

Remington Arms Co., Inc.
Product Service
Legal Case #:1137

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
126695	3/20/2007	3/21/2007	3/21/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Quints Hardware & Sporting Goods			1406 Industrial Pkwy	Saraland	AL	36571		W 251-679-1300

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	fired in safe position Concern:1003 Jar-Off Safe ON			
C				

3/26/07-correspondence from repair-Cust says gun fired while in safe position when it was bumped.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WSM	27331	G6579261	RA	11/15/2006 4:47:46 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BANGERS LP		U			

CONCERN:FIRED WHILE ON SAFE POSITION

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c-goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	3/26/2007				

3/26/07-replace TA, check over, clean at n/c. Refinish bbl/rec assm-damaged in shipping.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/21/2007
	Product Type		RF
	Action Type		A
	Assigned To		F,SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WSM
	Date Code		RA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

(PS 8626)

	Fired while Obstructed		
	Muzzle/Crown Condition	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	BBL SCRATCHED
	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 8627)

RECEIVED
MAR 26 2007

BY: *[Signature]*

QUINT'S HARDWARE
& SPORTING GOODS

1406 Industrial Pkwy.
SARALAND, ALABAMA 36571
(251) 679-1300

RA 11/04
6#
24"
#012

CUSTOMER'S ORDER NO.		PHONE		DATE	
				03-08-07	
NAME					
ADDRESS					
<i>could not duplicate concern</i> <i>replace TPA, check over, clean AT</i> <i>N/C - Refinish BDC/REC. ASSN.</i>					
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RET'D.
PAID OUT					
QTY.	DESCRIPTION				PRICE
	Returning (1) 700 SPS 275 WSM				
	SW G6579261 to be checked out.				
	Customer says gun fired while in				
	"SAFE" position when it was bumped.				
<p>126695</p> <p><i>That's how</i></p> <p>Bolt Damaged</p> <p>Frash on bbl in</p> <p>Shipping</p>					
					TAX
RECEIVED BY					TOTAL

C PRODUCT 610

All claims and returned goods must be accompanied by this bill.

1080

Serial Number:

G6579261

Model: 700



RE00126695

(PS 8628)

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: RE00126695

Serial: G6579261 Model 700 Center Fire Caliber
270 WSM SPS SYN Produced: 11/15/2006

Repairman: Carl Cotton

Status: Repairing 3/22/2007 10:55:04 PM

Verify Repair

Address Information

Customer: ☒ Received From Return To: ☐ Received From
Name: QUINT'S HARDWARE
Address 1: 1406 INDUSTRIAL PARKWAY
Address 2: PO Box:
City: SARALAND
State: AL Zip Code: 36571 Country: US
State: AL Zip Code: 36571 Country: US

FFL

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M992	FIRE WHILE ON SAFE

Problems Found

Code	Desc
M108	DAMAGE APPEARS TO HAVE
M117	POOR FINISH - BARREL
M992	FIRE WHILE ON SAFE

Repair Notes

Replacing trigger assy
and refinishing the
bbl/rec assy

Repairman's Comments

CSR Comments

Repair Search

Refresh

Close

Imwatson 3/27/2007 11:54 AM CAPS NUM INS SCRL

PS 8629

BARBER - Kinzer PPS GAL RE0007731

BARBER - Kinzer PPS GAL RE0007731

Remington Arms Co., Inc.
Product Service
Legal Case #:1139

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
126670	3/20/2007	3/21/2007	3/21/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Daniel	Willman	1120 S 243rd Court	Des Moines	WA	98198		H 206-280-6176

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				

3/26/07-correspondence from repair-At times cust is unable to position the safety to the "S" position, it is just stuck in the "F" position. When this occurs, if He opens the bolt, he can then move the safety to the "S" position. However, after closing the bolt, if he then moves the safety out of the "S" position, the gun will fire. This also happened about six years ago and at that time, he chose to have a local gunsmith fix it. At the same time, he regrettably agreed to have the bbl floated.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR		B6783542	CG	4/8/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
	BUTCHS	SCOPE,BASE,RINGS,SLING	Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Quote to replace TA at 1/2 msp						
Repair/Replacement Cost	Repair/Replacement Date					

3/26/07-Quote for \$40.42 for new Trigger, check over, clean.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/21/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR MR
	Date Code		CG
	Bore Plugged	False	
	Bulged	False	

PS 8630

	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 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	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED

(PS 8631)

Factory Repair Form

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

Model Number: 700		Serial Number: B6783542	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Daniel Willman		Date of Purchase: 1987	
Address (no PO Boxes): 1120 S 243RD Court			
City: Des Moines		State: WA	Zip: 98198
Phone (Daytime): 206 280 6176		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) daniel.c.willman@boeing.com			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: At times I'm unable to position the safety to the 'S' position, it's just stuck in the 'F' position. When this occurs, if I open the bolt I can then move the safety to the 'S' position. However, after closing the bolt, if I then move the safety out of the 'S' position, the gun will fire. This also happened about six years ago and at that time I chose to have a local gunsmith fix it. At the same time I regrettably agreed to have the barrel floated.			
46 characters left		Pre-authorize \$200.00 VISA Feb 2008 4428 6800 { REDACTED	
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: Hoppe's How often do you clean the bore? (Months or Number of rounds) Varies by use 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)			

PS 8632

Brand of lubricant used: Rem Oil
How often do you lubricate the bore? (Months or Number of rounds) <i>Varies by use</i>
How often do you lubricate the action? (Months or Number of rounds) <i>?</i>
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? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? This is the first time.
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
<p>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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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. If you wish, you can expedite repairs over \$75.00 by setting a pre-</p>

Serial Number:

B6783542Model: **700****RE00126670**

Legal Notices

*could not dupl. into conceal
 TAG- set screws - altered
 replace TPA, check over,
 clean at 1/2 msp. Quote*

(PS 8633)

Repair Inquiry

Repair Number: **RE00126670**Serial: 86783542 Model 700 Center Fire Caliber
3006 MTN Produced: 04/08/1986Repairman: **Bruce Travis**

Verify Repair

Status: **Repairing 3/22/2007 10:55:04 PM**

Address Information

Customer:

☒ Received From

Return To

☐ Received FromName: **DANIEL WILLMAN****DANIEL WILLMAN**Address 1: **1120 S 243 RD COURT****1120 S 243 RD COURT**Address 2: **PO Box:****PO Box:**City: **DES MOINES****DES MOINES**State: **WA** Zip Code: **98198**Country: **US**State: **WA** Zip Code: **98198**Country: **US**FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Part	Qty	Description	Need	Inv	Kil	Avail	Recv	Wint	Price	Disc	ExtAmt
F305570	P	700 X-MARK PRO TRIG A	1	1	0	1	1	N	71.50	70	21.45
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	N	1.00	0	12.00
4000119	S	GR TEST	1	1	0	0	0	N	15.00	70	4.50

Parts: **21.45**Labor: **4.50**Ship/Handling: **12.00**Est State Tax: **2.47**Total: **40.42**☒ Charge Taxes

Repair Search

Refresh

Close

PS 8634

Repair Inquiry

Imwatson

3/27/2007

2:35 PM

PARS

NUM

INS

SCRL

Start

2. Micros...

4 Intern...

Arms Sé...

2. Micros...

P-touch E...

FullShot 97

2 SAP L...

Search fo...

99%

2:35 PM

Remington Arms Co., Inc.
Product Service
Legal Case #:1138

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
127016	3/20/2007	3/21/2007	3/21/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Will	Lee	31 Sally Burr Rd	Litchfield	CT	06759		H 860-567-4005 C 203-509-2969

Incident Information

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

3/26/07-correspondence from repair-Cust was having trouble with the bolt and safety on this rifle. On several occasions, it was very hard to close the bolt with a bullet in the chamber twice firing while closing the bolt while safety was engaged.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25711	D6830136	RO	11/15/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT CENTER INC	TWO PIECE SCOPE BASE	U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Quote to replace TA at 1/2 msp						
	Repair/Replacement Cost	Repair/Replacement Date				

3/26/07-quote sent to replace TA at 1/2 msp due to trig set screws altered.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/21/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		18" 308 WIN HB (ALTERED) W/MUZZLE BRAKE
	Date Code		RO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8635

	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 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.017
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED

(PS 8636)

RECEIVED

MAR 26 2007

BY: *[Signature]*

1138

20 11/94
18"
3 II

To Whom it may Concern

I was recently having trouble with the bolt and the safety on this rifle, on several occasion it was very hard to close the bolt with a bullet in the chamber twice firing while closing the bolt while safety was engaged

(PS 8637)

~~THREAT~~ T219. ASSM. SET SCREWS
IT LATERED. IMPROVE T219, check daily
2 LATER. 4T 1/2 MSG. Quote

if you need to
reach me my name

is Will Lee
31 Sally Burr Rd.
Hitchfield Ct.
06759

~~860 560~~

H. 860 567-4005

C 203 509 2969

Please do not tighten
muzzle brake I use an
advance arm. Suppressor
Thank you.

Will Lee
31 Sally Burr Rd.
Litchfield Connecticut
06759

(PS 8638)

Serial
Number:

D6830136

Model: 700



RE00127016

Remington Arms Co., Inc.
Product Service
Legal Case #:1136

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
126588	3/20/2007	3/21/2007	3/21/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Bernard	Klumpp	1825 Rivertree Ct	New Orleans	LA	70131		H 504-368-9767 C 504-20-7732

Incident Information

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

3/26/07-correspondence from repair-When rifle is taken off safety to unload or to fire the rifle, the weapon discharges. Call w/ repair estimate do not repair w/o his authorization.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	F6204524	PW	6/20/2002 9:25:01 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	SCOPE BASE AND RINGS	U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Quote for repair at 1/2 price						
	Repair/Replacement Cost	Repair/Replacement Date				

3/21/07-quote for new trigger, check over and clean \$67.86.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/21/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED
Barrel	Description		22" 270 WIN
	Date Code		PW
	Bore Plugged	False	(PS 8640)
	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---	.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
Non-Remington Components	Description		SCOPE BASE AND RINGS

PS 8641

1136

Bernard J. Klumpp
1825 Rivertree Ct.
New Orleans, La 70131
504-220-7732

2.5#
22"
PW 6/02
013

Remington Arms Manufacturing. Service/Repair Division

RECEIVED
MAR 26 2007
BY: *[Signature]*

Gentlemen,

Enclosed herewith please find one Remington Model 700 BDL .270 caliber rifle serial number F6204524 for repairs. The problem that I am having with the rifle is being taken off safety, to either unload or to fire the rifle, the weapon discharges. Please check out this problem and call me for a repair estimate. DO NOT repair the rifle without my authorization.

If you need any further information, please do not hesitate to call me or my brother Darryl Klumpp. I can be reached at either my home at 504-368-9767, my cell phone at 504-220-7732. My brother's telephone number is 504-393-1338.

Thank you for your assistance in this matter.

Sincerely,

Bernard KLumpp

126588

could not duplicate concern.
Trig-set screws ATTACHED
replace TPA, check over
completely clean AT
1/2 msp. Quote

Serial
Number:

F6204524

Model: 700



RE00126588

(PS 8642)

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: **RE00126588** Serial: F6204524 Model 700 Center Fire Caliber: Repairman: Chuck Dekanek
 Verify Repair: 270 BDL CUSTOM DELUXE Produced: Status: Repairing 3/22/2007 10:00:06 AM
 06/20/2002

Address Information

Customer: <input checked="" type="radio"/> Received From		Return To: <input type="radio"/> Received From	
Name:	BERNARD KLUMPP		
Address 1:	1825 RIVERTREE CT		
Address 2:	PO Box:		
City:	NEW ORLEANS		
State:	LA	Zip Code:	70131
Country:	US		

FFL ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing						
Problems Reported <table border="1"> <tr> <th>Code</th> <th>Desc</th> </tr> <tr> <td>M123</td> <td>FORWARD TO PRODUCT SE</td> </tr> <tr> <td>M994</td> <td>FIRED ON SAFE</td> </tr> </table>		Code	Desc	M123	FORWARD TO PRODUCT SE	M994	FIRED ON SAFE	Repair Notes Could not duplicate concern. Trigger set screws altered. Replace trigger assembly, check over completely and clean at 1/2 MSP.		
Code	Desc									
M123	FORWARD TO PRODUCT SE									
M994	FIRED ON SAFE									
Problems Found <table border="1"> <tr> <th>Code</th> <th>Desc</th> </tr> <tr> <td>M123</td> <td>FORWARD TO PRODUCT SE</td> </tr> </table>		Code	Desc	M123	FORWARD TO PRODUCT SE	Repairman's Comments <div></div>				
Code	Desc									
M123	FORWARD TO PRODUCT SE									
		CSR Comments <div></div>								

Repair Search

Refresh

Close

PS 8644

lmwatson 3/27/2007 11:40 AM CAPS NUM INS SCRL

Start 2 Microsoft O... 3 Internet Ex... Arms Service... 597:17HMR.Dr P-touch Editor FullShot 97 99% 11:40 AM

BARBER - Kinzer PPS GAL RE0007746

PrintDisplay

Page 1 of 2

Remington Arms Co., Inc.
Product Service
Legal Case #:1154

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
127294	3/27/2007	3/28/2007	3/28/2007				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Kittery Trading Post			301 US Rt 1 PO Box 904	Kittery	ME	03904		W 207-752-9040 F 207-752-9069

Incident Information

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

3/30/07-correspondence from repair-firing problems. fires upon closing.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	722/257 ROBERT		74090	OUU	7/1/1949
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE SCOPE BASE	U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

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				

3/30/07-Quote sent to 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		3/28/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 257 ROBERTS
	Date Code		OUU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1154&Type=Case>

PS 8645 1/2/2007

	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	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	Worn; Functioning	
	Stock Condition	Worn; Functioning	BEDDING ALTERED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/722 BOLT LOCK SAFE
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.016
	Notch	Slightly Worn; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4#
	Altered	True	TRIG SET SCREWS ALTERED
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 8646

1154

RECEIVED
MAR 30 2007
BY: *[Signature]*

own 7/49
24" .016 4#

FIREARM FORM

[illegible]

Serial Number:

Number: **74090**

Model: 722



RE00127294

PS 8647
BARBER - Kinzer PPS GAL RE0007749

Current Cases - Windows Internet Explorer

http://cps03ap13:200/service/CaseMgmt/CurrentCases/tabid/98/Default.aspx

File Edit View Favorites Tools Help

Current Cases

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: RE00127294 Serial: 74090 Model 722 Center Fire Caliber: 257 Repairman: Carl Cotton
Verify Repair ROBERTS Status: ApprovalHold 3/28/2007 9:19:10 AM

Address Information

Customer: Received From Return To: Received From

Name: KITTERY TRADING KITTERY TRADING

Address 1: 301 US RT 1 301 US RT 1

Address 2: PO Box: PO Box:

City: KITTERY KITTERY

State: ME Zip Code: 03904 Country: US State: ME Zip Code: 03904 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M992	FIRES UPON CLOSING.

Problems Found

Code	Desc
M112	HEADSPACE IS EXCESSIVE
M178	TRIG ADJ SCREWS RESET.
M239	REPLACE TRIGGER ASSEMBLY

Repair Notes

Gun was produced in 10/49 and has the bolt lock safety lever. Quoted for replacing trigger assy with a new style under the bolt lock safety modification program. NOTE-The

Repairman's Comments

CSR Comments

Repair Search Refresh Close

Imwatson 3/30/2007 2:51 PM CAPS NUM INS SCRL

PS 8648

Remington Arms Co., Inc.
Product Service
Legal Case #:1161

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
127311	3/27/2007	3/28/2007	3/28/2007				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ron	Houle	806 Stephenson Ave	Escanaba	MI	49829		W 906-786-9551 E r_houlesbcglobal.net

Incident Information

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

Check over completely, clean trigger assembly, replace trigger spring, and check safety clearance in stock. Perform all work required at MSP. fls 3/29/2007.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/243 WIN		060396	OR	7/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Clean TA at msp.lw						
Repair/Replacement Cost	Repair/Replacement Date					

3/30/07-check over, completely clean trig assem. Replace trig spring. check safety clearance at msp. Quote sent for \$29.10.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/28/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		OR
	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	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Condition	---Select---	
Magazine	Box Condition	Missing	
	Exterior Condition	Worn; Functioning	
Overall	Stock Condition	---Select---	SYN STK NOT OF REM MFG
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/788 BOLT LOCK SAFETY
Safety	Function	Slightly Worn; Functioning	
	Lift	---Select---	
Sear	Notch	Slightly Worn; Functioning	VERY DIRTY
	Test Fired	False	
Tests	Feeding Test	False	
	Condition	Slightly Worn; Functioning	VERY DIRTY MIN SAFETY CLEARANCE
Trigger	Pull	---Select---	4.5#
	Altered	False	
	Description		SYN STOCK
Non-Remington Components	Description		

(PS 8650)

1161

4.5#
02 7/68
2L"

RECEIVED
MAR 30 2007

BY: _____

March 15, 2007

Serial Number: 060396

Model: 788



RE00127311

Remington Arms Comp.
% ATT Product Service
14 Hoefler
Illon, NY 13357

To Whom It May Concern:

I have a Model 788 rifle cal. 243 with a serial number of #060396. During the 2005 deer season, I was loading my rifle and the gun discharged. My finger was NOT on the trigger. I had trouble with the safety moving back and forth, but on that morning while pushing the bolt down the gun discharged. At the time, I just put the gun away for a while but now I feel it should be looked at in the interest of safety in my home.

Also, the safety gets locked up between safety and firing mode but this does not happen very often.

I look forward to hearing from you with your evaluation.

Thank you,

Ron Houle
806 Stephenson Avenue
Escanaba, MI 49829
e-mail:
phone: (906) 786-9551

could not duplicate concern
check over completely
clean + trig. assm. right side trig.
spring. check safety clearance.
AT MSP. Quote
(SOP. #140445)

E-MAIL r_houle@sbglobal.net

(PS 8651)

Current Cases - Internet Explorer

http://cps03ap13:200/service/CaseMgmt/CurrentCases/tabid/98/Default.aspx

File Edit View Favorites Tools Help

Current Cases

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: **RE00127311** Serial: 050396 Model 788 Center Fire with 22 inch barrel Caliber 243 WIN W/SYNTHETIC STK Repairman: Bruce Travis Status: Repairing 3/29/2007 4:40:03 PM

Verify Repair

Address Information

Customer: ☒ Received From Return To ☐ Received From

Name: **RON HOULE** **RON HOULE**

Address 1: **806 STEPHENSON AVENUE** **806 STEPHENSON AVENUE**

Address 2: PO Box: PO Box:

City: **ESCANABA** **ESCANABA**

State: **MI** Zip Code: **49829** Country: **US** State: **MI** Zip Code: **49829** 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

Repair Notes

could not duplicate concern check over completely tear down and clean trigger assm. replace trigger spring check safety clearance at msp test with slave mag

Repairman's Comments

CSR Comments

Repair Search **Refresh** **Close**

Imwatson 3/30/2007 2:47 PM CAPS NUM INS SCRL

Start 2 Microsoft... 2 Internet... Arms Servi... PS checklist Search for a... FullShot 97 P-touch Edit... 98% p 2:47 PM

Current
Case
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PS
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Date
Date
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Date
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PS 8652

BARBER - Kinzer PPS GAL RE0007754

Remington Arms Co., Inc.
Product Service
Legal Case #:1087

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
3869	1/31/2000	9/21/1999	3/7/2007	9/18/1999	X		

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Kubeck	W264 S3845 Lawrence Lane	Waukesha	WI	53189		H 262-542-7130 C 262-313-8933

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Thumb				
PD	Cause:4038 Could Not Duplicate Concern		Y	Ok now
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

We were unable to duplicate an accidental firing during our examination on 1/28/2000. No fault was found.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 Ultra	26099	S6339923	LT	2/25/1999
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		Y			

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
Reimbursement for rifle & accessories	N		1400		3/8/2007	
Repair/Replacement Cost	Repair/Replacement Date					

Customers demand in 2000 was for \$5000 to settle. There was no activity on this concern for 7 years on 3/6/2007 he contacted Fred Supry to reopen the concern. I am reviewing the old file and will call him back on 3/7/2007. fls. 3/7/2007 settled with customer for \$1400.00 in exchange for the incident rifle. Incident rifle scrapped by Remington. Letter to customer, request to Laura Watson to issue check. fls. 3/8/07-APV issued.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		1/28/2000
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	

(PS 8653)

ORIGINAL

Remington Arms Company, Inc.

Madison, NC 27025

Release Order No. [REDACTED]
 L. Watson
 Name of Person Originating APV
 Madison/ 8789
 Location/Extension of Originator
 3/7/2007
 Date Prepared

Seller's Invoice No. _____

Seller's Invoice Date _____

Pay To: **John Kubek**

Street and No. **W264 F3845 Lawrence Lane**

City **Waukesha** State **WI** Zip Code **53189**

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

Vendor Code	
Pmt Method	

Description		Total	
		Dollars	Cents
Settlement for Product Service Case # 1087		1,400	00
Wire Transfer Information			
Bank:			
ABA:			
Pay to:			
Account # Tution			
8850050-230145 Cost Element/Cost Center Tax		Gross	
			1,400 00
		Discount	
		Net	
			1,400 00

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: *Kaine Watson*

Signed: *Daniel G. [Signature]*

Date: *2/8/07*

For Treasury Use Only

Date Paid _____

Reference No. _____

Bank Acct _____

USD Amt _____

(If in Foreign Currency)

PS 8654

Watson, Laura M.

From: Supry, Fred L.
Sent: Wednesday, March 07, 2007 9:59 AM
To: Watson, Laura M.
Subject: John Kubeck #1087

3/7/2007

Laura,

I settled with this customer for reimbursement for his firearm, scope mounts, mounting cost, and scope. Please issue a check for \$1400.00 to:

John Kubeck
W264 F3845 Lawrence Lane
Waukesha, WI 53189

There will be no release because the St. of Limitations ran out on the injury. However, I will be sending a letter stating that the check is in exchange for the firearm and closes the concern.

Also, I am going to send you the complete file to be filed in the 2007 file.

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

3/7/2007

(PS 8655)