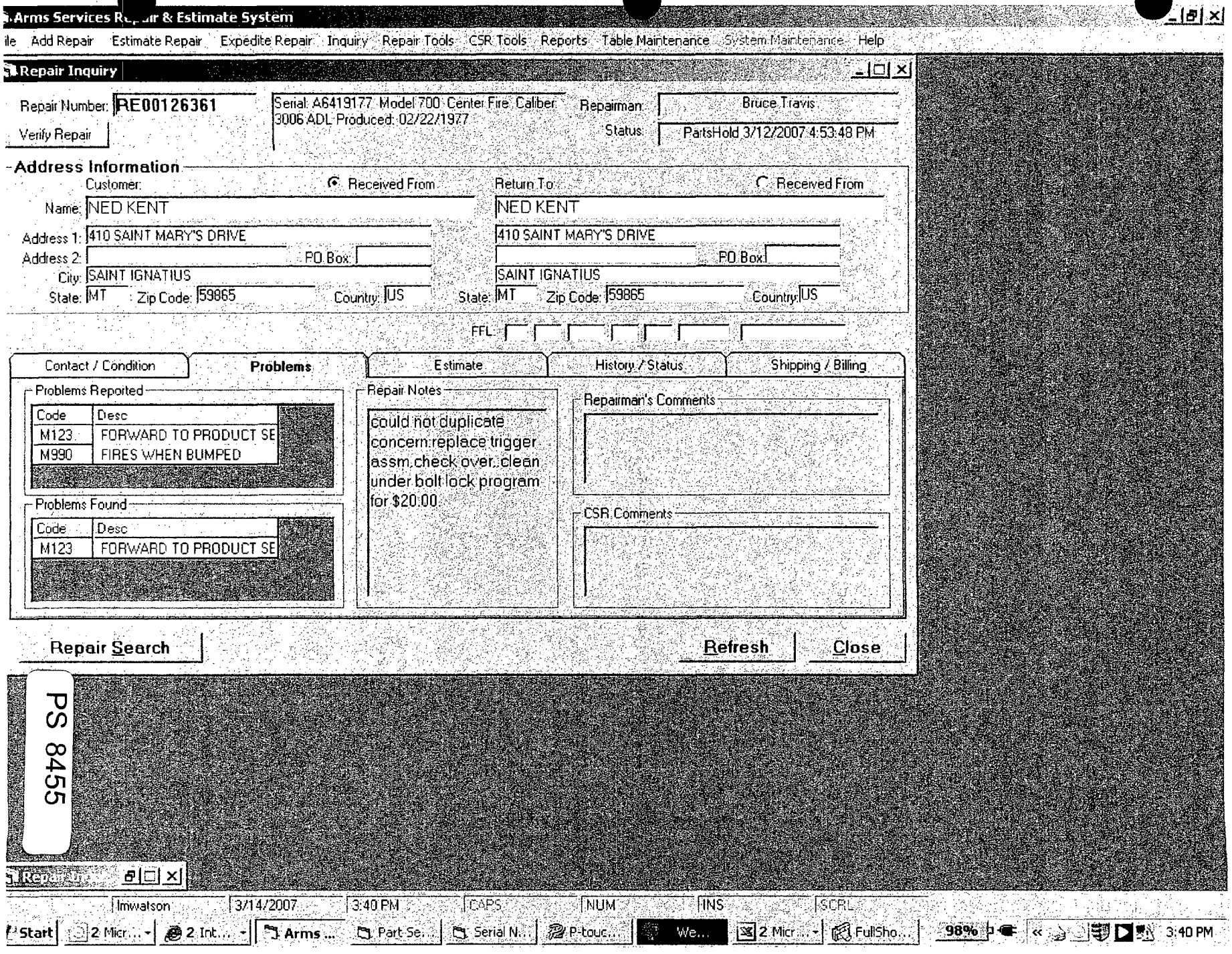
410 St. Mary's Drive
St. Ignatius, MT 59865
Phone # 406-745-4605

Serial Number: A6419177
Model: 700
RE00126361

126361

PS 8454

printed by FullShot at 3:40:59pm on Wednesday, 3/14/07



BARBER - Kinzer PPS GAL RE0007557

BARBER - Kinzer PPS GAL RE0007557

en Capture, 3:40:56pm - Wednesday, 3/14/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:620

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121702	12/14/2006	11/16/2006	12/15/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	John	Kramer	855 Squiresville Rd	Owenton	KY	40359		H 502-484-3226 E johnk381@aol.com

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI	Took flesh off of thumb				
PD		Cause:4038 Could Not Duplicate Concern		N	ok
S	Fired on Safe Release	Concern:1007 Fired on Safe Release			
C					

11/16/06-John Kramer sent in an email to Remington and left me a message. He states that the gun discharged when moving the safety from safe to fire. He would like the gun looked at and repaired or replaced. Loves Remington.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7mm UM	27480	G6240119	XW	12/2/2002 6:15:32 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART DC 6003R-REGULAR		U

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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
25.00	12/18/2006

11/16/06-Sending ARS, Box, Letter. Have firearm evaluated for repair.lw 12/18/06-correspondence from repair-Inspection of gun showed that the gun would follow down due to the trigger not returning under the sear. TA was rusted and the underside of receiver was rusted.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		Supry

Examination	Exam Date		12/15/2006
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4015	Improper Maintenance	Rusty trigger and trigger pin
Barrel	Description		Model 700 7mm RUM
	Date Code		XW
	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	
	Face	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	Some sticky residue on bolt stop surface
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	Underside of receiver is rusty
	Bulged	False	
Safety	Description		700 style safety - non bolt lock
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.012
	Notch	---Select---	
Trigger	Condition	Slightly Worn; Functioning	Trigger pin and trigger rusty
	Pull	---Select---	Did not measure due to follow down condition
	Altered	False	

Remington®

November 16, 2006

John Kramer
855 Squiresville Rd.
Owenton, KY 40359

Subject: Model 700 Serial number G6240119
RE: Case # 620

Dear Mr. Kramer,

We were sorry to learn of the unfortunate incident that you experienced while you and your daughter were out shooting. We are certainly glad that your injuries were not any more serious, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the rifle back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Madison, NC

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

As received gun would follow down due to the trigger not returning under the sear. TA was RUSTed - underside of Receiver was rusty,

Clean action and install new TA n/c exchange 230145.

FLS 12/15/2006

RECEIVED
DEC 18 2006
BY: JW

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** G6240119
Are you the original owner?: ☒ YES ☐ NO	
Name: John Kramer	**Date of Purchase:** 5-1-02
Address (no PO Boxes): 855 Squiresville Rd	
City: Owenton	**State:** KY **Zip:** 40359
Phone (Daytime): 502-514-1578	**Fax:**
E-mail Address: JohnK381@AOL.Com	
☒ I would like to receive future e-mail updates from Remington.	

Please describe your problem:

Gun Fires when placing safty to Fire

Ammunition Information:

Manufacturer: Winchester (Super X)	Type: 7mm Rem Mag.
Other (i.e. bullet weight/type, shot size, powder): 150 GR Power-Point	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used:	Gunk Liquid Wrench
How often do you clean the bore? (Months or Number of rounds)	After use
How often do you clean the action? (Months or Number of rounds)	3 x's year min.
How often do you clean the trigger assembly? (Months or Number of rounds)	3 x's year min.
Brand of lubricant used:	Gunk Liquid Wrench / Super oil Hoppe's Lubricating oil

PS 8459

John Kramer
502-514-1578

How often do you lubricate the bore? (Months or Number of rounds) 3 x's 1 year min
How often do you lubricate the action? (Months or Number of rounds) 3 x's 1 year min
How often do you lubricate the trigger assembly? (Months or Number of rounds) 3 x's 1 year min
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☑ YES ☐ NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to: **REMINGTON ARMS CO., INC** **ATTN: Arms Service Divison** **14 Hoefler Ave** **Ilion, NY 13357**
WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. Charge repairs will be processed using the following guidelines: :: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun) :: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8460

Remington Arms Co., Inc.
Product Service
Legal Case #:1055

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
125541	2/23/2007	2/26/2007	2/26/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Luthi's Inc			23 Butler Ave	Greenville	SC	29601		W 864-233-0551

Incident Information

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

2/27/07-Correspondence from repair-This gun is firing as s oon as safety is taken off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	29705	F6229149	EW	10/9/2002 4:35:40 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	BANGERS LP	SCOPE BASE,HARD CASE	U			

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
Replace TA at 1/2 msp						

Repair/Replacement Cost	Repair/Replacement Date

2/27/07-Replace TA, check over, clean at 1/2 msp.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/26/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 308 WIN HB
	Date Code		EW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

PS 8461

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	TRIGGER PULL ALTERED
Non-Remington Components	Description		SCOPE BASE,HARD CASE

PS 8462

1055

EW 10/02
3# .011
26"

February 13, 2007

RECEIVED
FEB 27 2007
BY: DW

Remington Arms Company
14 Hoefler Ave
Ilion NY 13357

RE: Rem 700
SN F6229149

Serial Number: F6229149
Model: 700
RE00125541

Dear Sir,

This gun is firing as soon as safety is taken off.

Thank you for your help in this matter. Please feel free to call with any questions.

Luthi's Inc
23 Butler Ave
Greenville SC 29601
(864) 233-0551

could not duplicate concern-
Trig, pull altered. Right on TPA
check ocean, clean at 1/2 MSP.
Quote

125541

PS 8463

Remington Arms Co., Inc.
Product Service
Legal Case #:979

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
124363	1/31/2007	2/1/2007	2/1/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Martin	Lowney	16230 Hobblebush Circle	Moseley	VA	23120		H 804-739-7739 W 804-739-8882

Incident Information

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

2/5/07-correspondence from repair.-Gun will fire when the safety is pushed from safe to fire. He has made the gun do this 9 times in different positions.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/30-06 SPR	26259	T6259631	EV	10/19/2001 9:20:34 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	BANGERS LP		Y			

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
Replace TA at 1/2 msp						

Repair/Replacement Cost	Repair/Replacement Date

2/5/07-Trigger set screws altered. Replace TA, check over, clean at 1/2 msp. Quote sent for $60.96.lw

---

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/1/2007
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER ASSM SET SCREWS ALTERED
Barrel	Description		24" 30-06 SPR SS
	Date Code		EV
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED

979

EV 10/7 2# 24" .010

January 15, 2007

Remington Arms
Attention: Arms Services
14 Hoefler Avenue
Ilion, New York 13357

To Whom It Concerns:

I have sent my Remington 700 DM to this address at the instructions of Customer Support. The gun will sometimes fire when the safety is pushed from the safe to the fire position without touching the trigger. The gun fired on me during the 2006 Maine deer season when I went to shoot a deer. That evening we were able to make the gun fire another nine times without ever touching the trigger. It took us about 20-25 minutes to get the gun to unintentionally fire nine times.

We made the gun fire several ways. I will describe the ways we made the gun fire. We could make the gun fire by 1) put the gun on safe, open and close the bolt, then push the safety forward to fire. The gun fired once or twice this way. The second way we could make the gun fire was to push on the bolt release, open and close the bolt, then push the safety from safe to fire. We could change the order from open and close the bolt, push the bolt release, then move the safety from safe to fire and the gun fired. This was the most frequent way to make the gun fire as we made the gun fire 4-5 times this way. The third way we made the gun fire was by opening the bolt and then closing the bolt about 90 -95% of the way and then pushing the safety from safe to fire. The final way we made the gun fire was to put the gun on safe, pull on the trigger several times, take finger off trigger and push safety from safe to fire. The gun fired once doing this.

The gun is used for deer hunting in Maine about one week per year. I use it at the range each year to fire 15-20 practice shots and to check accuracy. I have not taken the gun apart or cleaned it since the accidental discharge incident in Maine in November 2006.

This is the second Remington 700 I have had fire without touching the trigger. I sent the first rifle back to the gunsmith in September 2006 since that weapon was a government gun altered by the gunsmith at the request of the government.

The enclosed gun is a Remington 700 DM in 30.06 caliber. The serial number is T6259631.

Please check the gun and I hope you can figure out the problem.

Sincerely,

Martin Lowney

Martin Lowney
16230 Hobblebush Circle
Moseley, VA 23120
804-739-7739 day
804-739-8882 night
mllowney@comcast.net

T1119. ASSM. set screws altered. replace TPA check lower/clean AT 1/2 MSP.

RECEIVED
FEB 05 2007
BY:

Quote replace w/ PS F305571)

PS 8466

BOB MOATES SPORT SHOP, INC.

10418 Hull St. Rd.
Midlothian, VA 23112
(804) 276-2293
Fax (804) 276-2332

P. O. Box 270, 212 David Bruce Ave.
Main St. Rt. 40 West
Charlotte C. H., VA 23923
(434) 542-5536
Fax (434) 542-5027

RETURN TO: J

Date 1-24-07

Name LOWNEY, MARTIN STEPHEN

Address 16230 HOBBLEBUSH CIRCLE
MOSELEY, VA. 23120

Phone No. 804-739-8882

Ship to Remington

QTY.	DESCRIPTION	UNIT PRICE	AMOUNT
	REMINGTON 700 DM SS		
	SER # T6259631		
	SHOTGUN will FIRE when you PUT SAFETY ON.		
	4 yrs. old, purchased from DEGEOFFS		

Serial Number: T6259631

Model: 700

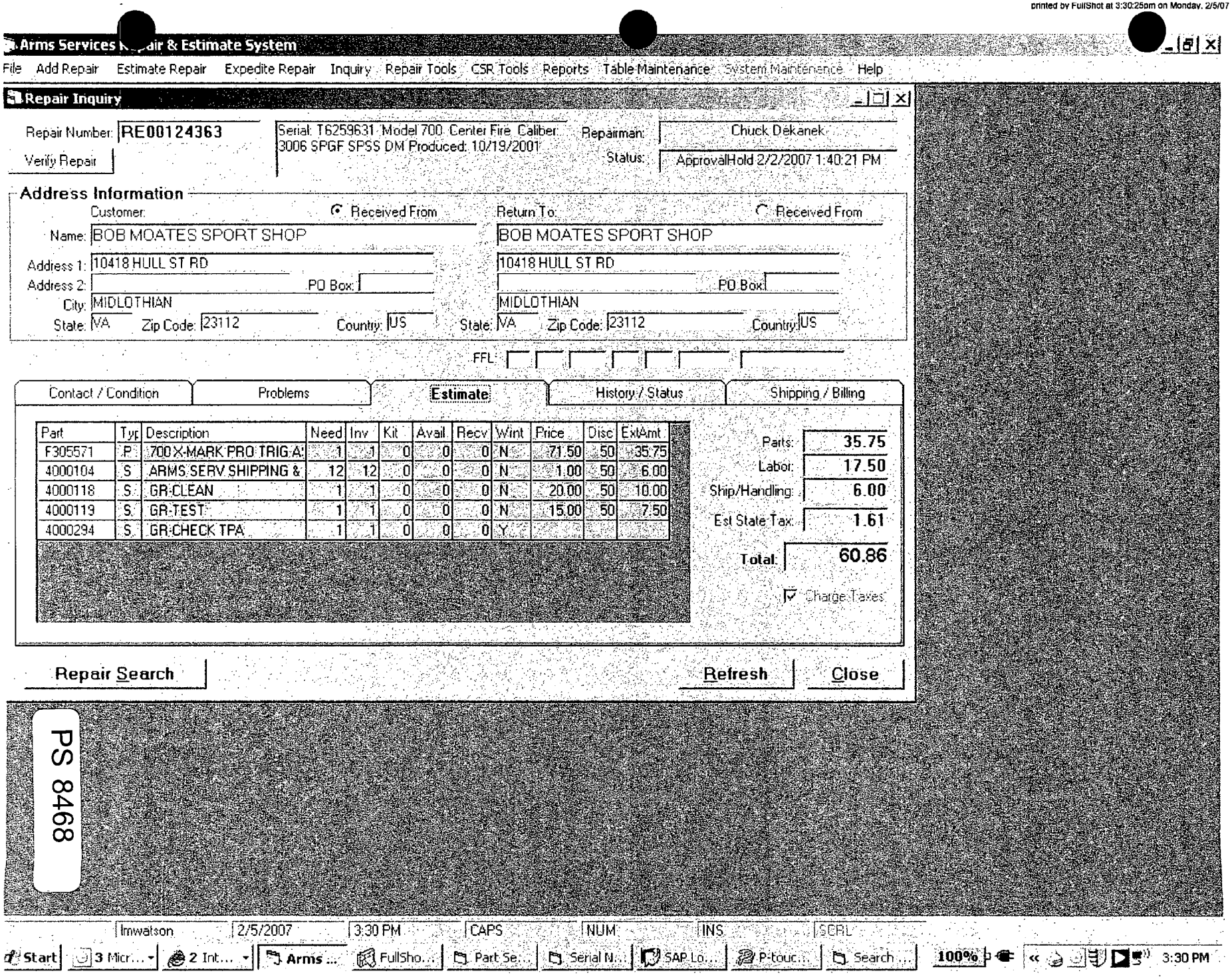
RE00124363

...y this bill.

PS 8467

printed by FullShot at 3:30:25pm on Monday, 2/5/07

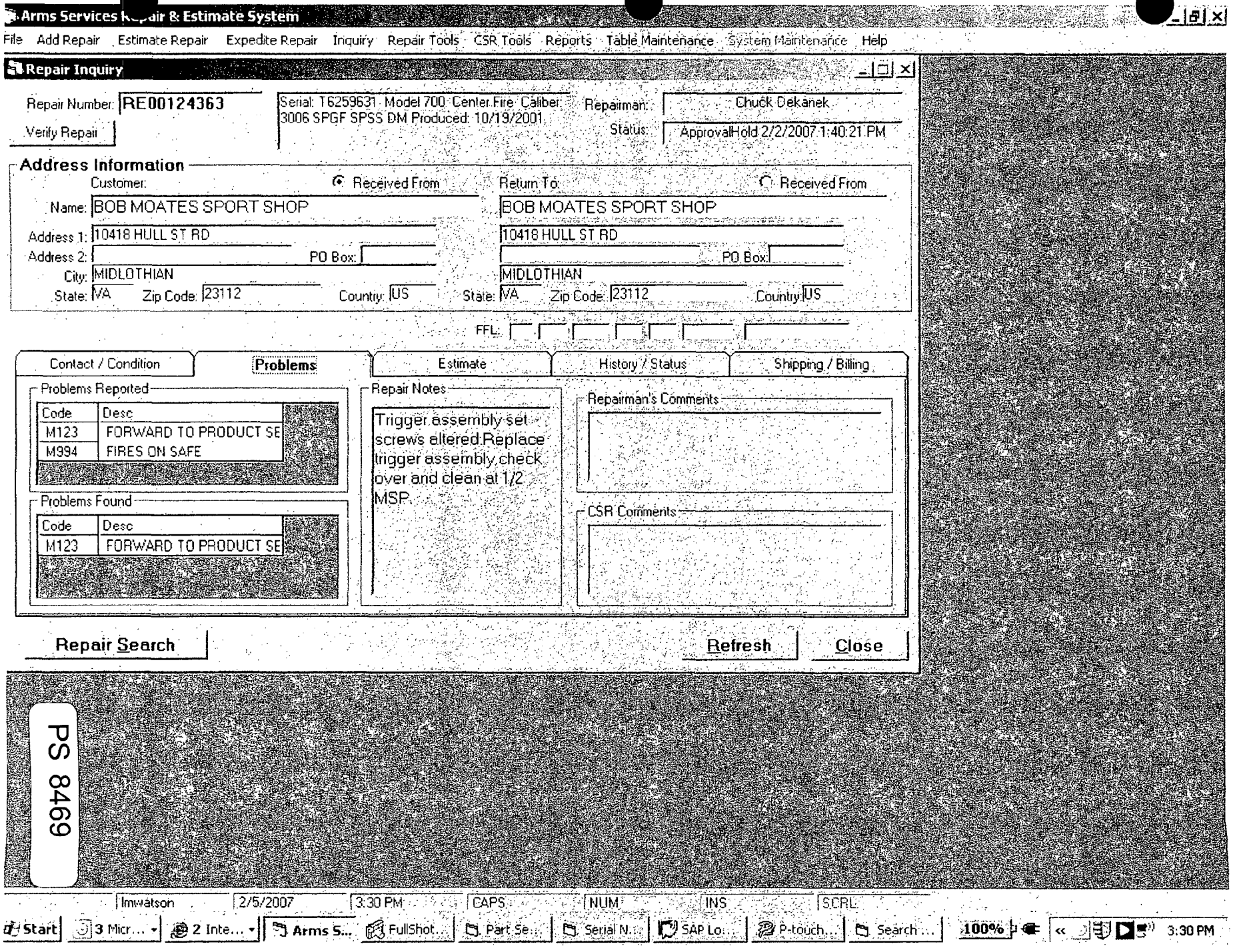
BARBER - Kinzer PPS GAL RE0007570



BARBER - Kinzer PPS GAL RE0007570

een Capture. 3:30:22pm - Monday, 2/5/07, 1024w x 768h

printed by FullShot at 3:30:13pm on Monday, 2/5/07



BARBER - Kinzer PPS GAL RE0007571

BARBER - Kinzer PPS GAL RE0007571

reen Capture. 3:30:10pm - Monday, 2/5/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:797

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122160	12/27/2006	12/5/2006	12/27/2006	12/4/2006	X		

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Art	McElhinney Jr.	4040 Saltsburg Rd	Murrysville	PA	15668		W 412-793-4111 C 412-302-4715

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD	Shot hole through garage & house	Cause:4038	Could Not Duplicate Concern		Unknown	
S		Concern:1008	Fired on Bolt Closing			
C						

12/5/06-cust was getting ready to take a shot and couldnt squeeze trigger. The gun finally went off. He took the gun back up to his house. He opened the action, closed the bolt and the gun went off. He was in the garage and the round went through the ceiling, bedroom, a piece of antique furniture and the siding of his house. No one was injured. He did note that this happended 2 other times before. He does not want this gun and wants a replacement.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7mm Rem Ma	25803	B6820106	DG	9/30/1986
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	JERRYS SPORT SHOP		U			

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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
25.00	12/29/2006

12/6/06-sending ARS, ltr & box to get gun in for replacement.lw 12/29/06-Replace TA at n/c as gesture of goodwill.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/27/2006
	Product Type		RF

	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Trigger set screw positions have been altered.
Barrel	Description		24 inch M/700 7mm Rem Mag caliber
	Date Code		DG
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		700 style safety - non bolt lock
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.012
	Notch	---Select---	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.0 lbs
	Altered	True	

H 16

7mm Rem Mag 24" BBL

Remington®

December 6, 2006

Could not duplicate customers concern. Install new TA, NC as gesture of goodwill. Charge 230145.
FLS 12/27/2006

Art McElhinney Jr.
4040 Saltsburg Rd.
Murrysville, PA 15668

Subject: Model 700 Serial # B6820106
RE: Case # 797

Dear Mr. McElhinney,

We were sorry to learn of the unfortunate incident that you experienced with your firearm. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports. As I understand it, you were in your garage and when you closed the bolt, the gun went off sending a round up through your home.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. You notated that you no longer want this firearm. I will contact you after our examination to discuss further options. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

RECEIVED
DEC 28 2006
BY:

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

Serial Number: B6820106
Model: 700
RE00122160

PS 8472

BARBER - Kinzer PPS GAL RE0007574

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 BDL	**Serial Number:** B6820106
Are you the original owner?: ☐ YES ☑ NO	
Name: ARTHUR R. McELHINNEY JR.	**Date of Purchase:** APROX. 7-15-95
Address (no PO Boxes): 4040 SAITS Burg. Rd.	
City: MURRYSVILLE	**State:** PA. **Zip:** 15668
Phone (Daytime): 412-302-4715	**Fax:** 412-798-4100
E-mail Address: Legacy77@MCELHINNEYSERVICE.COM	
☑ I would like to receive future e-mail updates from Remington.	

Please describe your problem: We Live in The woods in A Rural Area. I Had 2 Rounds in The Rifle, I Saw A Buck And when I Pulled The TRIGGER, IT would not Fire. I Pulled Really Hard & IT went off. I didn't like How THAT HAPPened so I went in to The Garage And TRied To Pull The 2nd Shell out But I could not, so I Put The Butt Forward & As IT went Down THE GUN went off. Hitting The BULLET THROUGH THE Ceiling THEN UP THROUGH THE FLOOR KILLing FURNITURE and exiting THROUGH THE outer wall of The House. I Had THIS HAPPen 2YRS AGO But it was Really cold THAT DAY and I figured it was FROZEN, BUT in The Report The TRIGGER Remained STUCK on

Ammunition Information:

Manufacturer: WINCHESTER	Type: FAIL SAFE
Other (i.e. bullet weight/type, shot size, powder): 150 grain	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: HOPPES	
How often do you clean the bore? (Months or Number of rounds) AFTER EACH USE	
How often do you clean the action? (Months or Number of rounds) AFTER EACH USE	
How often do you clean the trigger assembly? (Months or Number of rounds) ONCE A YEAR	
Brand of lubricant used: REM OIL	

PS 8473

How often do you lubricate the bore? (Months or Number of rounds)	every use
How often do you lubricate the action? (Months or Number of rounds)	every use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	once A year

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☑ YES ☐ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? ?

What were the services performed? Not while I owned it.

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8474

Corporate BATF

Modelid	Material	ProdLoc	ProdDate	Description
700	25803	ILN	9/30/1986	MODEL 700.TM BDL "CUSTOM DELUXE" BOLT ACTION RIFLE - R3 PAD 24" BARREL 7MM REM MAG.

Date	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
1987/03/19	SHIP PNR	JERRYS SPORT SHOP	18447	C02788		

[redacted]tion: Arms Services
Not on File at this location
Location: Custom Gun Shop
Not on File at this location
Location: Ilion Plant
Not on File at this location
Location: Mayfield
Not on File at this location
Location: Memphis
Not on File at this location
Location: Arms Service Repairs
Not on File at this location
Location: Remington Authorized Repair Centers
Not on File at this location
Location: Non-SAP Serial Number Tracking
Not on File at this location

PS 8475

97

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/5/06	12/4/06	X		

Customer Information		
	Reporter (Age)	Incident (Age)
Name	ART McELHINNEY JR.	
Address	4040 Saltsburg Rd	
City, St Zip	Murrysville, PA 15668	
Home		
Cell	412-302-4715c	
Work	412-793-4111	

Incident Information

Personal Injury ☐ Property Damage ☒ Safety ☒ Concern ☐

Nature of Injury: None

Medical Treatment:

Claim:

Incident: Took shot, couldn't squeeze trigger finally went off opened action. ~~Bar~~ closed bolt gun went off went through garage ceiling, bedroom, furniture - antique, + siding - happened 2 other times before.

ARST ✓
BOX 817384
- doesn't want gun - wants replacement.

Firearm Information

Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	BA	BDL 700 / 7mmMAG	B6822406	1986

Date Purchased	Where Purchased	Original Owner
		purch from friend.

Ammunition Information	
Factory or Reloads	
Manufacturer	
Caliber	
Bullet type	
Bullet Weight	
Lot # of ammunition	

Additional Ammo Info:

Other Products Information

PS 8476

ART MCELHINNEY JR
4040 SALTSBURG RD
MURRYSVILLE PA 15668

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6609 6143

BILLING: 3RD PARTY
DESC: ...
RETURN SERVICE

REF 1: ART MCELHINNEY JR/LW

UOW 8.0.16 UPS Thermal 2 60.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping inquiries, call 1-800-782-7892.
United Parcel Service, Louisville, KY

PS 8477

Remington Arms Co., Inc.
Product Service
Legal Case #:1037

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
125429	2/16/2007	2/19/2007	2/19/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Marty	Oakes	427 Old Carolina Rd	Rocky Mount	VA	24151		H 540-537-9507

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance			
S Fires on bolt closing	Concern:1008 Fired on Bolt Closing		Unknown	
C				

2/21/07-correspondence from repair-when you cycle the bolt, the firing pin falls setting off the round. This happens on cold days in the field. This problem started in Nov 2004. Cust has owned this rifle since 1988. Would like the trigger pull set at 6lbs.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/270 WIN		C6214293	XH	1/12/1988
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
10/1/1988	220 SPORTING GOODS	SCOPE BASE	Y			

CONCERN:FBC

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
Replace TA at 1/2 msp						

Repair/Replacement Cost	Repair/Replacement Date

2/21/07-install Xmark Pro at 1/2 msp.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/19/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

PS 8478

Cause	4015	Improper Maintenance	TRIGGER BINDING FROM A PARTIALLY DRIED AND STICKY LUBRICATION RESIDUE
Barrel	Description		22" 270 WIN
	Date Code		XH
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	TRIGGER BINDING
	Pull	---Select---	9.5#

PS 8479

	Altered	False	
Non-Remington Components	Description		SCOPE BASE

PS 8480

1032

X 1412/87
9.5#
.011
22"

Remington

Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700		**Serial Number:** C6214293	
Are you the original owner?: ☑ YES ☐ NO			
Name: Marty Cale Oakes		**Date of Purchase:** October, 1988	
Address (no PO Boxes): 427 Old Carolina Rd.			
City: Rocky Mount	**State:** VA	**Zip:** 24151	
Phone (Daytime): 540-537-9507		**Fax:**	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) traci_oakes@yahoo.com			

E-mail Address:
☐ I would like to receive future e-mail updates from Remington.

Please describe your problem and date of ocurrence:

When you cycle the bolt, the firing pin falls, setting off the round. This happens on cold days in the field. This problem started in November 2004. I have had this rifle since 1988. It is my favorite rifle and would very much like to have this problem solved. Thank you for your attention to this matter. Set trigger pull @ 6 lbs.
Marty Oakes

Return Address: 427 old Carolina Rd.
Rocky Mount, VA 24151

Credit Card info: 4427 1000 3732 4311 Exp 03/09
Limit $200.00

176 characters left

Ammunition Information:

Manufacturer: Remington	Type: Corelock
Other (i.e. bullet weight/type, shot size, powder): 130/150 grain	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
	Reloader Used:

Follows DOWN TRIG. HOUSING. FROM APPARATUS BY DRIED + STICKY LUBRICANT/RESIDUE REPLACE TRIG. W/S&M AEK PAC. CHECK OVERALL CLEAN AT 1/2 MSP. GO AHEAD.

C6214293

Model: 700

PS 8481

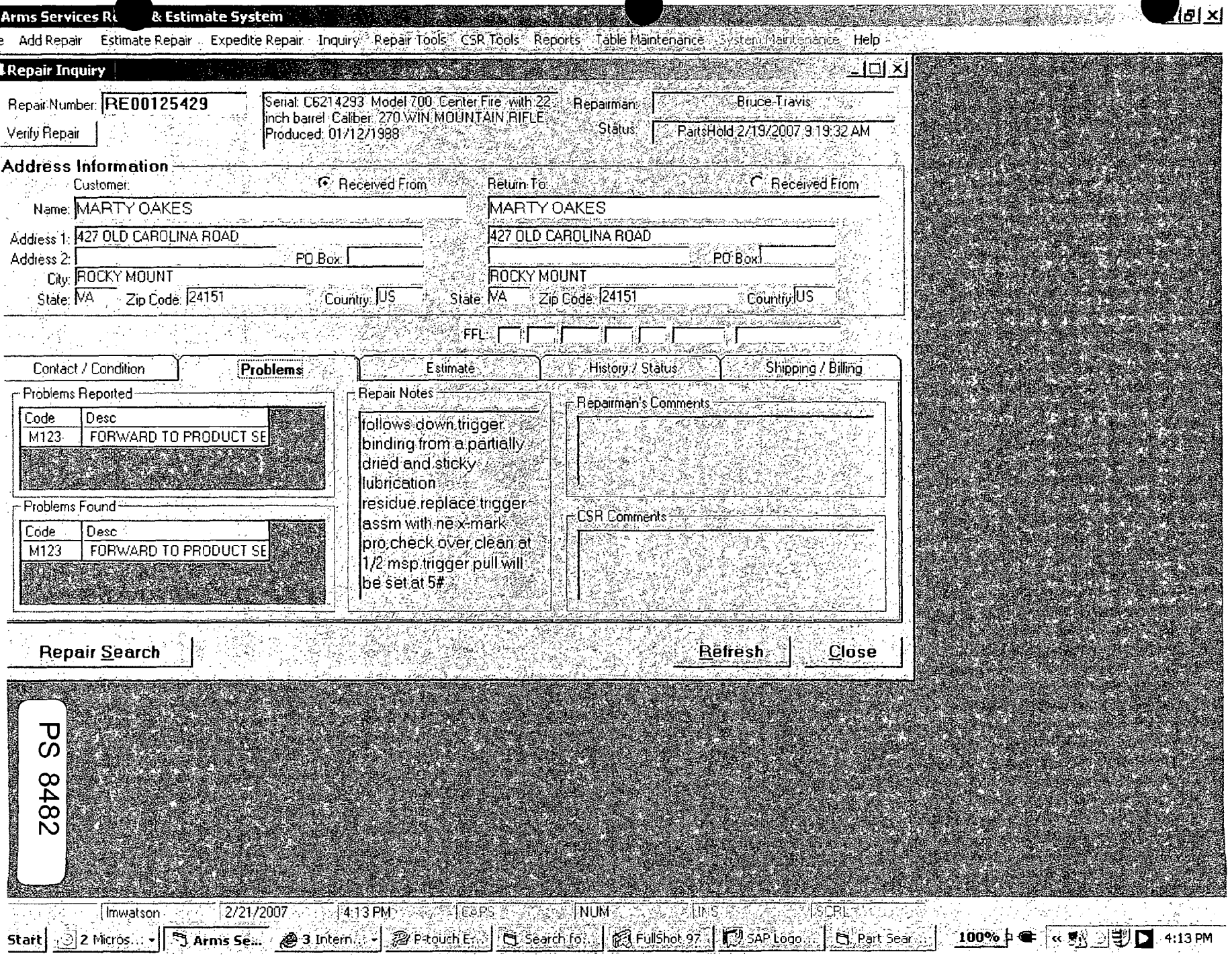
ıber of rounds) 100 rounds

RECEIVED
FEB 24 2007

RE00125429

:/factory repair form.asp

Printed by FullShot at 4:13:23pm on Wednesday, 2/21/07



BARBER - Kinzer PPS GAL RE0007584

BARBER - Kinzer PPS GAL RE0007584

Capture, 4:13:20pm - Wednesday, 2/21/07, 1024w x 768h

How often do you clean the action? (Months or Number of rounds) Once a month
How often do you clean the trigger assembly? (Months or Number of rounds) Twice lifetime
Brand of lubricant used: Rem Oil
How often do you lubricate the bore? (Months or Number of rounds) 100 rounds
How often do you lubricate the action? (Months or Number of rounds) Once a month
How often do you lubricate the trigger assembly? (Months or Number of rounds) Twice lifetime
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☑ YES ☐ NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) Never - Stock refinished
What were the services performed?) N/A
NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.
Ship your INSURED firearm by either UPS or Parcel Post to: **Remington Arms Co., Inc.** **Attn: Arms Service Division** **14 Hoefler Avenue** **Ilion, NY 13357**
WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. Charge repairs will be processed using the following guidelines: :: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun) :: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

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Remington

PS 8483

Remington Arms Co., Inc.
Product Service
Legal Case #:1026

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
125221	2/15/2007	2/16/2007	2/16/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Max	Olds	555 Hillside Dr.	Coldwater	MI	49036		H 269-580-3455 E mwodd@aol.com

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4038	Could Not Duplicate Concern			
S	Gun has gone off twice	Concern:1025	Unexplained Discharge - No Mention of Safety Position		Unknown	
C						

2/19/07-correspondence from repair-cust sent in gun for safety modification program. This gun has gone off on him twice. Its a good gun bit he does not like the safety.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/30-06 SPR	20000	A6875124	AA	3/11/1980

Date Purchased	Where Purchased	Accessories	Original Owner
	WILLIAMS SPTG CADILLAC MI	TWO PIECE SCOPE BASE,RECOIL PAD	U

CONCERN:HAS GONE OFF TWICE,DON'T LIKE THE SAFETY

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

2/19/07-replace TA under SMP. Sent quote for $20.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/15/2007
	Product Type		RF

	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		AA
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Worn; Functioning	MARS SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	TRIG TO TRIG GUARD HAS MIN CLEARANCE
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED

1026

AA 3/80
2#
22"
.011

Remington

General Repair Form

Back to Repair Services

NOTE: Please complete and print this form, and then include it with your firearm

Model Number: 700	**Serial Number:** A6875124	
Name: MAX W OLDS	**Date of Purchase:** 2001	
Address (no PO Boxes): 555 HILLSIDE DR		
City: COLDWATER	**State:** MI	**Zip:** 49036
Phone (Daytime): 1-269-580-3455	**Fax:**	
E-mail Address: MWODD@AOL.COM		

Please describe your problem:

SAFTEY MODIFICATION PROGRAM
THIS GUN HAS GONE OFF ON ME TWICE
GOOD GUN BUT I DONT LIKE THE SAFTEY
THANKS MAX W OLDS

could not duplicate concern.
Trig. Set screws Altered
Trig. to guard has minclearance.
Replace TPA, check over, clean
for cost of modification $20.00
Quote

382 characters left

NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.

ⓘ **WARNING:** DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

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:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

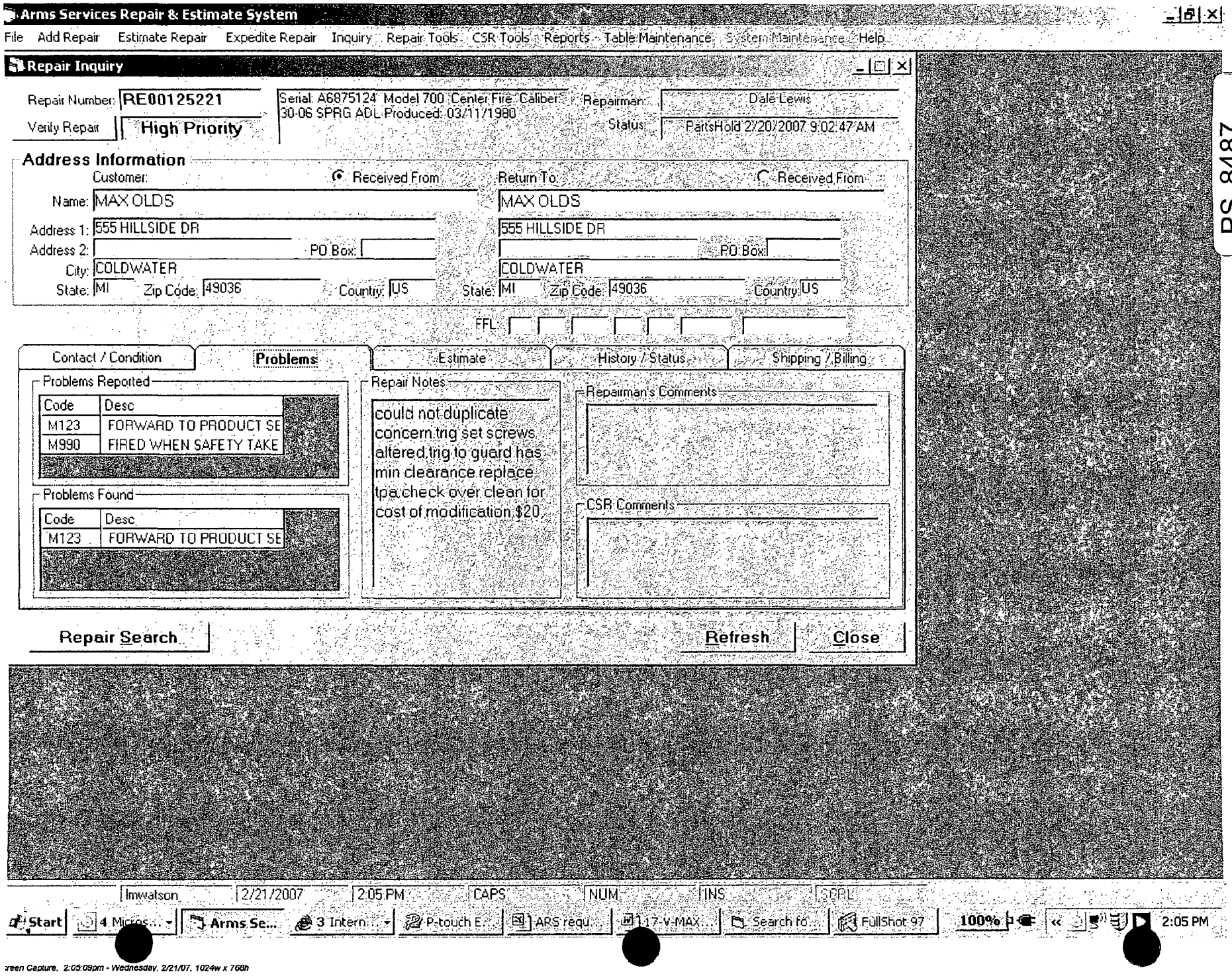
Serial Number: A6875124

Model: 700

RE00125221

Legal Notices

RECEIVED
FEB 19 2007
BY:



PS 8487

BARBER - Kinzer PPS GAL RE0007589

BARBER - Kinzer PPS GAL RE0007589

reen Capture, 2:05:09pm - Wednesday, 2/21/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:795

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121980	12/14/2006	12/5/2006	1/5/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Jim	Oshier	117 McGinnis Rd	Waddington	NY	13694		H 315-388-4368

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S Fired on safe release	Cause:4015 Improper Maintenance Concern:1007 Fired on Safe Release		Unknown	
C				

12/5/06-cust has a number of Remington bolt action rifles (6-7). Sun evening he was cleaning his gun and it fired on safe release. He has lost confidence in our firearms and does not want this gun. He wants it destroyed because he fears that it is dangerous. He has requested a trade for a comparible product. He does not want to send in the other rifles and go through the bother. One of the other rifles is a Model 600. I explained the SMP program and the recall on the 600. He will send in the 700 that fired and the 600 but he notated that he is going to give the others to his son and other family members, explain about the SMP and let them deal with it.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270win.		6663915	WX	11/9/1973
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	COTTER COMPANY CHICAGO ILL		U			

CUST.CONCERN:FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	600/		85684		1/1/1900
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
			U			

sending in for recall.lw

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
Replace in exchange at n/c						

Repair/Replacement Cost	Repair/Replacement Date
230	1/5/2007

12/5/06-sending ARS, ltr & box for 700/270 & 600. Agreed to trade 700 & cover 600 under recall. Included SMP and recall

info from website.lw 1/5/07-Did not want just a new trigger, feels unsafe with this rifle. Per our agreement, exchange rifle at n/c. Told him I would not make this offer on any other guns. We would destroy old rifle. He is putting locks on all other rifles. Said that his faith in Remington restored.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER AND PIN RUSTED,TRIGGER BINDING
Barrel	Description		22" 270 WIN
	Date Code		WX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.0075
	Notch	Slightly Worn; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Not Functioning	TRIG AND PIN RUSTED TRIGGER BINDING
	Pull	---Select---	10+#
	Altered	False	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 8490

CASE# 795

WX 8/73 .0075 10+# 22"

December 7th, 2006

Remington Arms
14 Hoefler Ave
Illion, NY 13357

RE: Model 700 Bolt Action, S/N 6663915

To Whom It May Concern,

I am shipping this rifle to you as per instructions from Laura Watson (phone number 800-243-9700, X 8789). In my telephone conversation with Laura on December 5th, Laura requested that I send this rifle to you for inspection as there is a condition that makes it unsafe and unfit to use. When you engage the safety from safe to fire position, the gun goes off.

I await a response from Laura.

Sincerely,

James M. Oshier Phone No. 315-388-4368

James M. Oshier
117 McGinnis Road
Waddington, NY 13694

Serial Number: 6663915
Model: 700
RE00121980

TRIG + TRIG. PIN RUSTED + CAUSING TRIG. TO BIND ON SIDE PLATES. REPLACE TPA CLEAN & LUBRICATE ENTIRE BOLT LOCK PROGRAM FOR $20.00 Quote

RECEIVED
DEC 18 2006
BY: _____

12/21 - phone busy
12/21 - office not in.
12/22 - left [illegible]

PS 8491

PS.

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/5/06	12/3/06			

Customer Information		
	Reporter (Age)	Incident (Age)
Name	JIM Oshier	
Address	117 McGinnis Rd	
City, St Zip	Woddington, NY 13694	
Home	315-388-4368	
Cell		
Work		

Incident Information			
Personal Injury ☐	Property Damage ☐	Safety ☒	Concern ☐

Nature of Injury:

Medical Treatment:

Claim: ARSA BOX 315328

Incident: # of Remis B/A 700
Remote part of state
Sun. evening - cleaning guns
Fired on safe release J.O.

67 of 8

doesn't want to send in.

there
- lost confidence doesn't want this gun - wants destroyed.
wants - trade -

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	700 / 270	6663915	1973

Date Purchased	Where Purchased	Original Owner

Ammunition Information	
Factory or Reloads	
Manufacturer	600
Caliber	35684
Bullet type	
Bullet Weight	
Lot # of ammunition	

Additional Ammo Info:

Other Products Information

PS 8492

M OSHIER
7 MCGINNIS RD
DDINGTON NY 13694

10 LBS
RS

2 OF 2

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

PS GROUND
RACKING #: 1Z 4XX 596 90 6555 2428

BILLING: 3RD PARTY
DESC: ...
ETURN SERVICE

EF 1: JIM OSHIER/LW
EF 2: REF# 6663915/85684

UOW 8.0.16 UPS Thermal 2 60.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping please, call 1-800-782-7892.
United Parcel Service, Louisville, KY

JIM OSHIER
117 MCGINNIS RD
WADDINGTON NY 13694

10 LBS
RS

1 OF 2

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND
TRACKING #: 1Z 4XX 596 90 6796 6817

BILLING: 3RD PARTY
DESC: ...
RETURN SERVICE

REF 1: JIM OSHIER/LW
REF 2: REF# 6663915/85684

UOW 8.0.16 UPS Thermal 2 60.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping please, call 1-800-782-7892.
United Parcel Service, Louisville, KY

PS 8493

Remington Arms Co., Inc.
Product Service
Legal Case #:1070

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
125706	3/2/2007	3/5/2007	3/5/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		James	Pugh	2509 Downs St	Bossier	LA	71111		H 318-747-5975

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S Fired on bolt closing C	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing		Unknown	

3/7/07-correspondence from repair-The bolt was hard to close. The gun fired off a round when he closed the bolt.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WSM	27331	G6424900	LY	10/20/2004 11:45:11 PM

Date Purchased	Where Purchased	Accessories	Original Owner
10/5/2006	ACUSPORT (MT) CORPORATION		Y

CONCERN:FBC

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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
$35.00	3/7/2007

3/7/07-Replace TA, check over completely, repair as needed, clean n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/5/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WSM
	Date Code		LY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8494

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5.5#
	Altered	False	

PS 8495

1070

5.5#
L4 2/09
24"
.012

James H. Pugh
2509 Downs Street
Bossier City, LA 71111
Phone: 318-747-5975

January 12, 2007

Remington Arms Center
14 Hoefler
Ilion, NY 13357

Dear Sirs:

I am returning the enclosed Model 700SPS 275 WSM because of a problem. When I tried to load the gun, the bolt was hard to close. The gun fired off a round when I closed the bolt. Please completely inspect the rifle and repair it if it can be repaired and used safely. If not, please replace the gun. I have registered my warranty online and have also enclosed a copy of the warranty card.

Thank you,

Sincerely yours,

James H. Pugh

Serial Number: G6424900
Model: 700
RE00125706

could not duplicate concern. replace TPA, check over completely, repair as needed clean AT N/C
#230145

RECEIVED
MAR 07 2007
BY:

PS 8496

This card registers your product and helps us get to know our consumers.
However, failure to complete and return this card does not diminish your warranty rights.

proof of purchase

0 47700 27331 0

G6424900

s of duct

Remington.

048 E

1 First Name: James Initial: H Last Name: Bugh

Address: (number and street) 2509 Downs Street Apt number:

City: Bossier City State: LA Zip Code: 71111

2 Phone Number: 318 747 5995

3 E-mail Address: (Example: yourname@yourhost.com)

1. ☐ Yes! I want to receive offers or communications from Remington via e-mail.
2. ☐ Yes! I want to receive offers or communications that may interest me from other companies via e-mail. I understand this e-mail address may be shared with and/or combined with information from other sources.

4 Date of Purchase: 10 (Month) 06 (Day) 2006 (Year)

5 Store Name: Rons Guns

6 Serial Number: G6424900

7 Purchase Price: $ 450.00

8 Where do you hunt?
1. ☐ Public 3. ☑ Lease 5. ☐ Hunting Club
2. ☐ Private 4. ☐ Own 6. ☐ Don't Hunt

9 Send me information about:
1. ☐ Remington Shotguns
2. ☑ Remington Rifles
3. ☐ Remington Black Powder
4. ☐ Remington Safes
5. ☑ Remington Ammunition
6. ☐ Remington Knives/Hearing Protection
7. ☐ Stren Fishing Lines
8. ☐ Remington Credit Card
9. ☐ Remington Steel Shot

10 What are the outdoor interests in your household?

Hunting		Shooting	
01. ☐	Waterfowl	07. ☐	Trap/Skeet
02. ☐	Upland Birds	08. ☐	Sporting Clays
03. ☐	Turkey	09. ☐	Target
04. ☑	Big Game	10. ☐	Plinking
05. ☐	Small Game	11. ☐	Silhouettes
06. ☐	Deer	12. ☐	Archery
Fishing		**Outdoor**	
13. ☐	In-Shore/Saltwater	17. ☐	Camping
14. ☐	River/Stream	18. ☐	Hiking
15. ☐	Lake	19. ☐	Motorcycling
16. ☐	Off-Shore/Saltwater	20. ☐	Boating
		21. ☐	Off Road

11 A. This Remington just purchased will be used for (check all that apply):

01. ☐	Waterfowl	07. ☐	Trap
02. ☑	Big Game	08. ☐	Skeet
03. ☐	Small Game	09. ☐	Sporting Clays
04. ☐	Varmints	10. ☐	Targets/Plinking
05. ☐	Upland Birds	11. ☐	Gun Collection
06. ☐	Turkey	12. ☐	Home Defense
		13. ☐	Deer

B. Using the above options, please list the number that corresponds with the primary use: 02

12 How many other Remington Firearms do you own?
1. ☐ None 2. ☐ 1-2 3. ☑ 3-4 4. ☐ 5 or more

13 Which do you use the Internet for? (Check all that apply)
1. ☐ Finding info about products 3. ☐ Purchasing products
2. ☐ Locating parts, service, or company contacts 4. ☐ Have not used

14 Your gender:
1. ☑ Male 2. ☐ Female

15 Your marital status:
1. ☑ Married 2. ☐ Single

16 Date of your Birth: 11 (Month) 03 (Day) 1953 (Year)

17 Including yourself, how many people live in your household?
(Examples: 01, 02, etc.)
Children (18 and younger) ☐☐ Adults 02

18 Date of Birth of children in your household 18 years of age and younger:

	Gender		Birth Date	
	Male	Female	Month	Year
Child #1	☐	☐	☐☐	☐☐
Child #2	☐	☐	☐☐	☐☐

19 For your primary residence, do you:
1. ☑ Own 2. ☐ Rent

20 Education:
(Please check which category applies to you):
1. ☐ Some high school 3. ☐ College degree
2. ☑ Completed high school 4. ☐ Graduate degree

21 Which best describes your family income?
1. ☐ Under $15,000
2. ☐ $15,000-$24,999
3. ☐ $25,000-$34,999
4. ☐ $35,000-$49,999
5. ☐ $50,000-$74,999
6. ☑ $75,000-$99,999
07. ☐ $100,000-$124,999
08. ☐ $125,000-$149,999
09. ☐ $150,000-$174,999
10. ☐ $175,000-$199,000
11. ☐ $200,000-$249,999
12. ☐ $250,000 or over

22 Why did you purchase a Remington Firearm?
1. ☑ Previous Experience 4. ☐ Internet
2. ☐ Friends Recommend 5. ☐ Ads
3. ☐ Salesperson 6. ☑ Reputation

23 Do you own a dog?
1. ☐ Family 2. ☐ Hunting

24 What type of vehicle do you drive most often?
1. ☑ Truck 4. ☐ Mid Size Car
2. ☐ SUV 5. ☐ Compact Car
3. ☑ Full Size Car 6. ☐ Van/Mini Van

Thank you! We appreciate your responses to this questionnaire. The information you choose to sh... you product information and other materials.

PS 8497

Remington Arms Co., Inc.
Product Service
Legal Case #:610

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122159	12/27/2006	11/15/2006	12/27/2006	11/12/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Richard	Pierce	1603 Mockingbird Lane	Bridgeport	TX	76426	38	H 940-393-5611

Incident Information

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

11/14/06-Richard Pierce was hunting with his M/700. He pulled the trigger, nothing happened. Put it back on safety, then back in fire position and gun fired. He's owned the rifle over 20 years. It's been in his family awhile. It hasn't been cleaned in awhile. He cleaned it & oiled it and used it the next day and it was ok. I encouraged him to send it in to be checked. He is aware of the Safety Modification Program. Sending ARS & Box.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243		6820385	XY	12/1/1974
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
			U			

Gun was cleaned prior to being returned to Remington.

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

11/14/06- Sent ARS, Ltr, & box to return gun to factory for eval.lw 12/28/06-Offer to Replace TA under SMP. Quote for $20 sent.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/27/2006
	Product Type		RF
	Action Type		A

PS 8498

	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	All trigger screws appear to have been adjusted outside of the factory.
Barrel	Description		22 M/700 243 caliber
	Date Code		XY
	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	
	Face	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		700 style safety - bolt lock
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.0125
	Notch	Slightly Worn; Functioning	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3.75 lbs
	Altered	True	

PS 8499

3 3/4 16

Remington®

November 15, 2006

Gun was recently cleaned, prior to being returned. Could not duplicate concern.
Install new TA under the Bolt lock modification program.
FLS 12/27/2006

Richard Pierce
1603 Mockingbird Lane
Bridgeport, TX 76426

Subject: Model 700 concern
RE: Case # 610

Dear Mr. Pierce,

We were sorry to learn of the unfortunate incident that you experienced while enjoying the shooting sports. My understanding of this incident is that the rifle fired when the safety was moved. We are certainly glad that you are ok and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid shipping label for you to ship the rifle back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. Please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused; but, hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Madison, NC

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

Serial Number: 6820385
Model: 700
RE00122159

RECEIVED
DEC 28 2006
BY: JW

PS 8500

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** 68220385
Are you the original owner?: ☐ YES ☒ NO	
Name: Richard Pierce	**Date of Purchase:**
Address (no PO Boxes): 1603 Mockingbird Ln.	
City: Bridgeport	**State:** Texas **Zip:** 764260
Phone (Daytime): 940-393-5611	**Fax:**
E-mail Address: rdpierce@earthlink.net	
☒ I would like to receive future e-mail updates from Remington.	
Please describe your problem: Gun discharged when safety was moved to "Fire position"	

Ammunition Information:

Manufacturer: Federal	Type: Vital shok
Other (i.e. bullet weight/type, shot size, powder): 100 grain BT	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

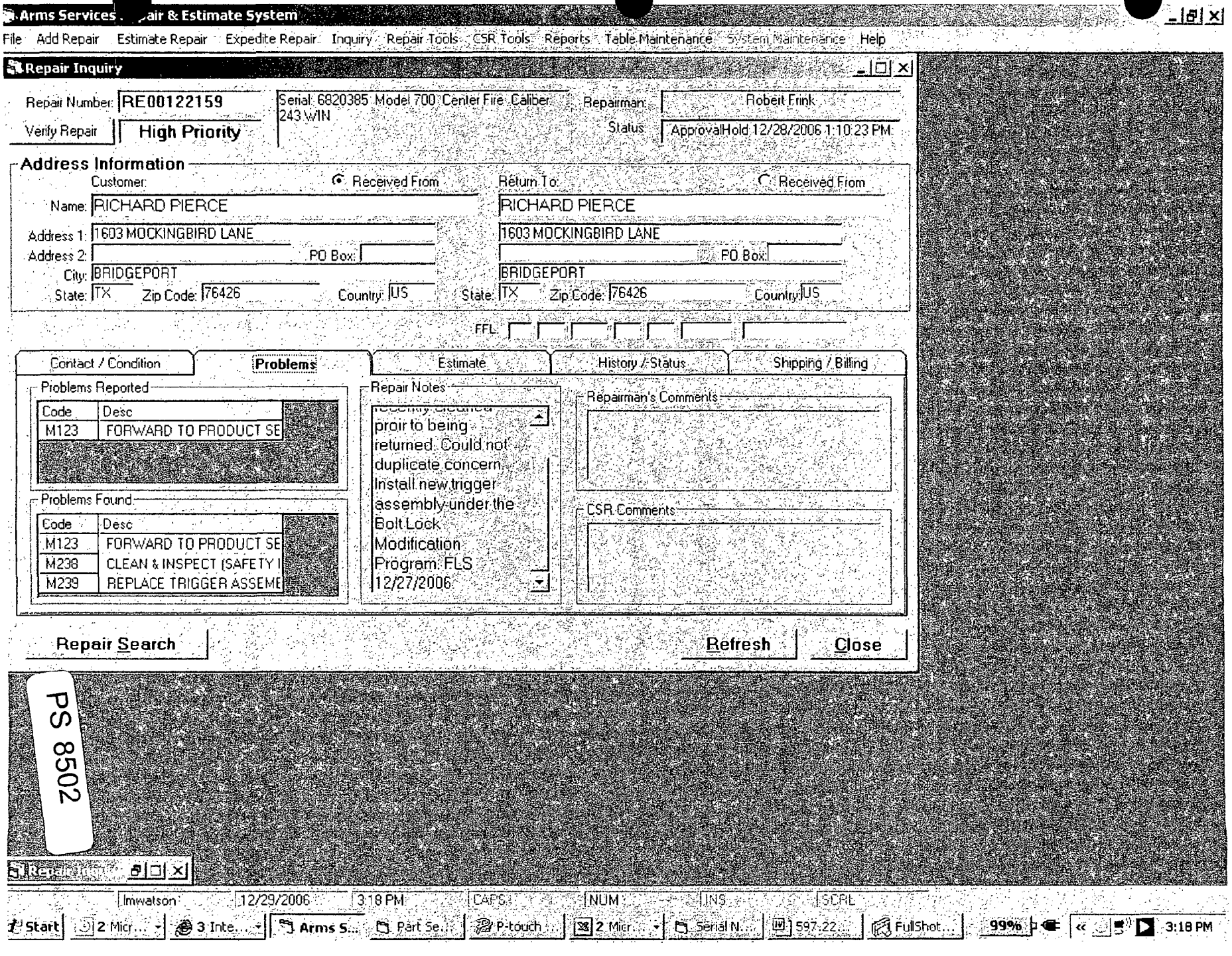
Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Hoppes #9	
How often do you clean the bore? (Months or Number of rounds)	After every hunt
How often do you clean the action? (Months or Number of rounds)	After season
How often do you clean the trigger assembly? (Months or Number of rounds)	After season
Brand of lubricant used: Rem Oil	

PS 8501

printed by FullShot at 3:18:40pm on Friday, 12/29/06

BARBER - Kinzer PPS GAL RE0007604



BARBER - Kinzer PPS GAL RE0007604

een Capture, 3:18:36pm - Friday, 12/29/06, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:906

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
123124	1/8/2007	1/9/2007	1/9/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	William	Raffield	1454 Goodrich Avenue	Saint Paul	MN	55105		H 651-962-5148

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4015	Improper Maintenance			
S	Firing ping released upon closing the bolt	Concern:1008	Fired on Bolt Closing		Unknown	
C						

1/15/07-correspondence from repair-sending in for SMP, gun fired (empty) upon closing the bolt.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/30-06 SPR	20000	6467303	DU	9/1/1971

Date Purchased	Where Purchased	Accessories	Original Owner
	BERNS WHLSE SPT DENVER COLORAD	SCOPE BASE	U

CUST.CONCERN:FBC

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

1/15/07-Trigger assembly dirty/sticky causing sear cam to stick to sideplates. Replace TA, check over, clean under Bolt Lock Program.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/9/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4015	Improper Maintenance	TRIGGER ASSM DIRTY/STICKY
Barrel	Description		22" 30-06 SPR
	Date Code		DU
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	BOLT STOP STICKS
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.0085
	Notch	Like new; Not Functioning	STICKS
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY PARTS BIND
	Pull	---Select---	5#
	Altered	False	

Non-Remington Components	Description		SCOPE BASE

CASE# 906

DEL 9/71 S# 6467303

General Repair Form

Back to Repair Services

NOTE: Please complete and print this form, and then include it with your firearm

Model Number: 700 BDL	**Serial Number:** 6467303	
Name: WILLIAM D. RAFFIELD	**Date of Purchase:** 1972? BOUGHT NEW	
Address (no PO Boxes): 1454 GOODRICH AVENUE		
City: SAINT PAUL	**State:** MN	**Zip:** 55105
Phone (Daytime): 651-962-5148	**Fax:**	
E-mail Address: WDRAFFIELD@STTHOMAS.EDU		

Please describe your problem:

BOLT SAFETY RECALL. FIRING PIN HAS RELEASED (RIFLE WAS EMPTY) UPON CLOSING THE BOLT.

RECEIVED
JAN 15 2007
BY: RW

415 characters left

NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

PS 8506

Serial Number: 6467303

Model: 700

RE00123124

Legal Notices

Remington

Trig. Assm. Dirty/sticky causing sear cam to stick to side plates. Replace TPA, check over, clean under Bolt/Lock program Cost $20.00

Quote

printed by FullShot at 4:33:58pm on Tuesday, 1/16/07

BARBER - Kinzer PPS GAL RE0007609

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00123124

Verify Repair

Serial: 6467303 Model 700 Center Fire Caliber 30 06 SPRG Produced: 09/16/1971

Repairman: Charles Swanson

Status: ApprovalHold 1/9/2007 2:58:53 PM

Address Information

Customer: (Received From)		Return To: (Received From)	
Name:	WILLIAM D RAFFIELD		WILLIAM D RAFFIELD
Address 1:	1454 GOODRICH AVENUE		1454 GOODRICH AVENUE
Address 2:	PO Box:		PO Box:
City:	SAINT PAUL		SAINT PAUL
State:	MN Zip Code: 55105 Country: US	State:	MN Zip Code: 55105 Country: US

FFL:

Contact / Condition | **Problems** | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M240	BOLT LOCK SAFETY MODIFI

Problems Found

Code	Desc
M240	BOLT LOCK SAFETY MODIFI

Repair Notes

I can replace trigger assb and clean also test and ship at 20$ for youunder this modifcation

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

PS 8507

BARBER - Kinzer PPS GAL RE0007609

Repair Inquiry | Repair Estimate

lmwatson | 1/16/2007 | 4:33 PM | CAPS | NUM | INS | SCRL

Start | 2 Micros... | Arms Ser... | 3 Intern... | Serial Num... | 2 Micros... | Create Pa... | P-touch E... | FullShot 97 | 97% | 4:33 PM

Remington Arms Co., Inc.
Product Service
Legal Case #:911

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122901	1/9/2007	1/10/2007	1/10/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Russ	Schuettpelz	2824 Wood Lane	Green Bay	WI	54313		H 920-434-0997

Incident Information

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

1/15/07-correspondence from repair-Gun discharged when moving to the safe position. Discharge caused damage in house but no personal injury.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/243 WIN	20000	6880613	OZ	7/3/1975
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	ELLETT BROS CHAPIN S C	SCOPE BASE	U			

CUST.CONCERN:FSR - letter returned with rifle is an old letter addressing the first rifle that the customer returned. This rifle (6880613) is being returned for the bolt lock modification and we agreed to do it at n/c. fls 1/11/2007

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
BLM Program						

Repair/Replacement Cost	Repair/Replacement Date
65.00	1/11/2007

Previously this customer sent in a rifle that we had agreed to repair at no charge and he received the rifle back and was charged COD for the Bolt Lock Modification service. I offered to refund the money but, he said that he was sending another rifle in that never had a discharge for the serive and we could just do that one at no charge. This rifle is serial # 6880613 - clean action and install new TA under the bolt lock modification program - n/c charge 230145.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/10/2007

Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	SET SCREWS ALTERED
Barrel	Description		22" 243 WIN
	Date Code		OZ
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.0075
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	True	SET SCREWS ALTERED
Non-Remington Components	Description		SCOPE BASE

CASE 911

Remington.

RECEIVED
JAN 15 2007
BY:

26 October 2006

02 7/75
.0075
4.5#
22"

Russ Schuettpelz
2824 Wood Lane
Green Bay, WI 54313

Serial Number: 6880613
Model: 700
RE00122901

RE: Model 700 Concerns

Dear Russ,

We were sorry to learn of the unfortunate incident that you experienced with the rifle that you inherited. As we understand it, it was a 1960's vintage Model 700 rifle and it discharged when you moved the safety to the off position. The resulting discharge caused damage in your house but no personal injury.

During our discussion today, we offered to examine, clean, inspect, and install a new non-bolt lock style trigger assembly in your rifle. Once we have completed our examination we will contact you to discuss our findings.

As we discussed, I have enclosed an ARS label, a return to factory only label, and a copy of this letter to return with the incident rifle. The letter inside the shipping box is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. If you have any questions feel free to contact me directly.

Sincerely,

Fred Supry

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

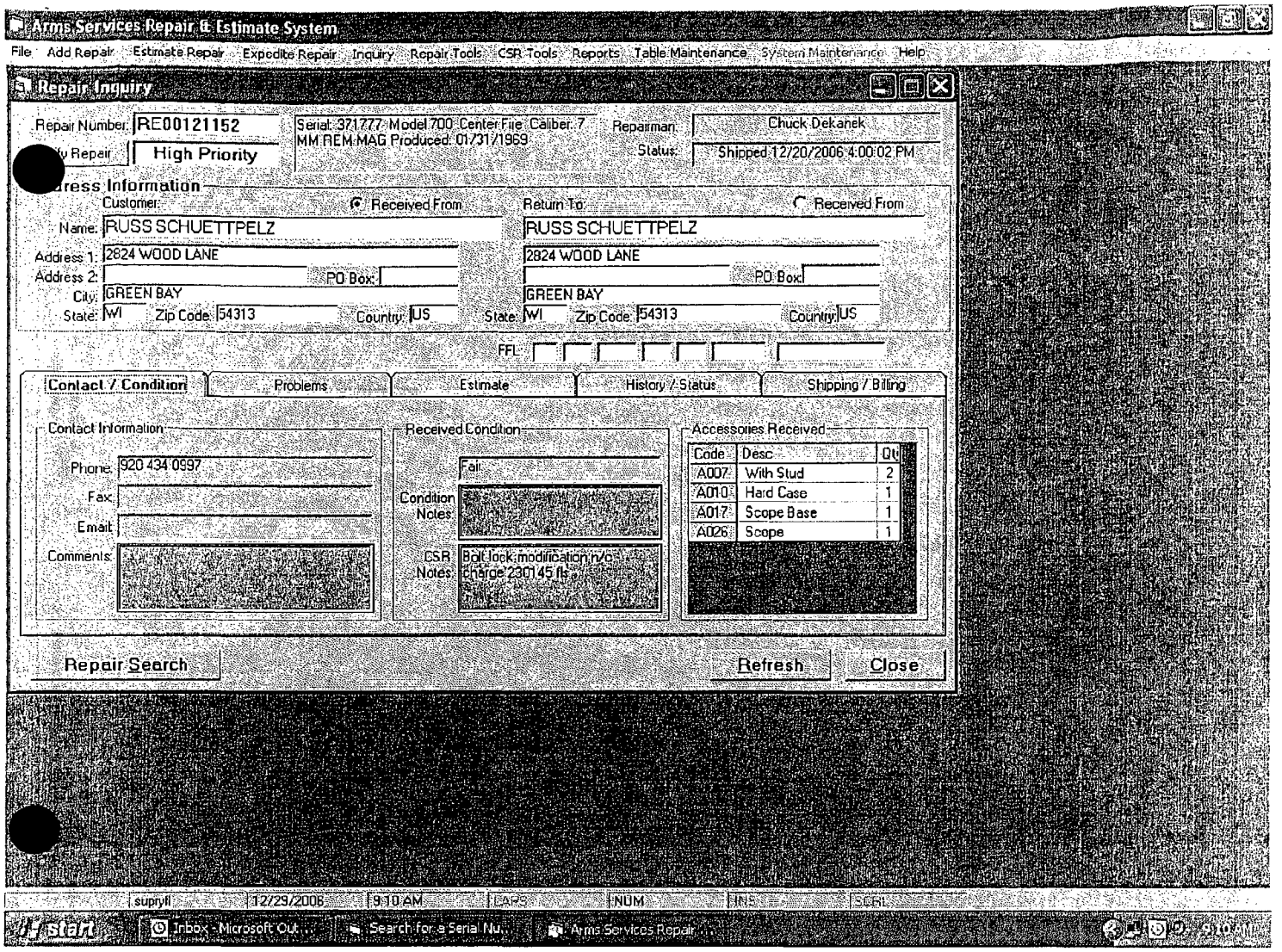
Phone: 315-895-3606
E-mail: fred.supry@remington.com

we charged for a previous repair that we agreed to do at n/c. Rifle sent in for Bolt Lock modification.

Do this at N/C
charge 230145 FLS 1/11/07
could not duplicate concern w/ Trig. Set screws altered. Replace TPA, check o-ring, clean under Bolt Lock program.

PS 8510

BARBER - Kinzer PPS GAL RE0007612



this rifle was charged when we agreed to n/c.

Another rifle # 6880613 243 cal. bar is coming in & that one on Bolt Lock Modification program n/c. Charge 230145

New RE #

122901

PS 8511

General Repair Form

Back to Repair Services

NOTE: Please complete and print this form, and then include it with your firearm

Model Number: REM 700-.243	**Serial Number:** G5806613	
Name: RUSS SCHUETTPELZ	**Date of Purchase:** 12/1/1978?	
Address (no PO Boxes): 2824 LUCCO LA.		
City: GREEN BAY	**State:** WI	**Zip:** 54313
Phone (Daytime): 920-430-2052	**Fax:**	
E-mail Address: RHSCHUETTPELZ@YAHOO.COM		

Please describe your problem:

SAFETY MODIFICATION PROGRAM

500 characters left

NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.

ⓘ **WARNING:** DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

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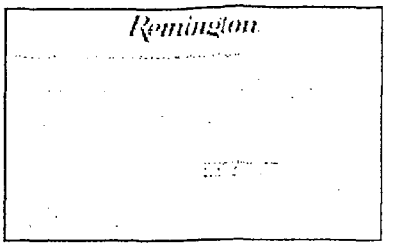
PS 8512

Safety
Safety Center
10 Commandments
Online Courses
MSDS
Education

Request a Catalog
Partners
Online Help Center
Retail Locator
t Us

Safety Modification Program



Download The Coupon Now!

Remington is extending through December 31, 2006, its Safety Modification Program to remove the bolt-lock mechanism from certain Remington bolt-action centerfire firearms made prior to March, 1982. (Post-1982 bolt-action firearms were not manufactured with bolt-lock mechanisms). To determine whether your firearm has a bolt-lock mechanism and is subject to the safety modification program, click on the model listed below and follow the directions included.

The unloading process for most bolt-action firearms with a bolt-lock mechanism cannot begin unless the manual safety is placed in the 'F" or "Off or Fire" position. If you participate in the program your firearm will be modified to eliminate the bolt-lock feature and you will be able to unload your firearm while the safety is kept in the "S" or " On Safe" position. The operation of your firearm will not otherwise be affected.

Here are the basic program elements:

- The firearms will be cleaned and inspected and the bolt lock mechanism will be removed for $20.00 plus shipping and handling.
- We will return the gun to you with a safety redemption certificate to complete and submit in order to receive a free blaze orange hat. (one hat per certificate)

Please click on the centerfire model to obtain more information on the program for the specific model, as there are some differences in the program based on model type:

Model 700
Model 600
Model 660
Model 721
Model 722
Model XP-100
Model 40-X

The following bolt-action centerfire firearms are not subject to the Safety Modification Program. Please click on the model for more information on the firearm.

Model 700 ML
Sportsman 78
Model 788
Model 725
Model Seven
Model 710
Model 30 & 30 Express

If you have a bolt-action rifle with a bolt-lock mechanism, and you do not wish to have the lock removed, you must be sure to follow this IMPORTANT SAFETY NOTICE: Be sure the rifle is pointing in a safe direction anytime you move the manual safety to the "F" or "Off or Fire" position. As soon as you have lifted the bolt, immediately put the manual safety back in the "S" or "On Safe" position and then continue the unloading process.

PS 8513

Remington Arms Company, Inc.
870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700

Parts/Repairs 800-243-9700
336-548-7801
www.remington.com info@remington.com

REPAIR DOCUMENT

REPAIR DOCUMENT

Repair Order Number	Description/Serial Number	Date Received - 12/4/2006
RE00121152	371777	Estimate Date -
Account # - R-	Model 700 Center Fire Caliber: 7 MM REM MAG	Current Date - 12/20/2006

Customer
RUSS SCHUETTPELZ
2824 WOOD LANE

GREEN BAY. WI 54313 US

Return To
RUSS SCHUETTPELZ
2824 WOOD LANE

GREEN BAY. WI 54313 US

Phone (H) (920)-434-0997
Phone (W)
Fax
Email

Problems

Reported		Found	
M993	DISCHARGED WHEN SAFETY MOVED TO OFF POSIT	M123	FORWARD TO PRODUCT SERVICE FO

Technician's Comments

ProblemNotes Could not duplicate concern.Trigger assembly very dirty.Replace trigger assembly,check over and clean under bolt lock program.

Parts and Labor

Material #	Material Description	Quantity	Warranty (Y/N)
Part			
F26345	700 TRIG ASSB RH	1	Y
Part	**Total:**	1	
Service			
4000104	ARMS SERV SHIPPING & HANDLING	0	Y
4000116	GR-LABOR	20	N
4000118	GR-CLEAN	1	Y
4000119	GR-TEST	1	Y
Service	**Total:**	22	

PS 8514

Remington.

INVOICE - repeat printout

Remington Arms Company, Inc.
870 REMINGTON DRIVE
P.O. BOX 700
MADISON, NC 27025-0700
UNITED STATES
www.remington.com

IRS# 51-0350935
IT03373070170
IE6601509R
GST 138911094RT

ACCT. NO.	INVOICE NO.	INVOICE DATE
COD	41510313	12/20/2006

BILL TO: RUSS SCHUETTPELZ
2824 WOOD LANE
GREEN BAY WI 54313

SHIP TO: RUSS SCHUETTPELZ
2824 WOOD LANE
GREEN BAY WI 54313

PURCHASE ORDER NO.	P.O. DATE	ORDER NO.	ORDER DATE	DELIVERY NO.	DELV. DATE	DELIVERY TERMS	GROSS WEIGHT
RE00121152	12/20/2006	818970	12/20/2006	81421491	12/20/2006	PPA	0 LB

CARRIER	BILL OF LADING	PRO NUMBER	FFL NUMBER

ITEM NO.	DESCRIPTION	SHIP QTY.	UNIT	PROGRAM PRICE	EXT PRICE
4000116	GR-LABOR	20	EA	1.0000	20.00

Items total				20.00
Tax State Level	5.000	%	20.00	1.00
Tax Local 1 Level	0.500	%	20.00	0.10

CURRENCY CODE: USD **TOTAL INVOICE AMOUNT: 21.10 USD**

CUST. SERV. REP: CONSUMER
PH: 1-800-243-9700
FAX: 336-548-7801
Email: info@remington.com

TERMS: NET 30 DAYS
PAY 21.10 IN FULL BY 01/19/2007

EXCEPT WHERE PROHIBITED BY LAW, PAST DUE ACCOUNTS ARE SUBJECT TO A SERVICE AND INTEREST CHARGE OF 1.5% PER MONTH OR MAXIMUM AMOUNT ALLOWED BY LAW, WHICHEVER IS LESS. RETURNED MERCHANDISE NOT ACCEPTED WITHOUT RETURN AUTHORIZATION FROM CUSTOMER SERVICE. CLAIMS FOR SHORTAGE OR DAMAGE ARE CONTROLLED BY THE REMINGTON ARMS STANDARD CONDITIONS OF SALE.

IMPORTANT - PLEASE CUT ALONG DOTTED LINE AND RETURN TO ASSURE PROPER CREDIT TO YOUR ACCOUNT. IF AMOUNT SHOWN REPRESENTS A CREDIT(CR) BALANCE, IT WILL BE CREDITED TO YOUR ACCOUNT.

ACCTS. REC. NO.	INVOICE/DEBIT/CREDIT MEMO NO.	INVOICE DATE	INVOICE DUE DATE	INVOICE AMOUNT
COD	41510313	12/20/2006	01/19/2007	21.10

REMIT TO: Remington Arms Co, Inc.
PO BOX 503810
SAINT LOUIS MO 63150-3810

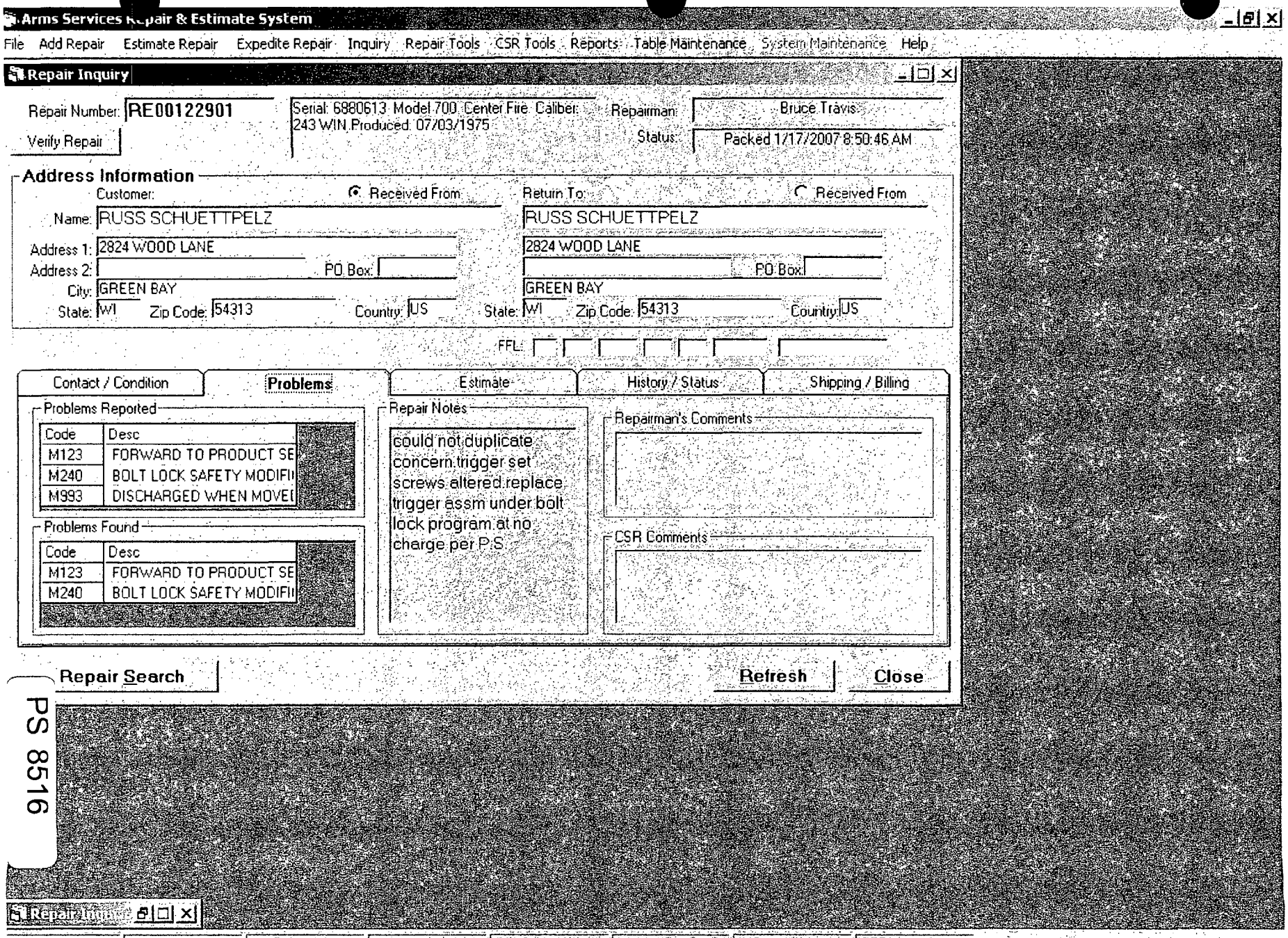
D-U-N-S No. 00-145-3216

PS 8515

ALL PURCHASES ARE SUBJECT TO THE APPLICABLE REMINGTON ARMS CUSTOMER AGREEMENTS AND STANDARD CONDITIONS OF SALE. COPY AVAILABLE UPON REQUEST.

BARBER - Kinzer PPS GAL RE0007617

printed by FullShot at 2:30:02pm on Wednesday, 1/17/07



BARBER - Kinzer PPS GAL RE0007618

BARBER - Kinzer PPS GAL RE0007618

reen Capture 2:29:59pm - Wednesday 1/17/07 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:801

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121084	12/6/2006	12/7/2006	12/7/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Sportsman's Edge	292 Hwy 62 West	AshFlat	AR	72513		W 870-994-3651

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4015	Improper Maintenance			
S	Fired on bolt closing	Concern:1008	Fired on Bolt Closing		Unknown	
C						

12/8/06-correspondence from repair-Discharging when you close the bolt or take it off safety.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/308 WIN	25775	E6346676	BR	1/30/1997

Date Purchased	Where Purchased	Accessories	Original Owner
10/4/2006	SPORTS SOUTH INC	TWO PIECE SCOPE BASE	Y

CUST.CONCERN:FBC & 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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
25.00	12/8/2006

12/8/06-Replacing trigger at n/c.lw

PS 8517

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/7/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER AND TRIGGER PIN RUSTY, CAUSING TRIGGER TO BIND
Barrel	Description		22" 308 WIN
	Date Code		BR
	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	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new;	

PS 8518

		Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Not Functioning	TRIG AND PIN RUSTY
	Pull	---Select---	8.5#
	Altered	False	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8519

CASE # 801

BR 1/97
22"
8.3#
.012

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 ADL	**Serial Number:** E6346676
Are you the original owner?: ☑ YES ☐ NO	
Name: Sportsman's Edge	**Date of Purchase:** 10-4-06
Address (no PO Boxes): 292 Hwy 62 West	
City: Ash Flat	**State:** AR **Zip:** 72513
Phone (Daytime): 870-994-3651	**Fax:** Same
E-mail Address:	

☐ I would like to receive future e-mail updates from Remington.

Please describe your problem:

Discharging when you close the bolt or take it off safety. Please call when you receive this for more information.

Thanks

Kindall

Ammunition Information:

Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	

Handload Information:

Powder Used: N/A	Powder Weight:
Case/Hull Used:	Primer Used: N/A
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used:

How often do you clean the bore? (Months or Number of rounds) N/A

r of rounds)

or Number of rounds)

BY:

RECEIVED
DEC 08 2006

Trig. & Trig. pin rusty, causing Trig. to bind. Replace TPA, check over, clean A.I. M/C. Warranty

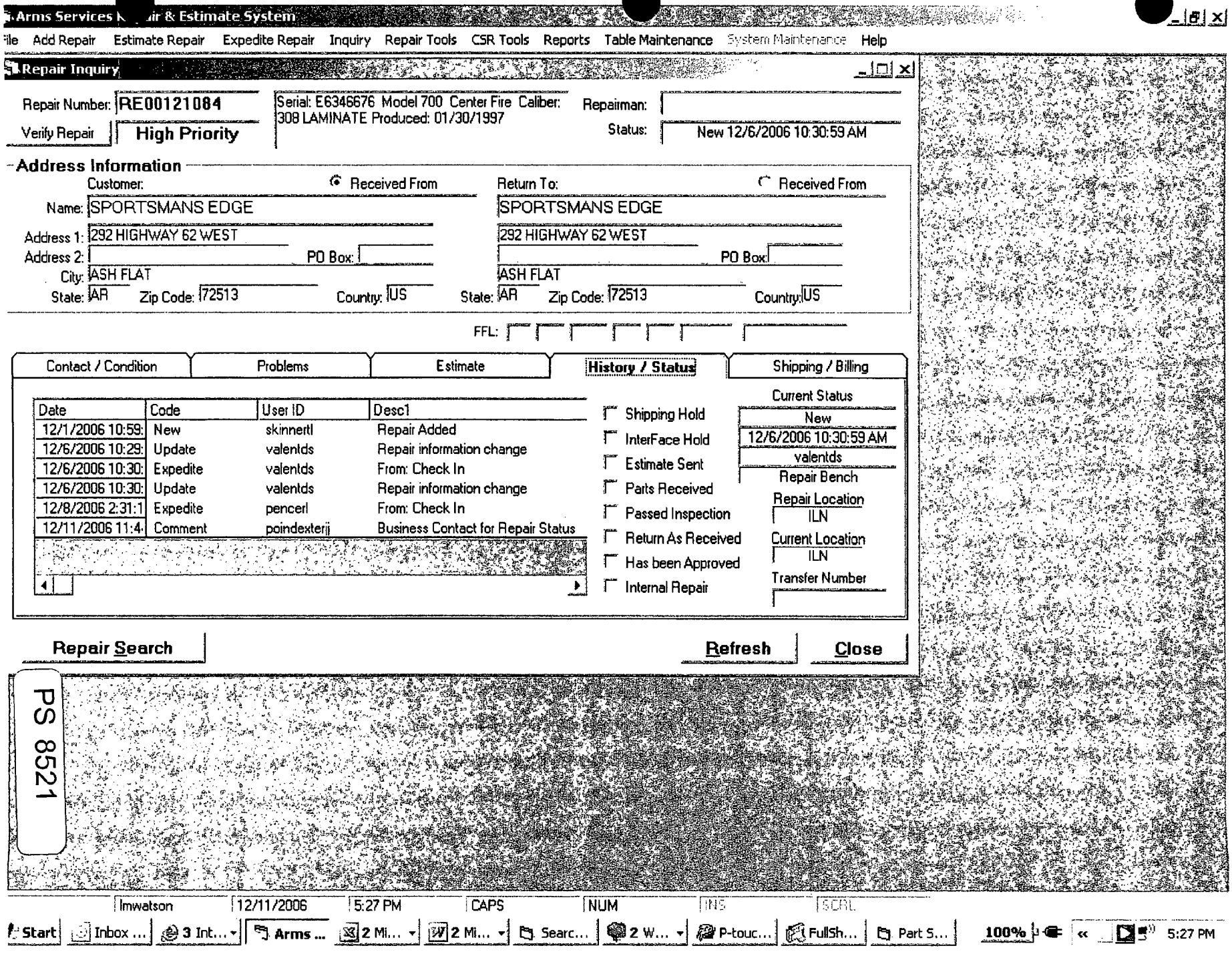
PS 8520

Serial Number: E6346676

Model: 700

RE0012108A

printed by FullShot at 5:27:31pm on Monday, 12/11/06



PS 8521

BARBER - Kinzer PPS GAL RE0007623

BARBER - Kinzer PPS GAL RE0007623

Screen Capture. 5:27:28pm - Monday, 12/11/06, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:802

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121196	12/6/2006	12/7/2006	12/12/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Ralph	Sartor	54436 Jack Dr.	Macomb	MI	48042		H 586-781-0990

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
Pl Cut thumb PD broken sear S C	Cause:4013 Broken or Missing Parts Concern:1007 Fired on Safe Release		U	ok

12/8/06-correspondence from repair-cust pushed the safety to fire and the gun fired, cutting his thumb. He checked the gun and found a broken sear. He has some other muzzleloaders and Model 700 rifles that he was concerned about. 12/12/06-called cust. Offered to have his other muzzleloaders come in. He main concern was if we had a run of triggers with this broken part. I was not aware of any particular problem or issue but that it could happen on occasion. Offered to get his guns in to check them but he did not feel it was necessary.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/50 CAL	27572	ML038179	XQ	12/1/2006

Date Purchased	Where Purchased	Accessories	Original Owner
	RALPH SARTOR-MI. WAS ML002		U

CUST.CONCERN:FSR - PUTTING GASH IN THUMB

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
Replacing TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date

PS 8522

25.00 12/12/2006
12/12/06-replacing TA at n/c.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/7/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4013	Broken or Missing Parts	CONNECTOR BROKEN
Barrel	Description		24" 50 CAL
	Date Code		XQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	---Select---	
	Shroud	---Select---	
	Face	---Select---	
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
Extractor	Condition	---Select---	
	Cut Condition	---Select---	
	Ext/Eject Test	False	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
	Condition	Slightly Worn; Not Functioning	BROKEN CONNECTOR

PS 8523

Trigger	Pull	---Select---
	Altered	False

PS 8524

Broken connector - Install new TA nic
. charge 230145.

802

11/23/06

Per my conversation with your representative Katie, I am returning my Remington muzzle loader (038179). As I explained to her, the gun has a broken sear (attached to the barrel). While I was pushing the safety to fire position the gun fired putting a pretty good gash in my thumb. I immediately examined the gun and found that the sear had broken. I retrieved half of the broken sear and taped it to the barrel.

I also own two other Remington muzzle loaders (043094 and 051036). For safety reasons, I am concerned that the possibility exists that this could happen to one of them. I do not plan on using either gun until you assure me of their safety.

I have been very pleased with the gun I am returning (ML 038179). It will shoot 5 shot 1" groups at 100 yards. (100 gp. Hodgdon 50-50 pellets, 300 gp. Barnes MZ bullets, Harvester crush rib Sabots.)

I also own the following Remington guns with the same type trigger and again for safety purposes, I would like your assurance regarding their use. Model 700-7 mag 80713, Model 700-7 mag A6578605, and Model 700 22-250 288 427. The 22-250 has over 10,000 rounds shot with original barrel and still shoots under ½ groups at 100 yards.

If you have any questions, give me a call at (586) 781-0990.

Ralph Sartor

Serial Number: ML038179

Model: 700ML PS 8525

RE00121196

RECEIVED

DEC 08 2006

BY:_____

Letter, Contact customer, we have seen this occassionally with Muzzle loaders (Broken Connectors) rarely with modern rifles. - offer to check his other ML's.

Fred

11/23/06

Per my conversation with your representative Katie, I am returning my Remington muzzle loader (038179). As I explained to her, the gun has a broken sear (attached to the barrel). While I was pushing the safety to fire position the gun fired putting a pretty good gash in my thumb. I immediately examined the gun and found that the sear had broken. I retrieved half of the broken sear and taped it to the barrel.

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If you have any questions, give me a call at (586) 781-0990.

Ralph Sartor

Serial Number: ML038179

Model: 700ML

RE00121196

PS 8526

CASE#

24"

XQ 12/96

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 ML	**Serial Number:** ML035179
Are you the original owner?: ☐ YES ☐ NO	
Name: RALPH SAN [illegible]	**Date of Purchase:**
Address (no PO Boxes): 54436 JACK DR	
MACOMB MI. 48042	
City: MACOMB	**State:** MICH **Zip:** 48042
Phone (Daytime): 586 781 0990	**Fax:**
E-mail Address:	
☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem: WHILE SHOOT THE GUN I PUSHED THE SAFETY TO FIRE POSITION AND GUN FIRED CUTTING MY THUMB I CHECKED AND FOUND BROKEN SEAR

Ammunition Information:

Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	

~~Handload Information:~~ MUZZLELOADER

Powder Used: HODGDON	Powder Weight: 100 GR 50/50
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size: 300 GR BARNES	Reloader Used: MZ
HARVESTER CRUSH RIB SABOT	

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: REM OIL	
How often do you clean the bore? (Months or Number of rounds) 2 PATCHES EVERY SHOT	
How often do you clean the action? (Months or Number of rounds) AFTER DAYS SHOOT	
How often do you clean the trigger assembly? (Months or Number of rounds) AFTER DAYS SHOOT	
Brand of lubricant used: REM OIL	

CONNECTOR BROKEN

PS 8527

Remington Arms Co., Inc.
Product Service
Legal Case #:700

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121243	12/11/2006	11/27/2006	12/12/2006	11/12/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	James	Stokes	14090 Gibson St	Crown Point	IN	46307		H 219-663-4265

Incident Information

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

11/27/06-cust states the the gun fired on safe release. He has not been able to duplicate the incident. Wants to have it checked out.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR		B6640324	EE	10/1/1984
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
			Y			

11/27/06-cust has not been able to duplicate the incident.lw CUST.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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
25.00	12/13/2006

11/27/06-sending ARS, ltr, & box to have gun come in for evaluation.lw 12/13/06-offered to replace T/A at 1/2 price. Cust got upset as hes had other friends get their replaced for free. Offered at n/c since he had not made any alterations.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/12/2006
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM RUSTY/DIRTY
Barrel	Description		22" 3006 SPR
	Date Code		EE
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.016
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	RUSTY/DIRTY
	Pull	---Select---	7#
	Altered	False	

Caliber 700

EE 10/84
7 #
.016 22"

Remington®

November 27, 2006

James Stokes
14090 Gibson St.
Crown Point, IN 46307

Serial Number: S6550729
Model: 700
RE00121243
121323

Subject: Model 700 Serial #B6640324
RE: Case #700

Dear Mr. Stokes,

We were sorry to learn of the unfortunate incident that you experienced while shooting your rifle. We are certainly glad that there were no injuries, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Madison, NC

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

could not duplicate concern. some rusting + dirt in/on trig. assm. replace TPA, check ou cy, clean at 1/2 MSP. Quote repairing @ D/C Goodwill - TDA. No action

RECEIVED
DEC 13 2006
BY: PS 8530

BARBER - Kinzer PPS GAL RE0007632

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 ADL	**Serial Number:** B6640324
Are you the original owner?: ☐ YES ☑ NO	
Name: JAMES STOKES	**Date of Purchase:** 1986 ?
Address (no PO Boxes): 14090 GIBSON STREET	
City: CROWN POINT	**State:** IN **Zip:** 46307
Phone (Daytime): 219-663-4265	**Fax:** —
E-mail Address: —	
☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem:

GUN fired when safety was pushed off.

ONE OCCURENCE ON NOV. 12, 2006
clear weather and about 40°

Ammunition Information:

Manufacturer: REMINGTON	Type: CORE-LOKT
Other (i.e. bullet weight/type, shot size, powder): 165 grain	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used:	HOPPY'S BORE CLEANER
How often do you clean the bore? (Months or Number of rounds)	AFTER EACH FIRING
How often do you clean the action? (Months or Number of rounds)	WIPED Off after each cleaning
How often do you clean the trigger assembly? (Months or Number of rounds)	NEVER REMOVED
Brand of lubricant used:	REM-OIL

PS 8531

Remington Arms Co., Inc.
Product Service
Legal Case #:840

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121811	12/15/2006	12/18/2006	12/18/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mark	St. Olaf College	1520 St. Olaf Ave	Northfield	MN	55057		H 507-663-0728 C 612-282-7603

Incident Information

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

12/19/06-correspondence from repair-Fired on safe release. Also bolt opens while on safe. Would rather have bolt stay ocked down while on safe like his other guns.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/7MM REM MA	27271	S6523656	PZ	6/3/2005 8:34:57 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	BILL HICKS & CO LTD		U

CUST.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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
$25.00	12/19/2006

12/19/06-to restore confidence in gun, replace TA, check over, clean.lw

---

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/18/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM REM MAG SS
	Date Code		PZ
	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	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	

(New 3-06) 12-07-06

This gun miss fired while bear hunting 9-1-06 - while taking the safe off - moved safe to Fire + it Fired - nothing touched Trigger -

Also bolt open's while on safe - Eject one shell while walking in Colorado. Would rather have bolt stay Locked down while on safe - My other bolt actions stay locked down on safe. See if you can correct these problems

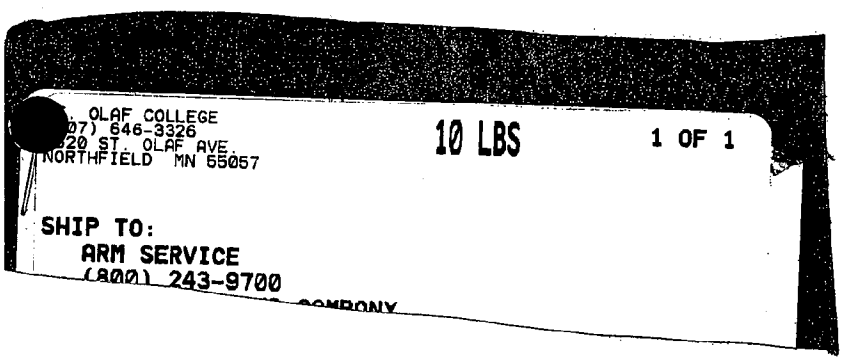
Sincerly MARK

Cell - 612-282-7603 HM - 507-663-0728

5th P2 6/05 26" .015

CASE # 840

121811



Could not duplicate concern. To restore confidence replace TPA w/ N/S TMARK PRO, check owner, clean. Note: NEW style bolt a TPA DO NOT have the Bolt Lock Design Available.

S/N or Serial Number: S6523656

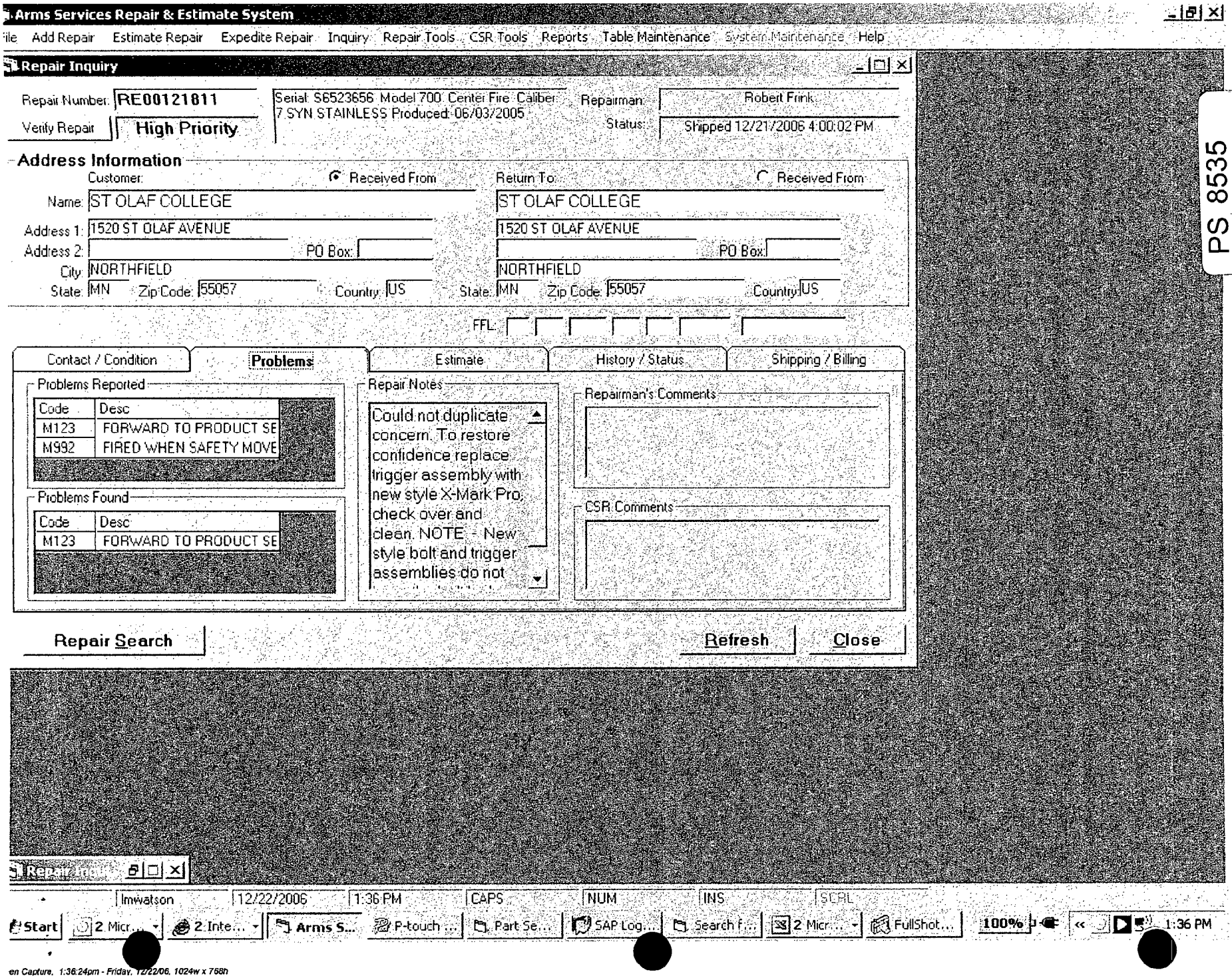
Model: 700

RE00121811

RECEIVED
DEC 19 2006
BY:

PS 8534

printed by FullShot at 1:36:26pm on Friday, 12/22/06



PS 8535

BARBER - Kinzer PPS GAL RE0007637

BARBER - Kinzer PPS GAL RE0007637

Remington Arms Co., Inc.
Product Service
Legal Case #:589

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
120147	11/10/2006	11/10/2006		11/8/2006	X		

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Dan	Slack Guns and Archery	215 Wester Hills Trail	Granbury	TX	76049		W 817-579-9055

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD	4-wheeler shot	Cause:4039	No Fault Found			
S		Concern:1007	Fired on Safe Release		Unknown	
C						

Customer claims that he laid the gun on the seat and when he moved the safety to the fire position the rifle fired shooting through the seat and frame of his 4-wheeler. This is the X-Mark Pro trigger assembly - we could not duplicate the concern, we found the TA to work properly. We feel that the trigger was contacted when the safety was taken off. Customer said he could not get the incident to repeat.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/270 WIN	26281	S6568666	PA	6/9/2006 2:30:47 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	L.M. BURNEY DISTRIBUTORS		Y

CUST.CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/700/CF/BA

Cash	Reim. Ca:

PS 8536

Settlement	Release of Claims	Release Date	Reimbursement	Settlement Date APV	Da AP
Install new TA					

Repair/Replacement Cost	Repair/Replacement Date

To restore customers faith, install new TA. Customer is getting estimate on the repairs to his 4-wheeler - we have agreed to split the cost of repairs.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/10/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN SS
	Date Code		PA
	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	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	

PS 8537

	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 X-MARK PRO SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.0125
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	

PS 8538

CASE # 589

PA 6/06

4.5 #
.0125
22"

SLACK GUNS

215 Western Hills Trail
Granbury, TX 76049
817-579-9055

- NO FAULT found - Install new TA n/c to restore customers faith in rifle.

November 8, 2006

Remington Arms Company
Repairs
14 Hoefler Avenue
Llion, NY 13357

Attn: Fred Supry

On November 4, 2006, opening day of deer season, I parked my Mule and got out to walk to my deer stand. Since it was 5:00 a.m. and still dark, I decided to throw the safety off of my gun and carry it to the stand due to the large population of wild hogs in the area. The rifle was laying in the seat of the Mule and when I kicked off the safety the gun fired and shot through the seat and went through a seat brace. The shell splattered the gas tank with hot metal and passed very close to the tank itself. (See enclosed pictures.)

The gun is a Remington, model 700 Mountain LSS, cal. 270, serial S6568666. This was the first time the gun had been fired. It's brand new.

Thank you,

Dan Slack
Slack Guns & Archery

Dan Slack

Serial Number: S6568666
Model: 700 PS 8539
RE00120147

DEPARTMENT OF THE TREASURY - BUREAU OF ALCOHOL, TOBACCO AND FIREARMS

LICENSE (18 U.S.C. Chapter 44)

In accordance with the provisions of Title I, Gun Control Act of 1968, and the regulations issued thereunder (27 CFR Part 478), you are licensed to engage in the business specified in this license, within the limitations of Chapter 44, Title 18, United States Code, and the regulations issued thereunder, until the expiration date shown. See "WARNINGS" and "NOTICE" on reverse.

DIRECT ATF CORRESPONDENCE TO

Chief, Federal Firearms Licensing Center (FFLC)
Bureau of Alcohol, Tobacco, Firearms and Explosives
2600 Century Parkway NE Suite 110
Atlanta, Georgia 30345-3104
Telephone: 1-866-662-2750 Fax: 1-866-257-2749
E-mail: NLC@atf.gov ATF website: http://www.atf.gov

LICENSE NUMBER: 5-75-221-01-7A-01878

EXPIRATION DATE: January 1, 2007

NAME

SLACK GUNS

Premises Address CHANGES? You must notify the FFLC at least 30 days before the m

215 WESTERN HILLS TRAIL
GRANBURY, TX 76048-

TYPE OF LICENSE

01-DEALER IN FIREARMS OTHER THAN DESTRUCTIVE DEVICES

CHIEF, FEDERAL FIREARMS LICENSING CENTER (FFLC)

Kimberly H. Irwin

PURCHASING CERTIFICATION

I certify that this is a true copy of a license issued to me to engage in the business specified.

(SIGNATURE OF LICENSEE)

Mailing Address CHANGES? Mail is NOT forwarded. Notify the FFLC of any changes.

JA-DAN INVEST LLC
SLACK GUNS
215 WESTERN HILLS TRAIL
GRANBURY, TX 76048-

The licensee named herein shall use a reproduction of this license to assist a transferor of firearms to verify the identity and the licensed status of the licensee as provided in 27 CFR Part 478. The signature on each reproduction must be an ORIGINAL signature.

ATF FORM 8 (5310.11) (6/91) PREVIOUS EDITION IS OBSOLETE

DEPARTMENT OF THE TREASURY
BUREAU OF ALCOHOL, TOBACCO AND FIREARMS
ATLANTA, GEORGIA 30345-3104

Dear Licensee:

Enclosed you will find your Federal Firearms License.

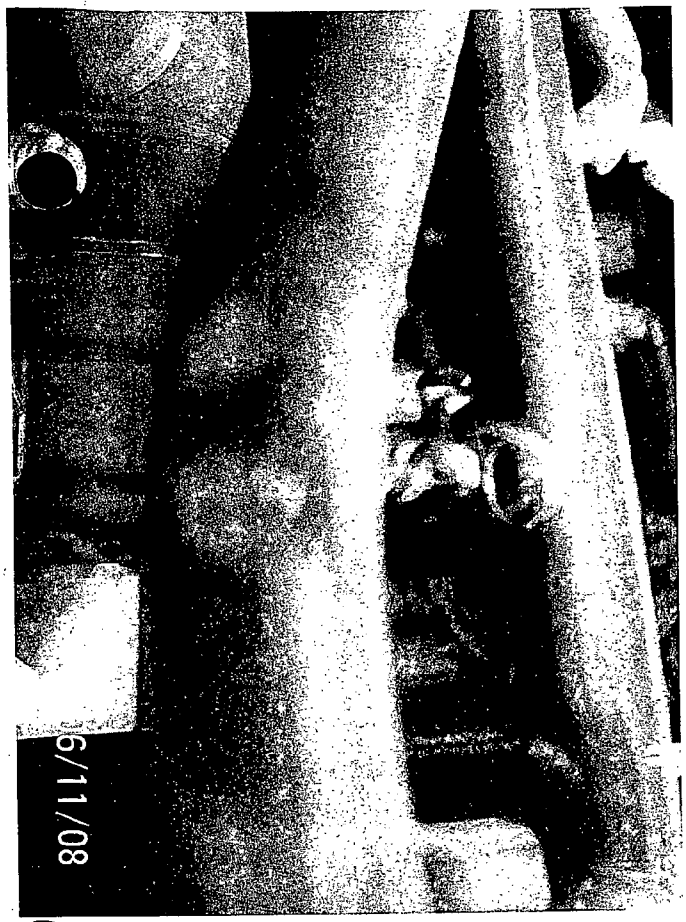
If this is your first license, publications and an initial supply of forms which relate to the conduct of business as a federal licensee will be mailed from the ATF Distribution Center, P.O. Box 5950, Springfield, Virginia, 22150-5950. Upon receipt of the packet, please use ATF F 1600.8 to order additional forms. Please allow ten days for delivery of your packet. After reviewing the information, if you have questions or problems concerning recordkeeping requirements or other information, contact your local ATF Area Office or you may call the Licensing Center in Atlanta, Georgia at (866) 662-2750.

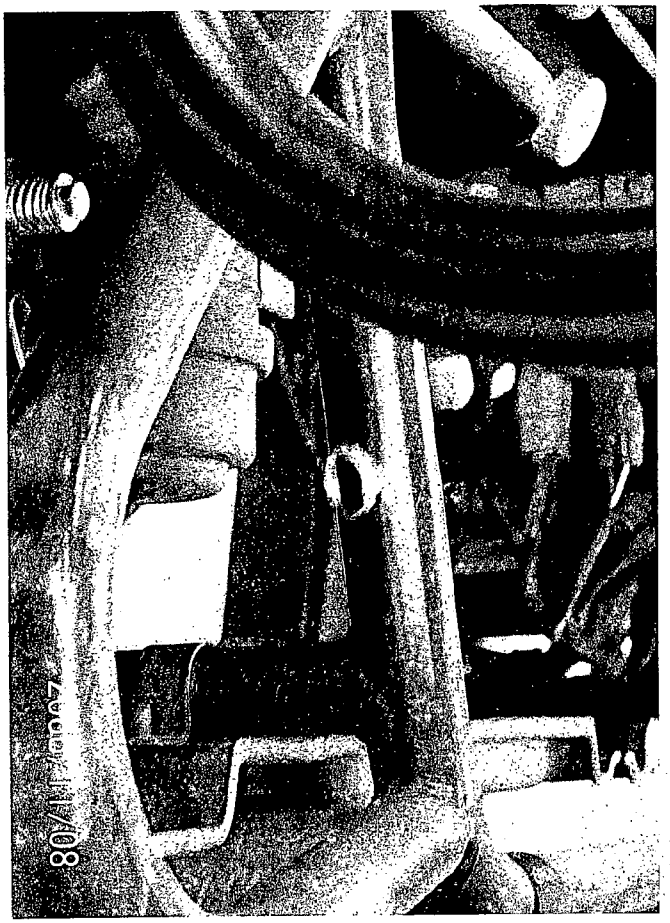
Note you have received only one original license. DO NOT SIGN THE ORIGINAL LICENSE prior to making copies, as the signature on each certified copy must be an original.

A Federal Firearms License does not permit you to receive, sell, or transfer firearms or ammunition without first obtaining the proper State and/or local license, if any. Please check with your local authorities.

PS 8540

ATF Federal Firearms Licensing Center


6/11/08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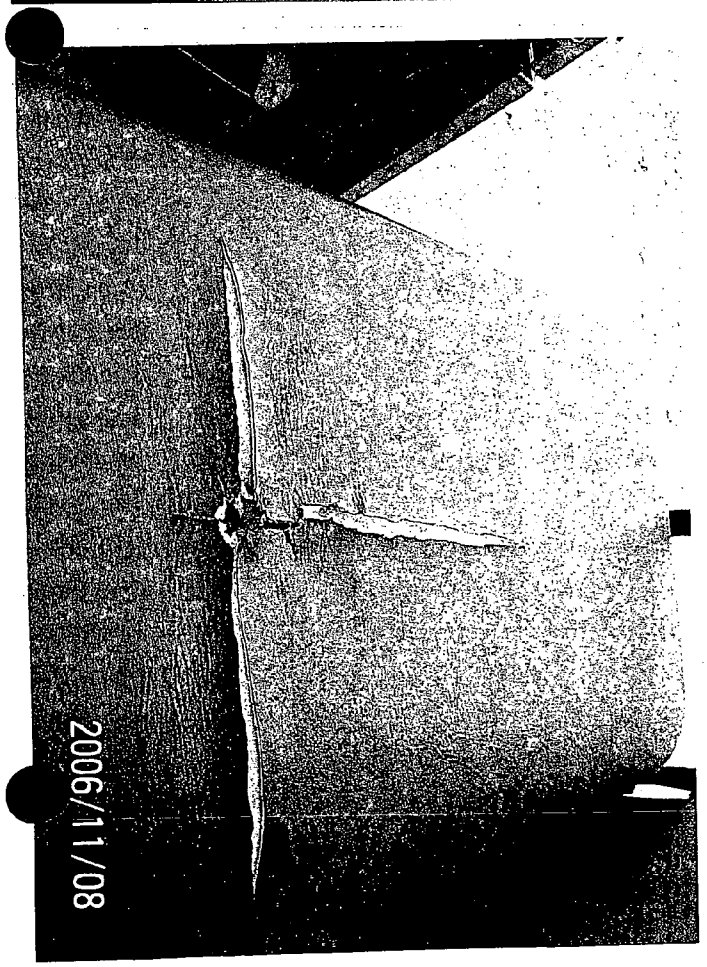
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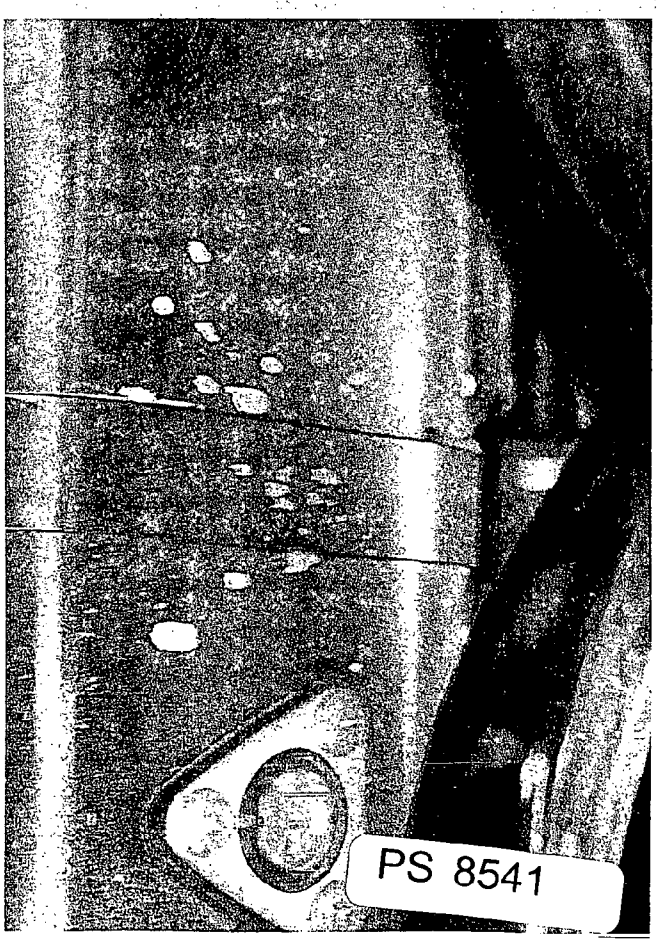
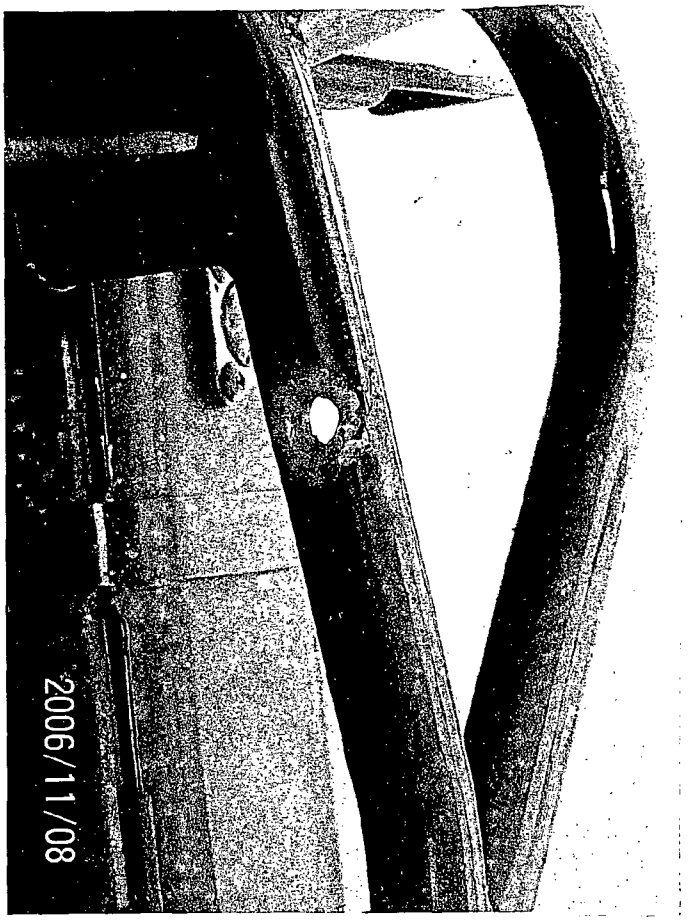
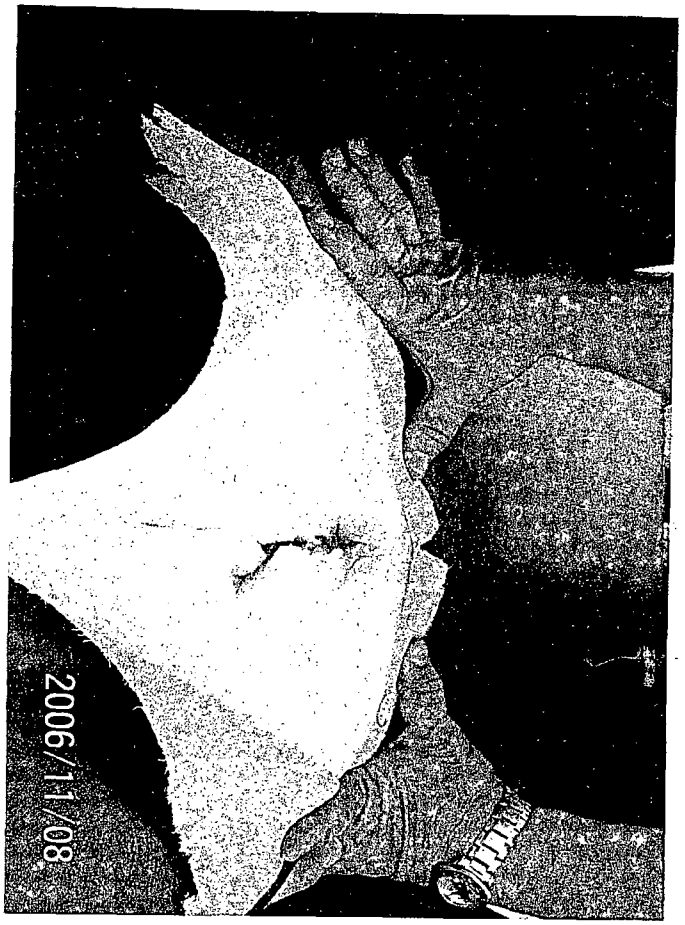

PS 8541





PS 8542

Remington Arms Co., Inc.
Product Service
Legal Case #:982

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
124733	2/1/2007	2/2/2007	2/2/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Richard	Savoie	132 Elder St	Thibodaux	LA	70301		H 985-449-0947 E allan.savoie@rpcontractors.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S Fires on bolt closing	Cause:4006 Altered Adjustments or Components Concern:1008 Fired on Bolt Closing		Unknown	
C				

2/6/07-correspondence from repair-When you chamber a round the gun fires. It just started doing this and does it often with bullets in the gun. sometimes it will fire when you put the safety on fire without touching the trigger. this gun is used by my daughter and is fired no more than 6-8 times a year.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/7MM-08 REM	27453	G6247051	AW	3/28/2002 10:14:30 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	SPORTS SOUTH INC	TWO PIECE SCOPE BASE	U

CONCERN:FSR - FBC

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
Replace TA at 1/2 msp						

Repair/Replacement Cost	Repair/Replacement Date

2/6/07-quote sent to replace TA, check over, clean at 1/2 msp. Quote for $39.47.lw

---

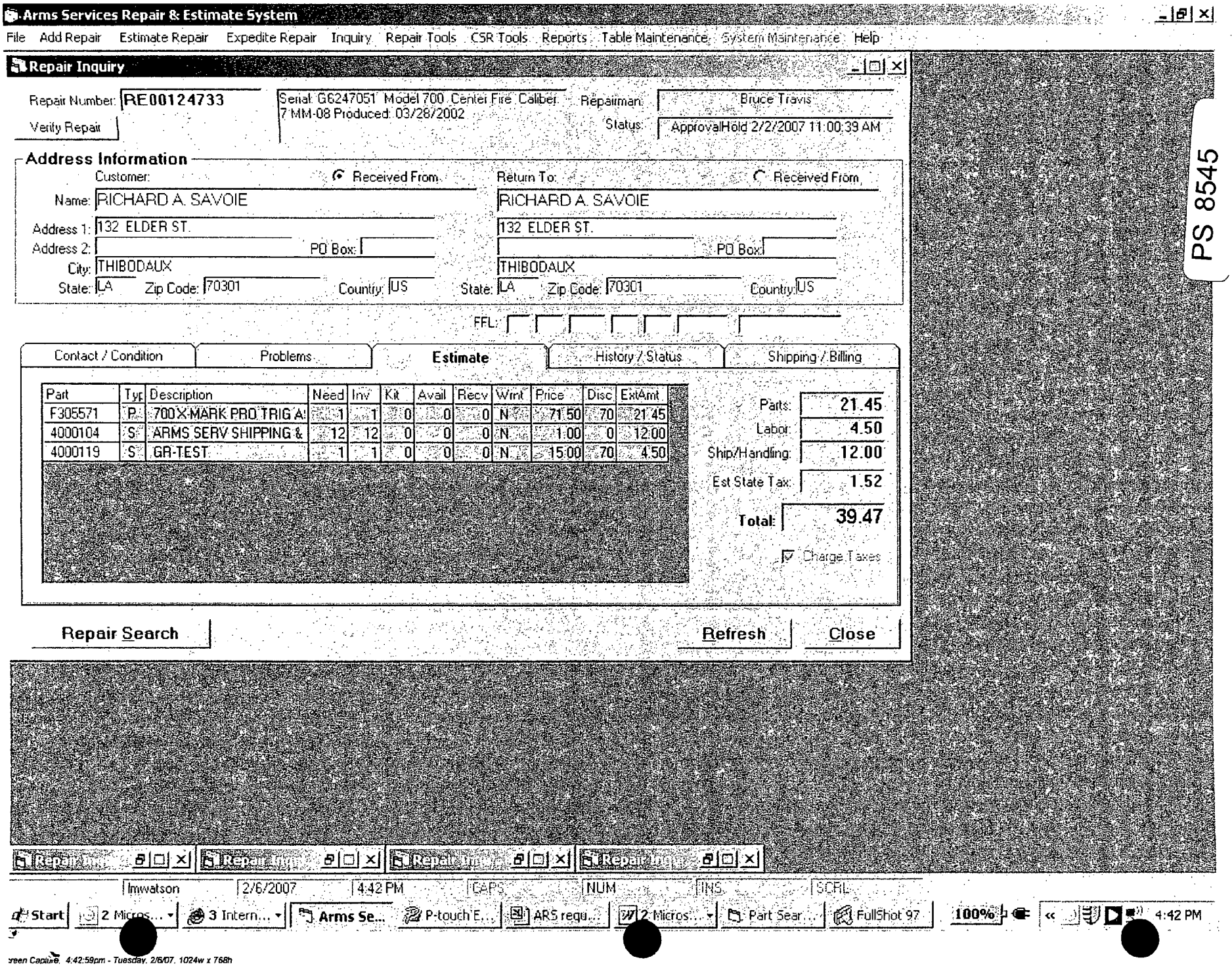
Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

PS 8543

Examination	Exam Date		2/2/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED - RUST ON TRIG PIN
Barrel	Description		20" 7MM-08 REM
	Date Code		AW
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Not Functioning	RUST ON TRIGGER PIN
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED

printed by FullShot at 4:43:02pm on Tuesday, 2/6/07



PS 8545

BARBER - Kinzer PPS GAL RE0007647

BARBER - Kinzer PPS GAL RE0007647

RECEIVED FEB 06 2007 BY

Remington

Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: Model 700		**Serial Number:** G6247051	
Are you the original owner?: ☑ YES ☐ NO			
Name: Richard A.Savoie		**Date of Purchase:**	
Address (no PO Boxes): 132 Elder St.			
City: Thibodaux	**State:** LA	**Zip:** 70301	
Phone (Daytime): 985-449-0947		**Fax:** 985-449-0946	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) allan.savoie@rpcontractors.com			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			

Please describe your problem and date of ocurrence:

When you chamber a round the gun fires. It just started doing this and does it often with bullets in the gun. Sometimes it will fire when you put the safety on fire without touching the trigger. This gun is used by my daughter and is fired not more than 6-8 times a year.

TRIG-Set Screws altered.
TRIG-Pin rusted.
Replace TPA, check over, clean
[redacted] at 1/2 MSR.
Quote

229 characters left

Ammunition Information:			
Manufacturer: Winchester		Type: 140 grain power-point	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
		Primer Used:	
		Reloader Used:	

er of rounds) 12 months

Serial Number: G6247051

Model: 700

RE00124733

PS 8546

How often do you clean the action? (Months or Number of rounds) 12 months
How often do you clean the trigger assembly? (Months or Number of rounds) 12 months
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds) 12 months
How often do you lubricate the action? (Months or Number of rounds) 12 months
How often do you lubricate the trigger assembly? (Months or Number of rounds) 12 months
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☐ YES ☑ NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)
What were the services performed?)
NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.
Ship your INSURED firearm by either UPS or Parcel Post to: **Remington Arms Co., Inc.** **Attn: Arms Service Division** **14 Hoefler Avenue** **Ilion, NY 13357**
ⓘ **WARNING:** DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. Charge repairs will be processed using the following guidelines: :: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun) :: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

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Remington

PS 8547

Remington Arms Co., Inc.
Product Service
Legal Case #:536

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
119042	10/26/2006	10/27/2006	10/27/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Walmart Store #01-3538	8500 North Wickman Road	Viera	FL	32940		
Incident	Patricia A	Smith	3030 Sweet Oak Drive	Melbourne	FL	32935		H 321-259-1372

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S fires upon safe release	Concern:1007 Fired on Safe Release			
C				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/270 WIN	25939	G6261618	KW	5/30/2002 10:08:43 PM

Date Purchased	Where Purchased	Accessories	Original Owner
11/28/2005	WAL-MART DC 6003R-REGULAR	TWO PIECE SCOPE BASE	U

CUST.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
replace TPA, check over, clean at 1/2 MSP						

Repair/Replacement Cost	Repair/Replacement Date

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/27/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER AND TRIGGER PIN RUSTED AND BINDING ON PLATES
	Description		22" 270 WIN

PS 8548

Barrel	Date Code		KW
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Not Functioning	TRIGGER AND PIN RUSTED AND BINDING ON PLATES
	Pull	---Select---	N/A
	Altered	False	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8549

CASE# 536 05/2006

Patricia A. Smith
3030 Sweet Oak Drive
Melbourne FL 32935
321-259-1372

1001
4015

WAL★MART
ALWAYS LOW PRICES.
Always.

SUPERCENTER
WE SELL FOR LESS
MANAGER KAREN HILZ
(321) 242 - 0225
VIERA, FL

STR 3530 OPN 00001667 TE# 77 TR# 06605		
270 SLVRTP	002089220066	15.54 X
270 SLVRTP	002089220066	15.54 X
TONERL 270	004770025939	439.87 X
SUBTOTAL		470.95
TAX 1 6.000 %		28.26
TOTAL		499.21
DEBIT TEND		499.21
CHANGE DUE		0.00

EFT DEBIT PAY FROM PRIMARY
ACCOUNT : 9154
499.21 TOTAL PURCHASE
REF # 533217125204
NETWORK ID. 0071 APPR CODE 121094
11/28/05 12:20:20

ITEMS SOLD 3

TC#:

Send Gifts Online Anytime
at Walmart.com
11/28/05 12:20:22

RETURN & EXCHANGE POLICY
All firearm sales are final.
Wal-Mart will facilitate the repair of damaged merchandise for the length of the specific manufacturer's warranty. Original Wal-Mart receipt and valid government-issued I.D. are required. Gun repair can only be processed at the original store where purchased.

RETURN & EXC POLICY
All Electronics are final.

Trig. + Trigger pin tested + Binding in Trig. Plate. Replace TPA, check over, clean AT 1/2 MSP Quote

Serial Number: G6261618
Model: 700
RE00119042

PS 8550

BARBER - Kinzer PPS GAL RE0007653

*SUPPLIER: All correspondence regarding this claim or your account should be sent to this address. Attn: Supplier Communications.

WAL-MART

NOTIFICATION OF CLAIM

702 SW 8th Street
Bentonville, Arkansas 72716-8003

CLAIM NO. 1550011

FOR INTERNAL USE ONLY

TO: Remington
Remington Arms Co.
Attn: Arms Service Division
14 Hoefler Ave.
Ilion, NY 13357
(SHIPPING ADDRESS ABOVE)

CASE # 536

STORE NO.	DEPT. NO	CLAIM DATE
3538	01	10/12/06

LINE A	P.O. NUMBER	INVOICE DATE	INVOICE NO.
		/ /	

(PRINT CLEARLY)

For type (1) only use claim date as invoice date, claim number as invoice number.

INSTRUCTIONS

1. This form can only be used to chargeback the Supplier for a) Errors on the invoicing of ship and bill (direct from supplier) merchandise. b) For inner carton concealed shortages on damages. c) For return of merchandise to the Supplier or d) For any authorized Supplier chargeback.
2. Complete All information on this form. Claims that are **Not** for Return Merchandise must have P.O. Number, Invoice Date and Invoice Number correctly entered.

(1) ☐ MDSE. RETURN (Code 93)
Defective ☐ Recall ☐ Overstock ☐ Repair & Return ☒ Other ☐
Authorization No. _____ Other Authorization _____ No Supplier Response _____ (MDSE DISPOSITION)
Carrier Mailer _____ U.P.S. No. _____ Return Date / / A.O.D. # _____ ($25 Minimum)

(2) ☐ Freight Bill signed short or damage (Code 24) — MUST BE COMPLETED
Cases Received _____ *Cases Per Frt. Bill _____
Carrier _____ *Freight Bill No. _____

*FOB WAL-MART = SUPPLIER CLAIM - - - FOB SUPPLIER = CARRIER CLAIM — *SIGNED FREIGHT BILL MUST BE ATTACHED TO CLAIM

(3) ☐ Invoiced But Mdse. not received (Supplier to send P.O.D.) (Code 25)
(4) ☐ CONCEALED SHORTAGE (SEE BELOW) (Code 21)
(5) ☐ PRICE OVERCHARGE (Code 11)
(6) ☐ INCORRECT FREIGHT (Code 47)
(7) ☐ OTHER (Code 90)

SUPPLIER: A debit to your account has been made for the reason indicated → ☐ ONE REASON PER CLAIM

ITEM NUMBER/ REACT - (UPC)	QTY.	DESCRIPTION OF ITEM/EXPLANATION OF CLAIM	UNIT COST	EXTENDED COST	UNIT RETAIL	EXTENDED RETAIL
UPC -		Remington 700 ADL		433 75		464 87
41700		$270 WIN				
25029						
		Serial #				
		G - [illegible]				
	Issue:	(Previously Repaired				
		When safety switch				
		is moved to F.W. the				
		gun discharges Trigger		52	24 95	0223
		Items to be Mfg'd Recalled				
		10% HANDLING CHARGE (DEFECTIVES ONLY)			TOTAL RETAIL →	464 87
		*OTHER				
		TOTAL DEDUCTION		433.75	← TOTAL COST	

FROM:
Wal-Mart Store #01-3538
8500 North Wickman Rd.
Viera, FL 32940
(STORE STAMP)

NOTE: A Concealed Shortage is the difference between a Supplier's Packing Slip and that which is counted. All concealed shortages must be verified by a salaried manager.

CONCEALED SHORTAGE VERIFIED BY

PREPARED BY

STORE MANAGER

WMA-16
REV. 11-94

TO SUPPLIER WITH MDSE

PS 8551

BARBER - Kinzer PPS GAL RE0007653

0135380011

FIREARM REPAIR FORM

Customer Name: Wal-Mart Store 3538
Customer Address: 8500 N. Wickham Rd.
City/State: Viera, FL 32940

Phone: Day 321-242-0225 Evening
Requested Service:
1. problem w/ Trigger + Bolt
2. cock Bolt, push Safety to Safe Reset Bolt
3. push safety to fire (Discharge)

Make: Remington
Model: 700 ADL
Serial Number: G-6261618
UPC # 47700 25939
Log Number: 1-13-2006-1
Wal-Mart Store # 3538
Store Address: 8500 N. Wickham Rd.
City/State: Viera, FL 32940
Store Phone # 321-242-0225
Person sending out for repair: Frank McKenna
Repair Center Name: Remington Arms. Attn: Service Div.
Address: 14 Hoeffler Ave.
City/State: Ilion, NY
Zip: 13357

PLACE IN GUN BOX

1. Please contact Frank McKenna at 321-242-0225 if any Questions

11942

PS 8552

FIREARM REPAIR TAG
510027

Customer Name: Greg Caufield
Customer Address: 8563 Windsor Way
City/State: Melbourne FL 32940
Phone: Day 321-242-9009 Evening 693-1405
Requested service: Rifle Fires when Safety moved to fire (3 times)

Make: Remmington
Model: 700
Serial Number: G-6261619
UPC #: 47700259 39
Log Number:
Wal-Mart Store #: 3536
Store Address: 3500 N. Wickham RD
City/State: N. Viera, FL
Store phone: 321-242-0225
Person sending out for repair: Lydia
Repair Center: WALKER ARMS INC
Address: 499 County Rd #87D
City/State: SELMA AL
Zip: 36701

ATTACH TO GUN

WALKER ARMS
1-334-872-4231
1-800-852-4236
REMINGTON ARMS

NOTHING WRONG WITH SAFETY WORKED SAFETY AND BOLT NUMEROUS TIMES COULD NOT GET IT TO FIRE BY PUSHING IT OFF SAFE. CUSTOMER SHOULD NOT HAVE FINGER ON TRIGGER WHEN PUSHING SAFETY OFF.

WALKER ARMS CO.
9-2-03

Remmington Arm Co.
ATTN. ARMS SERVICE DIVISION
14 Hoefler AVE
ILLION, NY 13357

★ Problem with Trigger and Bolt
★ ~~CK~~ Cock Bolt, push safty to safe Reset Bolt
★ Push Safety to Fire (Discharge)

PS 8553

VENDOR: All correspondence regarding this claim or your account should be sent to this address. Attn: Vendor Communications.

WAL-MART

NOTIFICATION OF CLAIM

702 SW 8th Street
Bentonville, Arkansas 72716-8003

CLAIM NO. 01-3538-51002

FOR INTERNAL USE ONLY

TO: WAL-MART 3538
8500 N. WICKHAM RD.
VIERA FL 32940
(SHIPPING ADDRESS ABOVE)

STORE NO.	DEPT. NO	CLAIM DATE
		/ /

LINE A	P.O. NUMBER	INVOICE DATE	INVOICE NO.
		/ /	

(PRINT CLEARLY)

For type (1) only use claim date as invoice date, claim number as invoice number.

INSTRUCTIONS

1. This form can only be used to chargeback the Vendor for a) Errors on the invoicing of ship and bill (direct from vendor) merchandise. b) For inner carton concealed shortages on damages. c) For return of merchandise to the Vendor or d) For any authorized Vendor chargeback.
2. Complete All information on this form. Claims that are Not for Return Merchandise must have P.O. Number, Invoice Date and Invoice Number correctly entered.

(1) MDSE. RETURN (Code 93)

Defective ☐
Recall ☐
Overstock ☐
Repair & Return ☑
Other ____

Authorization No. ____
Other Authorization ____
No Vendor Response ____ (MDSE DISPOSITION)

Carrier Mailer ____
U.P.S. No. 1Z 80V604 05 1801 2273
Return Date / / A.O.D. # ____ ($25 Minimum)

(2) ☐ Freight Bill signed short or damage (Code 24) — MUST BE COMPLETED

Cases Received ____
*Cases Per Frt. Bill ____

Carrier ____
Freight Bill No. ____

*FOB WAL-MART = VENDOR CLAIM - - - FOB VENDOR = CARIER CLAIM — *SIGNED FREIGHT BILL MUST BE ATTACHED TO CLAIM

(3) ☐ Invoiced But Mdse. not received (Vendor to send P.O.D.) (Code 25)
(4) ☐ CONCEALED SHORTAGE (SEE BELOW) (Code 21)
(5) ☐ PRICE OVERCHARGE (Code 11)
(6) ☐ INCORRECT FREIGHT (Code 47)
(7) ☐ OTHER (Code 99)

VENDOR: A debit to your account has been made for the reason indicated → ☐ ONE REASON PER CLAIM

Stock # (EACH) (UPC)	QTY	DESCRIPTION OF ITEM/EXPLANATION OF CLAIM	UNIT COST	EXTENDED COST	UNIT RETAIL	EXTENDED RETAIL
		Remmington 700 1270	404 99		429 87	
COLOR/ BLUE W/		Scan # 16-62616018				
WOOD		UPC# 47700259 39				
		When Red Switch MOVES Safety when FIRES				
		HAMMERED 3X'S.				

10% HANDLING CHARGE (DEFECTIVES ONLY) ____ TOTAL RETAIL → 429 87

*OTHER ____ TOTAL DEDUCTION 404.99 ← TOTAL COST PS 8554

FROM: #01-3538
Wal-Mart Store
8500 North Wickman Rd.
Viera, FL 32940
(STORE STAMP)

NOTE: A Concealed Shortage is the difference between a Vendor's Packing Slip and that which is counted. All concealed shortages must be verified.

CONCEALED SHORTAGE VERIFIED BY

PREPARED BY

STORE MANAGER

HOME OFFICE ACCOUNTS PAYABLE

94

Printed on Recy

ILION, NY 13357 177381-BU

Remington. REMINGTON ARMS COMPANY, Inc. 180643

ILION, NEW YORK 13357

REMINGTON GUN REPAIR INVOICE

Remington Repair Facility

Dealer No.

Name

Street

City State Zip

Customer's Name WAL-MART 3538

Street 8500 N. WICKMAN Rd.

City VIERA State FL Zip 32940

Telephone No.

Date Firearm Received	Date Returned to Customer	Date Returned to Factory	Barrel Code Mo./Yr.
8-28-03			NONE

Gun Model	Cal. or Gauge	Grade	Serial Number
700	.270		G6261618

REMINGTON GUNSMITH MALFUNCTION CODES FROM ATTACHED CODE LIST

M15

Repairs Performed - Describe in detail

CHECKED OUT AS A COURTESY
TO WAL-MART
J.W. 25362

Parts

Part No.	Part Name	Retail Value

PS 8555

Remington Arms Co., Inc.
Product Service
Legal Case #:703

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121949	12/14/2006	11/27/2006	12/21/2006	11/25/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Brian	Wiltse	12259 Dunn Creek Rd	Jacksonville	FL	32218		W 904-721-1900

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI					
PD	shot tire of another hunters truck	Cause:4015 Improper Maintenance Concern:1008 Fired on Bolt Closing		Unknown	
S					
C					

11/27/06-He unloaded the gun by cycling the bolt. When he dropped the bolt on the 4th round, the gun went off. Firearm was pointed toward another hunters truck and shot the tire. Customer requests reimbursement for tire that he has to replace.lw We were unable to duplicate concern during examination, TA was found to operate very sluggish due to a build up of sticky residue, and the sealant was missing from the set screws. fls 12/15/2006.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/6mm	20000	A6752998	CV	4/25/1979
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	OUTDOOR SPTS GRAND PRAIRIE TX		N			

11/27/06-customer purchased approx 6months ago from the original owner.lw

---

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
Replace TA at n/c			$101.62		12/21/2006	

Repair/Replacement Cost	Repair/Replacement Date
$25.00	12/18/2006

11/27/06-Sending ARS, ltr, & box to have gun come in for evaluation. Customer will submit receipts for tire.lw 12/21/06-Replacing TA at n/c and Refunding for damages to tire as gesture of goodwill.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		Supry

Examination	Exam Date		12/15/2006
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4015	Improper Maintenance	Could not duplicate concern
Barrel	Description		700 22 inch 6mm
	Date Code		CV
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	Sluggish movement due to sticky residue
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		700 style safety - bolt lock
	Function	Slightly Worn; Functioning	
Sear	Lift	Slightly Worn; Functioning	.012

	Notch	---Select---	
Trigger	Condition	Slightly Worn; Functioning	Sluggish movement of components due to sticky residue build up
	Pull	---Select---	5.5 lbs
	Altered	False	Sealant missing from the adjustment screws.

PS 8558

121949

Remington®

November 27, 2006

Brian Wiltse
12259 Dunn Creek Rd
Jacksonville, FL 32218

Subject: Model 700 Serial #A6752998
RE: Case # 703

Dear Mr. Wiltse,

We were sorry to learn of the unfortunate incident that you experienced while out hunting. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

Please make a copy of the receipt for the tire damage as I will need a copy of that when we evaluate the rifle. We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Madison, NC

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

Could not duplicate Concern
Install a new non-bolt lock
TA wic - Charge 230145.
FLS 12/15/2006

RECEIVED
DEC 18 2006
BY: JW

PS 8559

BARBER - Kinzer PPS GAL RE0007661

Brian Wiltse
12259 Dunn Creek Rd.
Jacksonville,FL. 32218

Remington model 700 6 mm. A6752998
This is in regards to the accident on Nov. 25 2006

The day of the 25th myself and friend Kevin Williams came back from a walk in the woods it was dry mid 70,s around 1:00 pm
We put down our rifles and started to take off our gear (side arms, belt, acc.) A man pulled up with two children in the truck (98 Jeep grand Cherokee) and asked how our day was we talked for about 5 min. and I picked up the 6 mm. And started to unload it on the 4th cycle of the bolt it discharged when the bolt closed on the down stroke needless to say we were surprised
After we relized no one was injured we noticed the round a penetrated the tire on the jeep (must say we were impressed with the damage done)
The next morning I researched the web for any kind of safety recall and found the safety modification program I contacted Laura M. Watson about the incident the next morning

I told Ms. Watson about the accident and she was very understanding and very helpful

I have enclosed as instructed by Ms Watson a reciept for the tire and have also enclosed pictures of the tire

Thank you
Brian Wiltse

PS 8560

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 6mm	**Serial Number:** A6752998
Are you the original owner?: ☐ YES ☑ NO	
Name: Brian Wittse	**Date of Purchase:** 3/06
Address (no PO Boxes): 12259 Dunn Creek Rd	
City: Jacksonville	**State:** Florida **Zip:** 32218
Phone (Daytime): (904) 210-5042	**Fax:**

E-mail Address:

☑ I would like to receive future e-mail updates from Remington. woofsaidfred@AOL.com

Please describe your problem: Firearm discharged while unloading cycled bolt to unload and on the fourth cycle the bolt closed and it went off

Ammunition Information:

Manufacturer: Remington	Type: Express Core Lokt
Other (i.e. bullet weight/type, shot size, powder): 6 mm Remington 100 gr. core-lokt PSP R6mm4	

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Hoppe's 9	
How often do you clean the bore? (Months or Number of rounds)	once a year or after every use
How often do you clean the action? (Months or Number of rounds)	same as above
How often do you clean the trigger assembly? (Months or Number of rounds)	once a year
Brand of lubricant used: Hoppe's 9	

PS 8561

How often do you lubricate the bore? (Months or Number of rounds) after each use

How often do you lubricate the action? (Months or Number of rounds) once a year

How often do you lubricate the trigger assembly? (Months or Number of rounds)

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☑ NO

Comments: Havnt owned the gun a year only been out twice with it once to the range and shot 10 rounds with no problems

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed? None that Im aware of

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 8562

BARRON'S WHOLESALE TIRE INC.

1302 Eastport Rd.
Jacksonville, FL 32218-2218
(904) 751-2449
(800) 245-1899
www.barrontire.com

Bill To:	Ship To:	Invoice
Haskell Marine	Haskell Marine	11034247
904-721-1900	904-721-1900	
53 N. Arlington Rd.	53 N. Arlington Rd.	
Jacksonville FL 32211	Jacksonville FL 32211	Date/Time 11/27/06 8:21:46

Co/Cust No	Order No	Customer PO #	Ter	Sls#
1/0000002016	41735/00		26	40

Ship Via Terms COD-Check Acceptable Ref#
Pay Type Accounts Receivable

Item Number/Description	U/M	Ordered	Shipped	Sell Price	Total
FOB Description:					
49122	EA	1.000	1.000	87.71000 EA	
P225/70SR16 <C> DISCO A/T OWL					87.71
please deliver thanks lance					

INVOICE DUE: 11/28/06

CASH

SUBTOTAL:	87.71
TOTAL:	87.71
AMT DUE:	87.71

X_____
Received by:

PS 8563

BREWER'S TIRES
4415 Emerson Road
Jacksonville, FL 32207

PH: (904) 398-6506

DATE: 11-27-06

INVOICE #_____

e_____

ess _____

City/State/Zip_____

Phone _____

QUANTITY	DESCRIPTION	PRICE	AMOUNT DUE
1	MT. & BALANCE	13.00	
	CUST - TIRE		
	PD. CASH		
		SUB TOTAL	13.00
ALL CLAIMS MUST BE ACCOMPANIED BY THIS BILL		TAX	.91
REC'D BY _____		TOTAL DUE	13.91

"Thank you for your business"
25 day warranty on tires • Repair or Replace
oes not include road hazard • Must have receipt for warranty

13.91
87.71
$101.62

PS 8564

ORIGINAL

Remington Arms Company, Inc.

Madison, NC 27025

Purchase Order No.
L[redacted]atson
Name of Person Originating APV
Madison/ 8789
Location/Extension of Originator
12/21/2006
Date Prepared

Seller's Invoice No. _____ Seller's Invoice Date _____

Pay To: **Brian Wiltse**

Street and No. **12259 Dunn Creek Rd**

City **Jacksonville** State **FL** Zip Code **32218**

____% ____ Days; Net _____ Days or _____ Desired Pay Date

Vendor Code

Pmt Method

Description	Total Dollars	Total Cents
Reimbursement for damages. PS Case#703	101	62
Wire Transfer Information		
Bank:		
ABA:		
Pay to:		
Acct #:		

D[redacted]tion

8850050-230145 **Cost Element/Cost Center**

_____ **Tax**

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed: Laurie Watson

Signed: Daniel K Compas

Date: 12/22/06

Gross	101 62
Discount	
Net	101 62

For Treasury Use Only

Date Paid _____

Reference No. _____

Bank Acct _____

USD Amt _____
(If in Foreign Currency)

PS 8565

Remington®

December 21, 2006

Brian Wiltse
12259 Dunn Creek Rd
Jacksonville, FL 32218

Subject: Model 700 Serial #A6752998
RE: Case #703

Dear Mr. Wiltse,

This is in reference to your Model 700 rifle which fired when you closed the bolt shooting a hole in the truck tire. We did a thorough examination of the firearm and could not duplicate the problem you reported. However we did notice a sticky residue on the trigger assembly and bolt stop causing it to perform sluggishly.

As I understand it, the estimate for the truck tire is $101.62. Although we could not duplicate this incident, per our conversation, we will replace the trigger assembly and reimburse you for the tire as a gesture of goodwill.

This settlement will close this matter and you should receive your repaired firearm and check in the next few weeks.

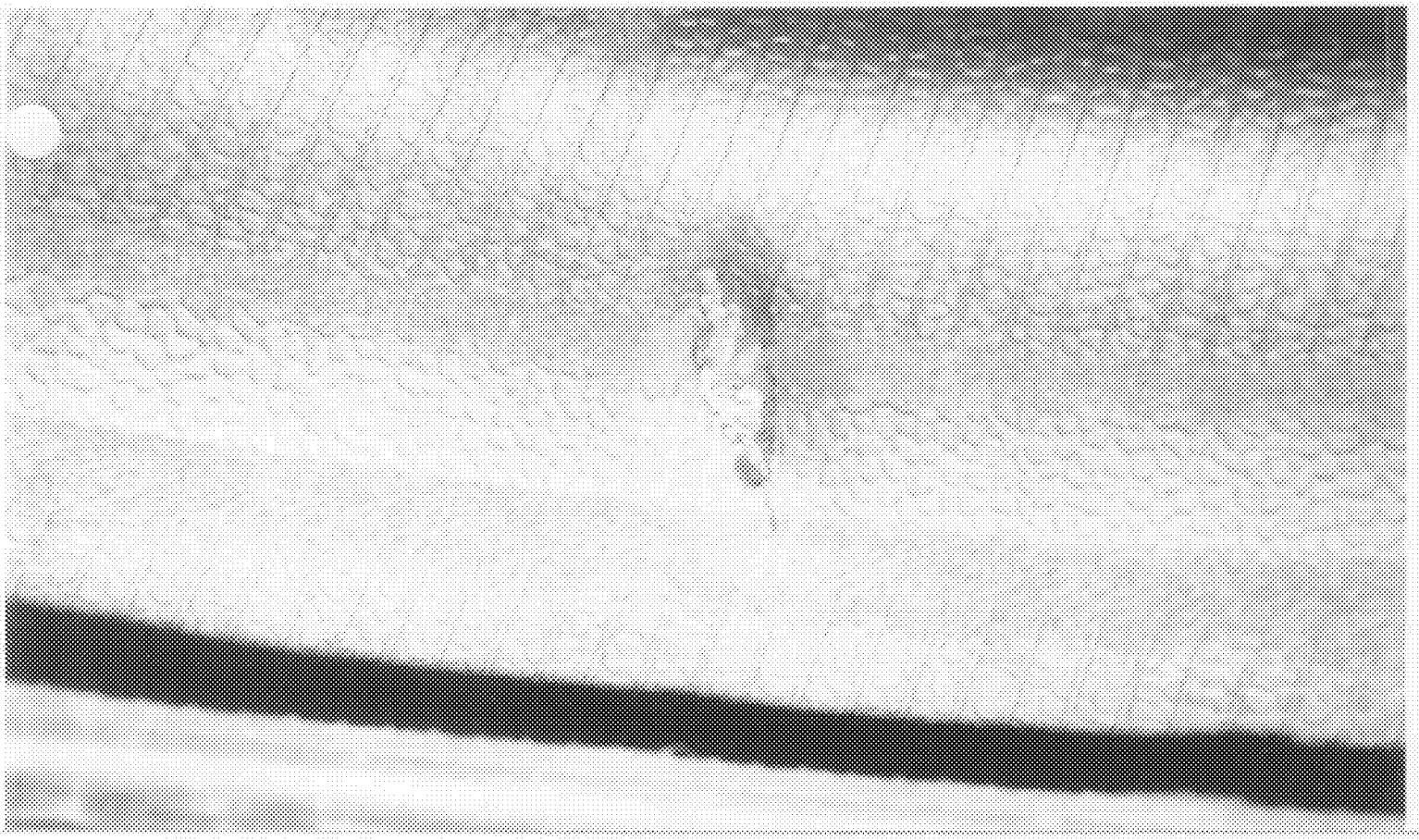
We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com



BARBER - Kinzer PPS GAL RE0007669

Remington Arms Co., Inc.
Product Service
Legal Case #:798

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122940	1/11/2007	12/4/2006	1/11/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Paul	Wilcoxen	3423 S Kessler Ave	Witchita	KS	67217		H 316-640-6239 C 316-640-5239 E pqwilcoxen@yahoo.com

Incident Information

Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI PD	Cause:4038	Could Not Duplicate Concern			
S gun discharged C	Concern:1025	Unexplained Discharge - No Mention of Safety Position		Unknown	

12/4/06-cust states that 3 months ago, his son was putting the rifle through a fence before he crossed it and the gun discharged. Cust had heard through a friend that there was a "recall" on these. I explained the SMP.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250		287452	PP	6/1/1967
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
		TWO PIECE SCOPE BASE	U			

CONCERN:UNEXPLAINED DISCHARGE

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

12/4/06-sent email to customer with shipping information and links to the SMP.lw 1/16/07-replace TA under SMP. Also offered discount on bbl assem as his was shot out.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/11/2007
	Product Type		RF

	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 22-250 REM
	Date Code		PP
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.0095
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

CASE # 798

.0095 5th 24" PP 6/67

PAUL WILCOXEN
(316) 640-6239
3423 S KESSLER AVE
WICHITA KS 67217-1134

9 LBS 1 OF 1

SHIP PRODUCT SERVICE
TO: (800) 243-9700
REMINGTON ARMS CO., INC.
14 HOEFLER AVE

ILION NY 13357-1888

NY 135 0-01

RECEIVED
JAN 15 2007
BY:----------

CONCERN:
UNEXPLAINED DISCHARGE

Serial Number: 287452

Model: 700

RE00122940

could not duplicate concern.
Replace TPA, check over, clean
under bolt cover, clean
Rons 20.00
Quote

(PS 8570)

Watson, Laura M.

From: Paul Wilcoxen [pqwilcoxen@yahoo.com]
Sent: Tuesday, January 02, 2007 10:24 PM
To: Watson, Laura M.
Subject: Re: Model 700

"Watson, Laura M." <Laura.Watson@remington.com> wrote:

> Dear Paul,
> We are sorry to hear that your firearm discharged while your son was out hunting. We are glad to hear that no one was hurt. We would like to inspect your rifle to check it for safety and can also change the bolt lock mechanism under our safety modification program.
>
> More information regarding this program can be found through the following link:
> http://www.remington.com/safety/safety_center/safety_modification_program/
>
> I have also included a link to our factory repair form which you can fill out and include with the firearm when you send it in to us.
> http://www.remington.com/safety/safety_center/safety_modification_program/
>
> The address for our factory is:
> **Remington Arms Co., Inc.**
> **Attn: Product Service**
> **14 Hoefler Avenue**
> **Ilion, NY 13357**
>
> I appreciate you getting in contact with me so we can resolve this matter for you. If you have any further questions, please feel free to contact me at the number below.
>
> Sincerely,
> Laura Watson
> Consumer Affairs Administrator
> Remington Arms Company
> Phone 800-243-9700 ext 8789
> Fax 336-548-7890
> Email laura.watson@remington.com
>
> LAURA
> I have shiped my 700 22-250 & it is to be delivered 1-3-07 by ups. Tracking # 1z690x09a899315736. I would like the missing front & rear sights replaced also.If you have any questions, please let me know. HAPPY NEW YEAR
> PAUL WILCOXEN
>
> Message was spam and virus filtered by Vircom Modusgate appliance

---

Do You Yahoo!?
Tired of spam? Yahoo! Mail has the best spam protection around
http://mail.yahoo.com

1/3/2007

PS 8571

printed by FullShot at 2:00:51pm on Wednesday, 1/17/07

PS 8572

BARBER - Kinzer PPS GAL RE0007674

BARBER - Kinzer PPS GAL RE0007674

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00122940

Verify Repair

Serial: 287452 REPLACEMENT G6562520
Model 700 Center Fire with 24 inch barrel Caliber: 22-250 REM ADL

Repairman: Charles Swanson

Status: Repairing 1/17/2007 10:05:04 AM

Address Information

	Customer: (Received From)	Return To: (Received From)
Name:	PAUL WILCOXEN	PAUL WILCOXEN
Address 1:	3423 S KEESLER AVENUE	3423 S KEESLER AVENUE
Address 2:	PO Box:	PO Box:
City:	WICHITA	WICHITA
State:	KS	KS
Zip Code:	67217	67217
Country:	US	US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE

Problems Found

Code	Desc
M139	RIFLING ROUGH / MISCUT /
M240	BOLT LOCK SAFETY MODIFI

Repair Notes

Could not duplicate concern able to replace for 20$ that incloudes shipping and testing. The rifling is all but gone and you should have a new barrel if you would like.

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

Repair Inq...

lmwatson | 1/17/2007 | 2:00 PM | CAPS | NUM | INS | SCRL

Start | 3 Micros... | 3 Intern... | Arms Se... | 3 Micros... | P-touch E... | 2 Micros... | FullShot 97 | Part Sear... | 97% | 2:00 PM

Screen Capture: 2:00:49pm - Wednesday 1/17/07 1024w x 768h

printed by FullShot at 2:00:44pm on Wednesday, 1/17/07

PS 8573

BARBER - Kinzer PPS GAL RE0007675

BARBER - Kinzer PPS GAL RE0007675

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00122940

Verify Repair

Serial: 287452 REPLACEMENT: G6562520
Model 700 Center Fire with 24 inch barrel Caliber 22-250 REM ADL

Repairman: Charles Swanson

Status: Repairing 1/17/2007 10:05:04 AM

Address Information

	Customer: (Received From)	Return To: (Received From)
Name:	PAUL WILCOXEN	PAUL WILCOXEN
Address 1:	3423 S KEESLER AVENUE	3423 S KEESLER AVENUE
Address 2:	PO Box:	PO Box:
City:	WICHITA	WICHITA
State:	KS Zip Code: 67217 Country: US	KS Zip Code: 67217 Country: US

FFL:

Contact / Condition | Problems | **Estimate** | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F26345	P	700 TRIG ASSB RH	1	1	0	1	1	Y			
F33450	P	700 BBL ASSB 22-250 AD	1	1	0	1	1	N	218.10	22	170.12
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000116	S	GR-LABOR	20	20	0	0	0	N	1.00	0	20.00
4000118	S	GR-CLEAN	31	31	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			
4000294	S	GR-CHECK-TPA	1	1	0	0	0	Y			

Parts:	170.12
Labor:	20.00
Ship/Handling:	.00
Est State Tax:	9.32
Total:	**199.44**

☑ Charge Taxes

Repair Search | Refresh | Close

Repair Info

lmwatson | 1/17/2007 | 2:00 PM | CAPS | NUM | INS | SCRL

Start | 3 Micros... | 3 Intern... | Arms Ser... | 3 Micros... | P-touch E... | 2 Micros... | FullShot 97 | Part Searc... | 97% | 2:00 PM

Screen Capture 2:00:40pm - Wednesday, 1/17/07 1024w x 768h

198

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/4/06				

Customer Information		
	Reporter (Age)	Incident (Age)
Name	Paul Wilcoxen	
Address	3423 S Fossler Ave.	
City, St Zip	Wichita, KS 67217.	
Home		
Cell	316-640-5239	
Work		
Email	pgwilcoxen@yahoo.com	

Incident Information			
Personal Injury ☐	Property Damage ☐	Safety ☒	Concern ☐
Nature of Injury:			
Medical Treatment:			
Claim:			

Incident: GUN DISCHARGED

Son 3mos Ago. putting through fence - gun discharged.

*Sent email w/ shipping info

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	BA	700 / 22-250	287452	

Date Purchased	Where Purchased	Original Owner

Ammunition Information	
Factory or Reloads	
Manufacturer	
Caliber	
Bullet type	
Bullet Weight	
Lot # of ammunition	

Additional Ammo Info:

Other Products Information

PS 8574

Remington Arms Co., Inc.
Product Service
Legal Case #:847

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122693	1/4/2007	12/15/2006	1/4/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	James	Wilson	438 CR 7461	Baldwyn	MS	38824		H 662-720-0456

Incident Information

Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI					
PD	Cause:4006	Altered Adjustments or Components			
S Fired on bolt closing	Concern:1008 Fired on Bolt Closing			Unknown	
C					

12/18/06-The safety was off (older style), cartridge in bbl, locked down the bolt and the gun went off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250	20000	6705575	BY	1/1/1974
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	GOPHER SHTRS FARIBAULT MINN		U			

CUST.CONCERN:FBC

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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

12/18/06-Sending ARS & Ltr to get gun in for evaluation.lw 1/5/07-correspondence from repair-replace TA under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/4/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	

Barrel	Description		24" 22-250 REM
	Date Code		BY
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	1 3/4#
	Altered	True	SET SCREWS ALTERED

PS 8576

CASE #647

3Y 1/74
1 3/4"
24"
.00P

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** 6705575

Are you the original owner?: ☒ YES ☐ NO

Name: JAMES WILSON IV	**Date of Purchase:** ?

Address (no PO Boxes): 438 CR 7461

City: BALDWYN	**State:** MS	**Zip:** 38824
Phone (Daytime): 662-720 0456	**Fax:** X	

E-mail Address:

☐ I would like to receive future e-mail updates from Remington.

Please describe your problem:

My Rifle went off when I was putting a shell in the Barrel and when I locked the Bolt in place it went off.

Ammunition Information:

Manufacturer: Rem.	Type: 22-250

Other (i.e. bullet weight/type, shot size, powder):

55 gr HPBT

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Hoppe # 9

How often do you clean the bore? (Months or Number of rounds) when finished

of rounds) " "

or Number of rounds) X

Serial Number: 6705575

Model: 700

RE00122693

PS 8577

BY: JW

RECEIVED JAN 05 2007

Followed down during checks due to altered trigger settings.

FCS

Hello,

as per phone call, I am returning for repair on the trigger assembly. Please check rifle for any problems.
Rifle S/N 6705575.
Please repair and return as soon as possible.

Yours truly
James D. Wilson
438 CR 7461
Baldwyn Ms.
38824
662-720-0456

PS 8578

Remington®

December 19, 2006

James Wilson
438 CR 7461
Baldwyn, MS 38824

Subject: Model 700 Serial #6705575
RE: Case #847

Dear Mr. Wilson,

We were sorry to learn about your rifle firing when you closed the bolt. We are certainly glad that no one was injured, and that they are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** 6705575
Are you the original owner?: ☒ YES ☐ NO	
Name: JAMES WILSON IV	**Date of Purchase:** ?
Address (no PO Boxes): 438 CR 7461	
City: BALDWYN	**State:** MS **Zip:** 38824
Phone (Daytime): 662-720 0456	**Fax:** X

E-mail Address:

☐ I would like to receive future e-mail updates from Remington.

Please describe your problem:

My Rifle went off when I was putting a shell in the barrel and when I locked the bolt in place, it went off.

6705575

Model: 700

RE00122693

Type: 22-250

Powder Weight:

Primer Used:

Reloader Used:

Firearms Care (Cl...

MES D. WILSON
NTHIA K. WILSON
662-720-0456
CR 7461
DWYN, MS 38824

08-97

2402

85-127/842
607

Date

y to the Order of Remington Arms $ 20 00/100

Twenty and no/100 Dollars

Heritage Checking

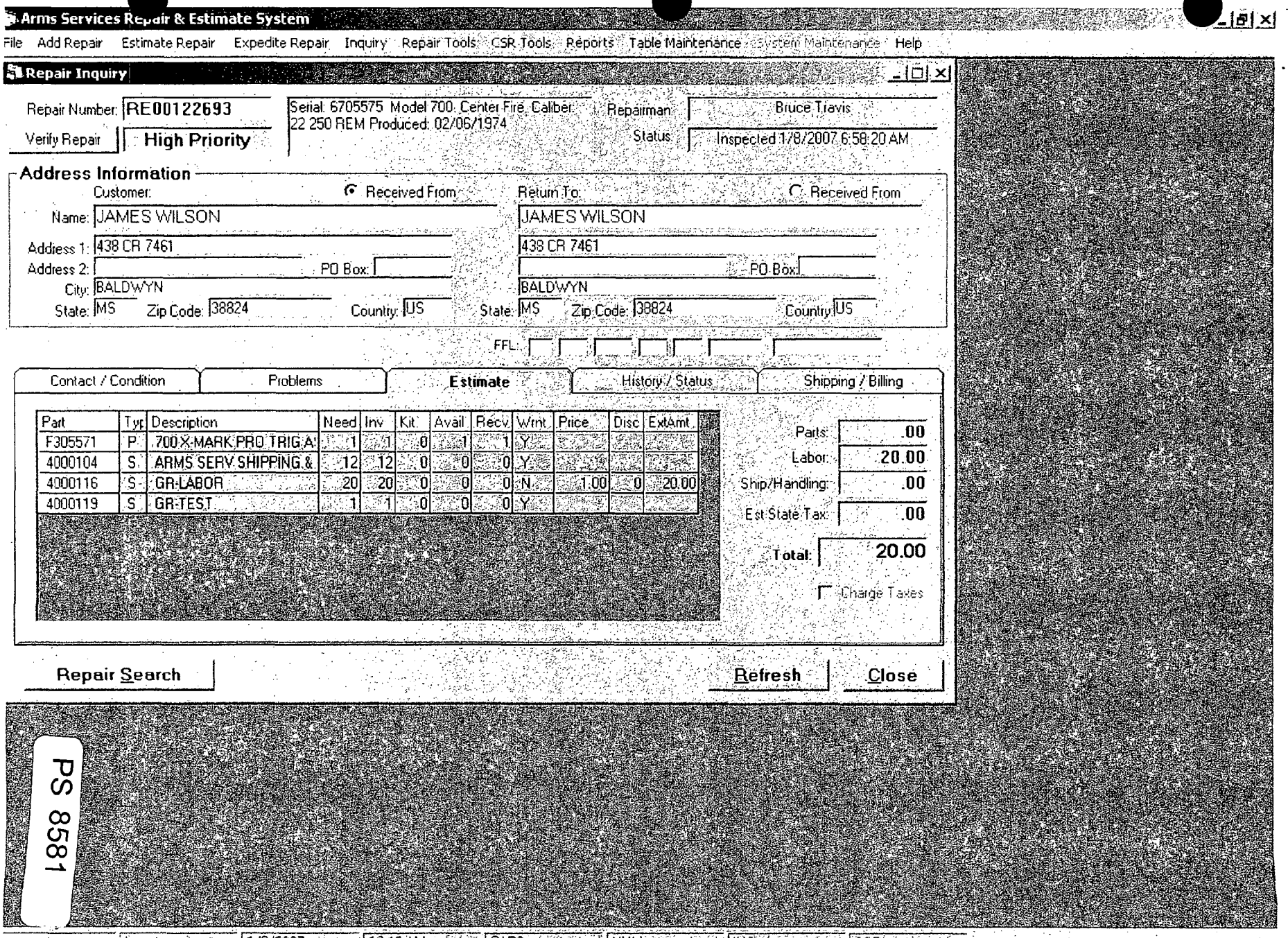
BancorpSouth®
MEMBER FDIC
Booneville, MS 38829
INFOLINE 1-888-797-7711

REDACTED

MP

PS 8580

printed by FullShot at 10:12:57am on Monday, 1/8/07



BARBER - Kinzer PPS GAL RE0007683

BARBER - Kinzer PPS GAL RE0007683

Screen Capture. 10:12:54am - Monday. 1/8/07. 1024w x 768h

341

Case Information 12/18/06 called				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/15/06	- wk ago -			

Customer Information		
	Reporter (Age)	Incident (Age)
Name	James Wilson	
Address	438 CR 7401	
City, St Zip	Baldwyn, MS 38824	
Home	662-720-0456	
Cell		
Work		

Incident Information			
Personal Injury ☐	Property Damage ☐	Safety ☒	Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident:

Safety off
Cartridge in bbl
locked down bolt, gun went off.

ARS-

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	BOLT	700/22-250	6705575	

Date Purchased	Where Purchased	Original Owner

Ammunition Information	
Factory or Reloads	
Manufacturer	
Caliber	
Bullet type	
Bullet Weight	
Lot # of ammunition	

Additional Ammo Info:

Other Products Information

PS 8582

JAMES WILSON
438 CR 7461
BALDWYN MS 38824

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6510 4626

BILLING: 3RD PARTY
DESC: .....
RETURN SERVICE

REF 1: JAMES WILSON/LW
REF 2: REF# 6705575

UOW 8.0.16 UPS Thermal 2 60.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms under conventions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping advice, call 1-800-782-7892

Retail Print Dentzel, Louisville, KY

PS 8583

Remington Arms Co., Inc.
Product Service
Legal Case #:537

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
119340	10/26/2006	10/27/2006	10/27/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Orman's Gun Shop	12342 Mt Tabor Road	Odessa	MO	64076		W 816-230-5384

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S trigger will go off erratically C	Cause:4015 Improper Maintenance Concern:1040 Other - Firearms		Unknown	

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/30-06		6789831	DY	9/1/1974
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
			U			

CUST.CONCERN:TRIGGER WILL GO OFF ERRATICALLY

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
Replace TPA, check over, clean under bolt lock program for $20.						

Repair/Replacement Cost	Repair/Replacement Date

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/27/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER ASSM VERY DIRTY - SEAR LIFT AT MIN SPECS
	Description		22" 30-06 SPR
	Date Code		DY
	Bore Plugged	False	
	Bulged	False	

PS 8584

Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Worn; Functioning	
	Face	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Worn; Functioning	
	Cut Condition	Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Missing	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	5#
	Altered	False	

PS 8585

CASE #537

Orman's Gun Shop
12342 Mt. Tabor Road
Odessa, Missouri 64076

5th DY 9/14 22" .006

PH. NO
(816) 230-5384

October 18, 2006

Remington Arms

1040
4015

Attention: Technical Representative

Please find enclosed Remington, Model 700 ADL. The trigger will go off erratically, making this gun unsafe to shoot.

I talked to one of your Technical Representative this morning and she suggested that I return gun for repair.

Thanks for your assistance.

Orman Kinnaman
Owner

TRIG. ASSM. very dirty. Sear lift at min specs. Replace TPA, check over, clean under bolt + Lock program for $ 20.00 Quote

Serial Number: 6789831
Model: 700
RE00119340

PS 8586

Remington Arms Co., Inc.
Product Service
Legal Case #:889

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122501	1/2/2007	1/3/2007	1/3/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Larry	Nicholson	4963 W. Charleston Ave	Glendale	AZ	85308		W 602-843-0924 E melarrs2@cox.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			
S Fired on bolt opening	Concern:1020 Fired on Bolt Opening		Unknown	
C				

1/4/07-correspondence from repair-firearm discharged when attempting to unload it. Wants firearm modified under SMP.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	700/30-06 SPR	20000	6411586	AU	3/1/1971

Date Purchased	Where Purchased	Accessories	Original Owner
	WESTERN HOEGEE GLENDALE, CALIF	TWO PIECE SCOPE BASE	U

CUST.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
Replace TA under SMP						

Repair/Replacement Cost	Repair/Replacement Date

1/4/07-Quoted for SMP $20.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SOR
	Date Code		AU
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	SOME SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5#
	Altered	False	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

CASE # 889

22" AU 3/71 5H .012

Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700 BDL 30-06	**Serial Number:** 6411586	
Are you the original owner?: ☑ YES ☐ NO		
Name: Larry Nicholson	**Date of Purchase:** 1971 or 1972	
Address (no PO Boxes): 4963 W CHARLESTON AVE		
City: GLENDALE	**State:** AZ	**Zip:** 85308
Phone (Daytime): 602-843-0924	**Fax:**	

E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) melarrs2@cox.net

E-mail Address:
☑ I would like to receive future e-mail updates from Remington.

Please describe your problem and date of ocurrence:

While unloading my 700 BDL on a recent hunt the firearm discharged when I was attempting to unload it. The design requires that you place the safety in the fire position to unload the firearm. Please modify to eliminate this from happening again, as this is a very unsafe condition in my opinion.

Also, please check the condition of the extractor.

Thank you for your help in this matter.
Sincerely,
Larry Nicholson

could not duplicate concern. replace TPA, check oven, clean under bolt Lock program for $20.00 Quote

73 characters left

Ammunition Information:

Manufacturer: Remington	Type: Centerfire 30-06
	150/180 GR CORE-LOKT POINTED SOFT PT.
	Powder Weight:
	Primer Used:
	Reloader Used:

Serial Number: 6411586

Model: 700

RE00122501

RECEIVED
JAN 04 2007
BY:

Brand of cleaning solution used: HOPPE'S #9

How often do you clean the bore? (Months or Number of rounds) AFTER EACH USE - EVERY 3 MO.

BRAND OF LUBRICANT USED HOPPES

PS 8589

printed by FullShot at 9:55:19am on Monday, 1/8/07

BARBER - Kinzer PPS GAL RE0007692

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00122501

Verify Repair

Serial: 6411586 Model 700 Center Fire Caliber: 30 06 SPRG Produced: 03/19/1971

Repairman: Dale Lewis

Status: PartsHold 1/3/2007 3:04:16 PM

Address Information

Customer: (Received From)		Return To: (Received From)	
Name:	LARRY NICHOLSON		LARRY NICHOLSON
Address 1:	4963 W CHARLESTON AVENUE		4963 W CHARLESTON AVENUE
Address 2:	PO Box:		PO Box:
City:	GLENDALE		GLENDALE
State:	AZ Zip Code: 85308 Country: US	State:	AZ Zip Code: 85308 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M993	FIREARM DISCHARGED WH

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

could not duplicate concern,replace tpa,check over,clean under bolt lock program for $20 per prod service

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

PS 8590

lmwatson | 1/8/2007 | 9:55 AM | CAPS | NUM | INS | SCRL

Start | 2 Microsoft... | 2 Internet ... | Arms Servi... | 2 Microsoft ... | P-touch Edito... | Part Search ... | FullShot 97 | 100% | 9:55 AM

BARBER - Kinzer PPS GAL RE0007692

een Capture, 9:55:16am - Monday, 1/8/07, 1024w x 768h

Remington Arms Co., Inc.
Product Service
Legal Case #:637

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122020	12/20/2006	11/20/2006	12/27/2006	11/15/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Richard	Morris	1229 102 Ave	Greeley	CO	80634	40	H 970-222-2435

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI					
PD	Shot hole in truck	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing		Unknown	
S					
C					

11/20/06-Richard Morris was loading the magazine of his M/700 while in his friend's truck. One of the rounds fell into the chamber. He was going to extract it by closing the bolt to grab the round. Upon closing the bolt, the gun went off. It was cold, approx 10degrees. The round went through the floorboard and frame of truck. He is not looking to cover damages as his homeowner's insurance will cover this. He just wants to see what is going on with his rifle and get it taken care of.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300UM	26099	S6376880	EU	10/11/2000 9:38:07 AM

Date Purchased	Where Purchased	Accessories	Original Owner
8/24/2001	ACUSPORT (MT) CORPORATION		Y

11/20/06-Cust claims gun is stock, no alterations have been made. He has not been able to duplicate this problem.lw
CUST.CONCERN:FBC

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
Replace TA and Firing pin assem at n/c						

Repair/Replacement Cost	Repair/Replacement Date
$50	12/27/2006

11/20/06-Sending ARS, ltr & box to evaluate firearm.lw 12/27/06-agreement made to replace TA and Firing Pin assembly at n/c.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/21/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	NO INCIDENT CASE RETURNED
Barrel	Description		26" 300 REM UM SS
	Date Code		EU
	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	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	

Remington®

Case # 637

.015 26" 5# EL 10/2000

November 20, 2006

Serial Number: S6376880

Model: 700

RE00122020

Richard Morris
1229 102 Ave.
Greeley, CO 80634

Subject: Model 700 Serial# S6376880
RE: Case #637

Dear Mr. Morris,

We were sorry to learn of the unfortunate incident that you experienced while out hunting on Wednesday. We are certainly glad that everyone is alright, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the rifle back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Madison, NC

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

RECEIVED
DEC 22 2006
BY: LW

10/01/06
Replace TA-
FP Mism.

PS 8593

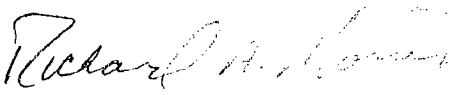
December 11, 2006

On November 15th, opening day of the fourth elk season in Colorado, I was putting my gun in a friends' truck getting ready to leave camp for the short drive to our hunting spot. Just before leaving camp I was loading the magazine of my gun. The law states in Colorado that a hunter may have rounds in the magazine but not in the chamber in a vehicle. I was standing outside the trucks passenger door putting rounds in the gun when one of the rounds slipped into the chamber. It was very cold that morning, approximately 10 degrees above zero. I thought to myself that I would use the extractor to pull the round out of the chamber. My left hand was on the rear portion of the stock and my right hand was on the handle of the bolt assembly. Just as I moved the bolt assembly forward...the moment it locked into the "lug" portion of the barrel...the gun went off. I did not even move the bolt handle into the down and locked position. As the enclosed picture shows, the bolt blew back open and struck the knuckles on my left hand. The bullet went through the floor board gouged the frame rail, traveled down the frame though radiator and heater hoses as well as the radiator, A/C condenser and out the front bumper. I've enclosed a copy of the repair bill for my friends' truck to be more specific of the damage.

Until that day, I had never had a problem with this gun. It has performed wonderfully and I have harvested several elk and deer with it. I purchased the gun from a very reputable shop "Jensen Arms" in Loveland, CO. on August 24, 2001. Since then, I estimate it has been fired approximately 100 times. I have been a member of the Active Duty Army as well as a current Colorado Army National Guard soldier with an Iraq deployment for over 12 years. That being said, I consider myself above average in weapons handling and care. This incident has shaken my confidence more than I care to mention.

I own several other Remington firearms and have nothing but praise for them. Please inspect this firearm and assist me in gaining the confidence and assurance I have had with it in the past.

Regards,



Richard A Morris
1229 102nd Ave.
Greeley CO 80634
970-222-2435
Subject: Model 700 Serial # S6376880
RE: Case #637

PS 8594

JENSEN ARMS

246 E. 4th Street • Loveland, CO 80537 • (970) 663-5994

PHONE (970) 4534264	INVENTORY # A5605R	DATE 8/04/01
D.L. # 92-170-0468	4473#	CBI # AND DATE 8/04/01 A01178414

NAME RICHARD ALLEN MORRIS

ADDRESS 4408 BRIDLE DR, FT. COLLINS, CO 80525

SOLD BY	CASH	CHECK #	COD	CHARGE	MDSE RET	PAID OUT	SPECIAL ORDER
		5121					

QTY	DESCRIPTION	PRICE	AMOUNT
1	REMINGTON 700 BDL		579.95
	SYNTH/STAINLESS		
	300 ULTRA MAG		
	S/N 56376880		
		TOTAL	579
		TAX	38.86
	ALL ADJUSTMENTS ARE TO BE MADE IN 30 DAYS FIREARMS GUARANTEED BY MANUFACTURER ONLY	CBI	
REC'D BY X	Richard A Morris	TOTAL	618.81

618.81
33.07
651.88

ALL CLAIMS AND RETURNED GOODS
MUST BE ACCOMPANIED BY THIS BILL.

Check # 5122

Thank You

PS 8595

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 BDL SS	**Serial Number:** S6376880
Are you the original owner?: ☑ YES ☐ NO	
Name: Richard A. Morris	**Date of Purchase:** 8/24/01
Address (no PO Boxes): 1229 102nd AVE	
City: GREELEY	**State:** CO **Zip:** 80634
Phone (Daytime): 970 222-2435	**Fax:**

E-mail Address: NUMBERS - NOT LETTERS

☑ I would like to receive future e-mail updates from Remington. RichMorris00@Comcast.net

Please describe your problem: SEE ATTACHED STATEMENT

Ammunition Information:

Manufacturer: REMINGTON	Type: 300 REM ULTRA MAG
Other (i.e. bullet weight/type, shot size, powder): 180 GR SWIFT SCIROCCO	

Handload Information: N/A

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: HOPPE'S BARREL SCRUBBER & BIRCHWOOD CASEY BORE SCRUBBER

How often do you clean the bore? (Months or Number of rounds) AFTER EVERY USE

How often do you clean the action? (Months or Number of rounds) AFTER EVERY USE

How often do you clean the trigger assembly? (Months or Number of rounds) BECAUSE OF THE NUMBER OF TIMES SHOT (APPROX 100) I HAVE ONLY DID THIS TWICE SINCE OWNING THE GUN

Brand of lubricant used: I HAVE USED OUTERS + REM OIL.

PS 8596

CTCS258552

CHEVROLET OLDSMOBILE CADILLAC
3111 S. College Ave.
P.O. Box 271065
Fort Collins, CO 80527
Ft. Collins (970) 226-2438
Denver (303) 571-5768
Greeley (970) 686-9258

DELLENBACH MOTORS

CHEVROLET Oldsmobile Cadillac SUBARU

SUBARU
3103 S. College Ave.
P.O. Box 271065
Fort Collins, CO 80527
Ft. Collins (970) 226-3100
Denver (303) 572-7941

CTCS258552

0101ICTCS258552

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
94484	JOHN SAVAGE 263	5513	11/22/06	CTCS258552
	LABOR RATE / LICENSE NO. / MILEAGE	31,161	COLOR	STOCK NO.
ALAN D SCHUCK 13198 LATIGO LANE WELLINGTON, CO 80549	YEAR / MAKE / MODEL	04/CHEVROLET TRUCK/C25 FULL SIZE/SIL	DELIVERY DATE 10/03/03	DELIVERY MILES
	VEHICLE I.D. NO.	1 G C H K 2 4 1 5 4 E 1 3 5 5 1 3	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE 11/15/06	
RESIDENCE PHONE 970-568-9151	BUSINESS PHONE 970-282-6456	COMMENTS		

LABOR & PARTS

J# 1 07CVZ17 ABS MALFUNCTION TECH(S):6 630.74

RIFLE WENT OFF AND BULLET WENT THROUGH FLOORBOARD. NOW
ABS LIGHT IS ON
FOUND THE BULLET WENT THROUGH THE RIGHT ABS HARNESS AND THE
BODY HARNESS.
REPLACED THE RIGHT WHEEL SPEED SENSOR AND REPAIRED THE
BODY HARNESS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	15139804	CAP 7.832	135.41	101.56	101.56
JOB # 1	1	15196054	SHROUD 1.277	48.12	48.12	48.12
JOB # 1	1	15020380	COOLER 3.373	541.46	541.46	541.46
JOB # 1	1	15807287	CARPET 16.850	165.20	165.20	165.20
JOB # 1	1	15174018	INSULATOR 16.800	86.60	86.60	86.60
JOB # 1	1	15922891	*CONDENSER 9.190	318.91	318.91	318.91
JOB # 1	1	04620	NOR SEAM SEA	28.39	28.39	28.39
JOB # 1	4	12346290	COOLANT 8.800	21.33	17.50	70.00
JOB # 1	2	12356150	REFRIGERA 8.800	19.95	19.95	39.90
JOB # 1	4	12089189	SPLICE SL 8.965	2.74	2.74	10.96
JOB # 1	4	12089190	SPLICE SL 8.965	3.01	3.01	12.04
JOB # 1	1	15792828	HOSE 1.173	154.34	154.34	154.34
JOB # 1	1	15225722	SENSOR 4.710	112.55	112.55	112.55
				JOB # 1 TOTAL PARTS		1690.03
				JOB # 1 TOTAL LABOR & PARTS		2320.77

J# 2 07CVZ08 PEDAL GOES TO FLOOR TECH(S):6 0.00

RIFLE WENT OFF AND BULLET WENT THROUGH FLOORBOARD. NOW
BRAKE PEDAL GOES TO THE FLOOR
COULD NOT DUPLICATE CONCERN
FLUID IS FULL AND NOT LEAKING

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 08CVZ13 HVAC COOLANT LEAK TECH(S):6 427.80

LOW COOLANT LIGHT IS ON. HAS COOLANT LEAK WHERE BULLET
WENT THROUGH FLOOR BOARD
FOPUND HOLES IN THE RIGHT FLOOR PAN, CARPET, SOUND MAT.
FRAME, RADIATOR, RADIATOR HOSE, AIR CHARGE COOLER,
AC CONDENSOR AND BUMPER FACIA.
REPAIRED THE HOLE IN THE FRAME AND FLOOR BOARD. REPAIRED
ALL OTHER NEEDED COMPONENTS AND REFILLED FLUIDS. RETESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	89018318	RADIATOR 1.219	745.75	745.75	745.75
				JOB # 3 TOTAL PARTS		745.75
				JOB # 3 TOTAL LABOR & PARTS		1173.55

G.O.G. & SUPPLIES

JOB # 1 FREIGHT (PARTS) 21.68

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

REPAIR ORDER NOTICE

Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED

We Appreciate

Your Business

Thank You.

PS 8597

[CONTINUED ON NEXT PAGE] 12:38pm

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ERAINTINVE GO-500602 (09/01)

CTCS258552

CHEVROLET OLDSMOBILE CADILLAC
3111 S. College Ave.
P.O. Box 271065
Fort Collins, CO 80527
Ft. Collins (970) 226-2438
Denver (303) 571-5768
Greeley (970) 686-9258

DELLENBACH MOTORS

CHEVROLET Oldsmobile Cadillac SUBARU

SUBARU
3103 S. College Ave.
P.O. Box 271065
Fort Collins, CO 80527
Ft. Collins (970) 226-3100
Denver (303) 572-7941

CTCS258552

0101ICTCS258552

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
94484	JOHN SAVAGE 263	5513	11/22/06	CTCS258552

ALAN D SCHUCK
13198 LATIGO LANE
WELLINGTON, CO 80549

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		31,161	WHITE/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/C25 FULL SIZE/SIL	10/03/03	

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G C H K 2 4 1 5 4 E 1 3 5 5 1 3		

F. T. E. NO.	P. O. NO.	R. O. DATE
		11/15/06

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
970-568-9151	970-282-6456	

TOTAL - GOG 21.68

MISC------CODE--------DESCRIPTION----------CONTROL NO---------
JOB # A EWD SHOP SUPPLIES & DISPOSAL CHARGES 15.00
TOTAL - MISC 15.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1000.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $3695.00 (+TAX) ON 11/16/06 AT 09:34am
BY ALAN, RICH & COUNTRY COMMENTS COUNTRY INSURANCE PAYS $3523.30 WITH CLAIM#164-0029721
COMMENTS----------
ALAN'S CELL 222-3961
RICH'S CELL 222-2435
DICK'S # 568-7952
UNTRY INSURANCE PAYS $3523.30 WITH CLAIM#164-0029721
ECK IS IN BODYSHOP HOLD BAG
RICH SAID HE WOULD PAY REMAINDER $170.90 TO KEEP GM FACTORY PARTS
INSTALLED INTO ALAN SCHUCK'S VEHICLE

TOTALS----------

CASH CC CK#

DATE

INITIAL

SOME GENERAL MOTOR PARTS HAVE A LIFE TIME WARRANTY
SEE YOUR SERVICE CONSULTANT FOR FULL DETAILS
THANK YOU FOR YOUR BUSINESS

TOTAL LABOR....	1058.54
TOTAL PARTS....	2435.78
TOTAL SUBLET...	0.00
TOTAL G.O.G....	21.68
TOTAL MISC CHG.	15.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	163.20
TOTAL INVOICE $	**3694.20**

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

REPAIR ORDER NOTICE

Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED

****

DELLENBACH MOTORS
3111 S COLLEGE AVE
FT COLLINS, CO 80525
(970) 226-2438

BATCH: 271
S-A-L-E-S D-R-A-F-T
86732916
0000007523674

REF: 0021
CD TYPE: VISA
IR TYPE: MAIL/PHONE
INV#: 258552
DATE: NOV 22, 06 12:30:55

AUS: EXACT MATCH
CVV2: MATCH

TOTAL $170.90*

ACCT: 6396 EXP: **/**
AP: 022324

CUSTOMER AGREES TO PAY AMOUNT OF GOODS AND/OR SERVICES IN THE AMOUNT OF THE TOTAL SHOWN HEREON AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH BY THE CARDHOLDER'S AGREEMENT WITH THE ISSUER

CUSTOMER ****

We Appreciate

Your Business

Thank You.

PS 8598

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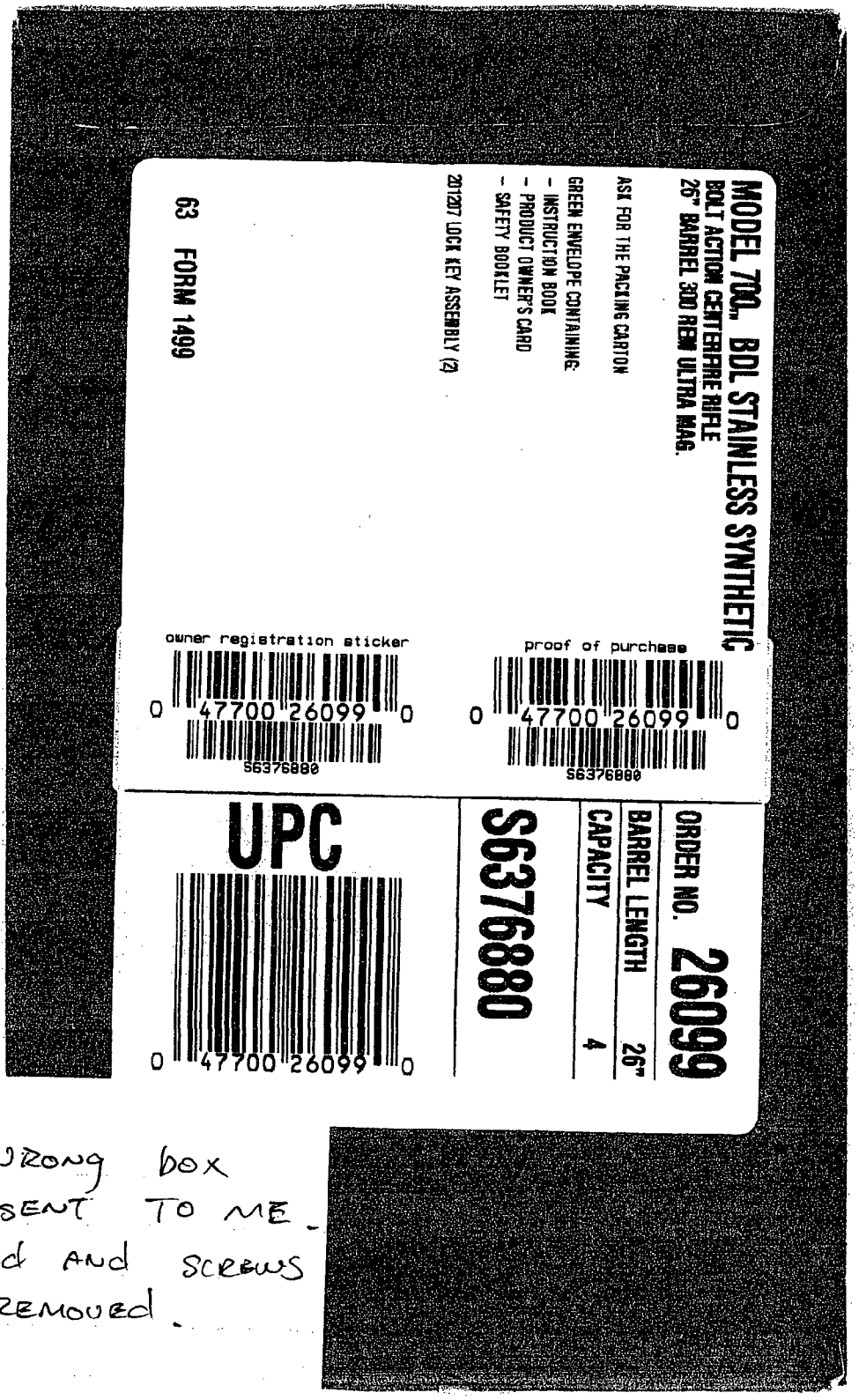
ERAINTINVE GO-500602 (09/01)



THE WRONG BOX WAS SENT TO ME. Butt pad and screws were removed.

PS 8599

Remington Arms Co., Inc.
Product Service
Legal Case #:924

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/16/2007		1/6/2007			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Michael	Miller	5144 Chateaugay Drive	Mason	OH	45040		H 513-398-5998

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI	Bruised leg, ringing ears				
PD	Hole through house	Cause:4079 Other - Unexamined		U	
S		Concern:1008 Fired on Bolt Closing			
C					

1/12/07-email from Fred Supry-While cycling reloads through his rifle, cust had one go off. He was in his cellar and it shot through floor above him, a table and wall. He is ok ecept for some ringing in his ears and a minor bruise on his leg where the stock was resting. He found on the internet that weve been having some problem with these rifles. Also wants to send a 722 for the bolt lock modification.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/				1/1/1900
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
			U			

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
	Repair/Replacement Cost	Repair/Replacement Date				

1/16/07-send ARS, ltr to get gun in for evaluation.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Watson, Laura M.

From: Supry, Fred L.
Sent: Friday, January 12, 2007 3:21 PM
To: Watson, Laura M.
Subject: Two ARS labels

1/12/2007

Please send two ARS labels to:

Michael Miller
5144 Chateaugay Drive
Mason, OH 45040

1. While cycling his reloads through his rifle he had one go off – He was in his cellar and it shot through the floor above him, through a table, and wall. He is ok except for some ringing in his ears and a minor bruise on his leg where the stock was resting. He said he went on the internet and found out that Remington has a problem with these rifles. I explained that there is usually an underlying issue, i.e., improper maintenance, alterations, etc. Date of incident was 1/6/2007. Model 700 rifle with the bolt lock style safety.

2. He has a Model 722 that he would like to return for the bolt lock modification program. No issues with this gun – just would like to be able to load and unload with the safety on.

His phone # is 513-398-5998.

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

Remington®

January 16, 2007

Michael Miller
5144 Chateaugay Drive
Mason, OH 45040

Subject: Model 700
RE: Case #924

Dear Mr. Miller,

We were sorry to learn of the unfortunate incident that you experienced while shooting your Model 700. We are certainly glad that your injuries were not any more serious, and that you are anxious to get back to enjoying the shooting sports.

As discussed with Fred Supry, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 8602

BARBER - Kinzer PPS GAL RE0007704

MILLER
TEAUGAY DR
H 45040

10 LBS
RS

2 OF 2

O:
N: PRODUCT SERVICES
INGTON ARMS CO INC
HOEFLER AVE
.ION NY 13357

NY 135 0-01

GROUND
ING #: 1Z 4XX 596 90 6612 9590

IG: 3RD PARTY
....
I SERVICE

MICHAEL MILLER/LW

UOM 8.0.16 UPS Thermal 2 60.1A 10/2006

MICHAEL MILLER
5144 CHATEAUGAY DR
MASON OH 45040

10 LBS
RS

1 OF

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND
TRACKING #: 1Z 4XX 596 90 6602 9386

BILLING: 3RD PARTY
DESC: ....
RETURN SERVICE

REF 1: MICHAEL MILLER/LW

UOM 8.0.16 UPS Thermal 2 60.1A 10/20

PS 8603

Remington Arms Co., Inc.
Product Service
Legal Case #:924

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
124661	2/8/2007	1/16/2007	2/9/2007	1/6/2007			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Michael	Miller	5144 Chateaugay Drive	Mason	OH	45040		H 513-398-5998

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI	Bruised leg, ringing ears				
PD	Hole through house	Cause:4038 Could Not Duplicate Concern		U	
S		Concern:1008 Fired on Bolt Closing			
C					

1/12/07-email from Fred Supry-While cycling reloads through his rifle, cust had one go off. He was in his cellar and it shot through floor above him, a table and wall. He is ok ecept for some ringing in his ears and a minor bruise on his leg where the stock was resting. He found on the internet that weve been having some problem with these rifles. Also wants to send a 722 for the bolt lock modification.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 Win		249889		1/1/1900

Date Purchased	Where Purchased	Accessories	Original Owner
			U

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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
$25.00	2/9/2007

1/16/07-send ARS, ltr to get gun in for evaluation.lw Model 722 received reference claim # 1012. fls 2/9/2007.

Examination[Remington/CF/BA]

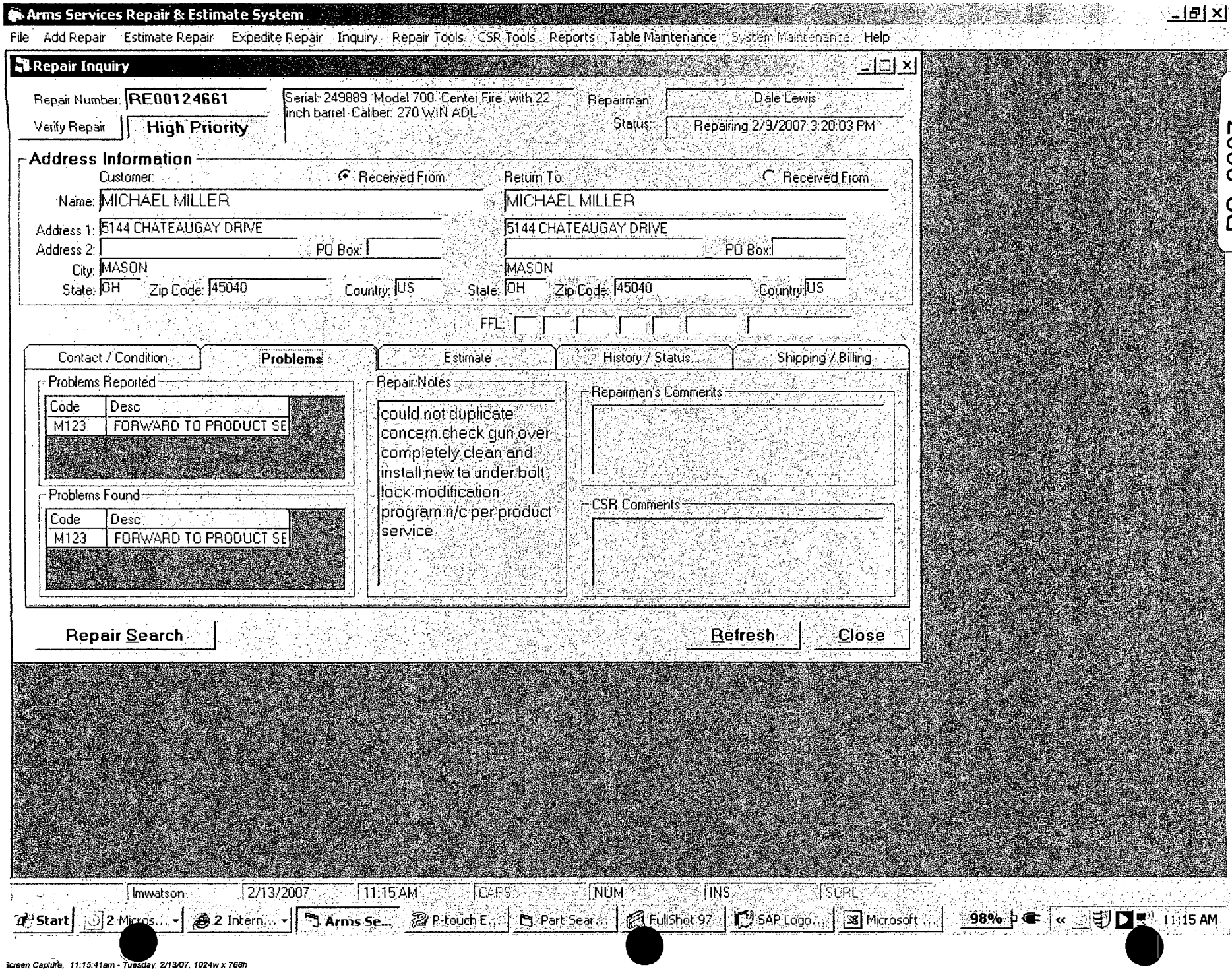
Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		2/9/2007
	Product Type		RF
	Action Type		A

	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Unable to cause any accidental release of the firing pin. Rifle is 41 years old and other than slight sluggish movement of the bolt stop due to some sticky residue there was no fault found with the rifle.
Barrel	Description		M/700 270 caliber 22 inch
	Date Code		XN
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	Visible brass wash and shavings on bolt face.
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	Sluggish movement due to some sticky residue.
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Standard M/700 Bolt Lock Safety
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	
		Slightly Worn;	

	Notch	Functioning	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.0 lbs
	Altered	False	
Non-Remington Components	Description		Scope Base

PS 8606

printed by FullShot at 11:15:44am on Tuesday, 2/13/07



PS 8607

BARBER - Kinzer PPS GAL RE0007709

BARBER - Kinzer PPS GAL RE0007709

Screen Capture, 11:15:41am - Tuesday, 2/13/07, 1024w x 768h

HP

Remington®

January 16, 2007

Serial Number: 249889
Model: 700
RE00124661

Michael Miller
5144 Chateaugay Drive
Mason, OH 45040

Subject: Model 700
RE: Case #924

Dear Mr. Miller,

We were sorry to learn of the unfortunate incident that you experienced while shooting your Model 700. We are certainly glad that your injuries were not any more serious, and that you are anxious to get back to enjoying the shooting sports.

As discussed with Fred Supry, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

COULD NOT DUPLICATE CONCERN
Check gun over completely
Clean and install new TA
under the bolt lock modification
program. N/C
Charge 230145
FCS 2/9/2007

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

RECEIVED
FEB 12 2007
BY:

PS 8608

BARBER - Kinzer PPS GAL RE0007710

#924

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700	**Serial Number:** 249889
Are you the original owner?: ☒ YES ☐ NO - My Father's Rifle	
Name: Michael A Miller	**Date of Purchase:** 1962?
Address (no PO Boxes): 5744 Chateaugay Drive	
City: MASON	**State:** OH **Zip:** 45040
Phone (Daytime): 513-398-5998	**Fax:** 513-398-3167
E-mail Address: MAM_KCL@Yahoo.Com	
☒ I would like to receive future e-mail updates from Remington.	
Please describe your problem: While Cycling Rounds Through To Check For Fit The Rifle Discharged in My Lap.	

Ammunition Information:

Manufacturer: Self	Type: Hand Load
Other (i.e. bullet weight/type, shot size, powder):	

Handload Information:

Powder Used: IMR 4350	Powder Weight: 50 Gr
Case/Hull Used: Winchester	Primer Used: CCI Lg Rifle
Bullet Type/Shot Size: 150 Gr SP BT	Reloader Used: RCBS

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Hoppes	
How often do you clean the bore? (Months or Number of rounds)	200 Rnds
How often do you clean the action? (Months or Number of rounds)	200 Rnds
How often do you clean the trigger assembly? (Months or Number of rounds)	Annually @ in Oct
Brand of lubricant used:	Hoppes

PS 8609

Craddock, Amanda

From: Watson, Laura M.
Sent: Monday, January 15, 2007 9:11 AM
To: Media Coordinator Schedule
Subject: ARS requests

4XX596 JAN 15, 2007 ALL CURR USD 1 OF 2
SERVICE GNDCOM ACT WT 10.0 LBS LP
TRACKING# 1Z4XX5969066029386
REF 1: MICHAEL MILLER/LW
REF 2:

HANDLING CHARGE 0.00
SINGLE-PIECE REF RATE CHRGS:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 HZMT 0.00 RS 0.50
AH 0.00 NTFY 0.00 SD 0.00
TOT REF CHG 6.87 SP 0.00
REF+HANDLING 6.87

Remington

www.remington.com

P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST

DATE:	1/15/2006	REQUESTED BY:	Laura Watson
QUANTITY:	2	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXX
DESCRIPTION:	REF: 700/722		

LABEL INFORMATION

MAIL LABEL TO: Michael Miller
5144 Chateaugay Drive
Mason, OH 45040

4XX596 JAN 15, 2007 ALL CURR USD 2 OF 2
SERVICE GNDCOM ACT WT 10.0 LBS LP
TRACKING# 1Z4XX5969066129590
REF 1: MICHAEL MILLER/LW
REF 2:

HANDLING CHARGE 0.00
SINGLE-PIECE REF RATE CHRGS:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 HZMT 0.00 RS 0.50
AH 0.00 NTFY 0.00 SD 0.00
TOT REF CHG 6.87 SP 0.00
REF+HANDLING 6.87

RETURN ITEM
Ilion, NY
Attn: Product Service
Factory Only

(Need a label please)

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

PS 8610