

Remington Arms Co., Inc.
Product Service
Legal Case #:1766

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
136748	11/15/2007	11/16/2007	11/16/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mark	Abegglen	91 Desert Drive	Townsend	MT	59644		H 406-266-3629 E bluitright@peoplepc.com

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				

11/19/07-correspondence from repair-rifle fires when moving safety from safe to fire. .lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	27273	S6583063	BB	1/4/2007 6:57:10 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
3/20/2007	SIMMONS GUN SPECIALTIES I	TWO PIECE SCOPE BASE	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
Replace TA at discount						
	Repair/Replacement Cost	Repair/Replacement Date				

11/19/07-quote sent to replace TA at discount.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/16/2007
	Product Type		RF
	Action Type		A

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1766&Type=Case>

(PS 8764 11/20/2007

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	SET SCREWS ALTERED
Barrel	Description		26" 300 WIN MAG SS
	Date Code		BB
	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	BUFFED
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	BOLT HEAD HAS BEEN BUFFED
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	MUZZLE BRAKE REMOVED
	Stock Condition	Slightly Worn; Functioning	HAS BEEN BEDDED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 X-MARK PRO SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

RECEIVED
NOV 19 2007
BY: *[Signature]*

PS 8766

1766

Remington

Factory Repair Instructions

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

Model Number: <u>700 SPS</u>		Serial Number: <u>56583063</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>MARK Abegglen</u>		Date of Purchase: <u>MARCH/20/07</u>	
Address (no PO Boxes): <u>91 Desert Drive</u>			
City: <u>Townsend</u>		State: <u>MT</u>	Zip: <u>59644</u>
Phone (Daytime): <u>406-266-3629</u>		Fax:	
E-mail Address: <u>BlutRight@peoplepc.com</u>			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: <u>When moving safety from safe to fire rifle goes off.</u>			
<u>It only seems to do this after its been on safe for a period of time 3-4 hours</u>			
<u>it has happen (twice) and with rifle not loaded I was able to make it happen (twice)</u>			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
<u>136748</u>			
Handload Information:			
Powder Used: <u>RL-22</u>		Powder Weight: <u>75 1/2</u>	
Case/Hull Used: <u>Winchester</u>		Primer Used: <u>Federal 215</u>	
Bullet Type/Shot Size: <u>Hornady 180</u>		Reloader Used: <u>Hornady</u>	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: <u>Mem or shooter's choice</u>			
How often do you clean the bore? (Months or Number of rounds) <u>every 20 rounds - Every Time From Field</u>			
How often do you clean the action? (Months or Number of rounds) <u>when needed</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>After Hunting season</u>			
<u>Wipe Exterior</u>			
Brand of lubricant used: <u>Mem or shooter's choice</u>			

could not duplicate concern.
Trig. set screws altered.
Replace TPA, check over/under
at 1/2 normal cost. quote

X-marks pro trigger
assembly that the
customer changed the
engagement and made
the blocker less effective.

PS 8767

How often do you lubricate the bore? (Months or Number of rounds)	monthly
How often do you lubricate the action? (Months or Number of rounds)	when needed / I don't
How often do you lubricate the trigger assembly? (Months or Number of rounds)	← 12
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Comments: I own several of your Fire Arms and I'm more than pleased their Great, Accurate - Dependable	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed? ITS KNOWN, the one I'm sending in, only 202 Rounds Fired Last 2 were from (safe to fire)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave 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. :: 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 purchase insurance from your carrier. </p>	

Serial Number:

S6583063

Model: 700



RE00136748

lines:

ed to you C.O.D. (To avoid C.O.D. Charges, please your gun)

nate detailing the nature of the repair, applicable taxes estimate. Repairs can be paid by check, money order, or VISA). If you wish, you can expedite repairs over lled to your credit card.

(PS 8768)

When moving S-F GUN Has Fired
Twice, Rifle has Been Fired 200 Rnds 202-
Total - Last 2 mishaps

Can you please Fix

Safety problem as soon
as possible, I'm Hunting
in montana From out of
State, season's over in
(Nov-26-07) - Thank you

Very much For your
Speedy care,

Sincerely Mark algebra

(PS 8769)

Remington Arms Co., Inc.
Product Service
Legal Case #:1205

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
127986	4/18/2007	4/19/2007	4/19/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Anthony Arms & Accessories			2980A Lebanon Church Rd	West Mifflin	PA	15122		W 412-469-9992 F 412-469-9994

Incident Information

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

4/20/07-correspondence from repair- Fires with live round in chamber when the safety is taken off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	26366	TT000286	KV	5/17/2001 6:16:19 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	DAVIDSON SUPPLY CO	SCOPE,RINGS,BASE,HARD CASE	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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35	4/20/2007

4/20/07-replace TA at n/c as gesture of goodwill.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/19/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR SS
	Date Code		KV
	Bore Plugged	False	
	Bulged	False	

PS 8770

PrintDisplay

	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	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,BASE,HARD CASE

(PS 8771)

Anthony Arms & Accessories

2980A Lebanon Church Rd.

¹²⁰⁵ West Mifflin PA 15122
phone - 412-469-9992
fax - 412-469-9994

4.5#
KV 5/01
22" .015

Make : Remington

Model : 700 ti

Caliber : 30-06

Serial # : TT 000286



Model: 700

Serial Number:

TT000286

Customer Complaint :

12798 ✓

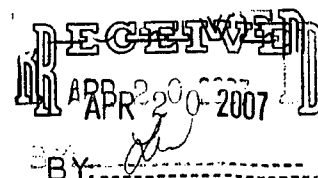
Fires with live round in chamber when

the safety is taken off.

(PS 8772)

Thankyou

could not duplicate concern.
replace TPA, check over, clean,
function test at H/C
GOOD-will gesture.
#250145



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: **RE00127986** Serial: **T1000286** Model: **700** Center Fire: **Caliber** Repairman:
Verify Repair: **High Priority** 3006 SS TITANIUM Produced: **05/17/2001** Status: **New 4/18/2007 2:51:09 PM**

Address Information

Customer: **ANTHONY ARMS ACCESSORIES** Received From: **ANTHONY ARMS ACCESSORIES**
Name: **ANTHONY ARMS ACCESSORIES** Return To: **ANTHONY ARMS ACCESSORIES**
Address 1: **2980A LEBANON CHURCH RD** Address 2: **2980A LEBANON CHURCH RD**
City: **WEST MIFFLIN** P.O. Box: P.O. Box:
State: **PA** Zip Code: **15122** Country: **US** State: **PA** Zip Code: **15122** Country: **US**
FFL:

History / Status

Date	Code	User ID	Desc1
4/13/2007 10:19	New	championd	Repair Added
4/18/2007 2:51:0	Update	valentds	Repair information change
4/18/2007 2:52:1	Expedite	valentds	From: Check In

Shipping / Billing

Current Status: **New**
4/18/2007 2:51:09 PM
valentds
Product Services:
Repair Location:
IEN:
Current Location:
IEN:
Transfer Number:
IEN:

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

supryll 4/19/2007 7:48 AM CAPS NUM INS SCRT

start Inbox - Microsoft Out... Search for a Serial Nu... Arms Services Repair 7:48 AM

(PS 8773)

PrintDisplay

Page 1 of 3

Remington Arms Co., Inc.

Product Service

Legal Case #:1273

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
129194	5/11/2007	5/14/2007	5/14/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Baileys House of Guns	Bernard	Bailey	3626 Blue Bonnet (Off Alm	Houston	TX	77053		W 713-433-2475

Incident Information

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

Could not duplicate concern, no fault found with rifle.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	27546	G6264250	KW	5/24/2002 1:07:43 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH 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. Ca: Date Da APV AP

(PS 8774)

PrintDisplay

Page 2 of 3

New TA
n/c

Repair/Replacement Repair/Replacement

Cost

Date

65.00

5/14/2007

5/14/2007 No fault found with rifle. Replace TA to restore the customers faith in rifle n/c - charg
230145 fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/14/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	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	Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	

PS 8775

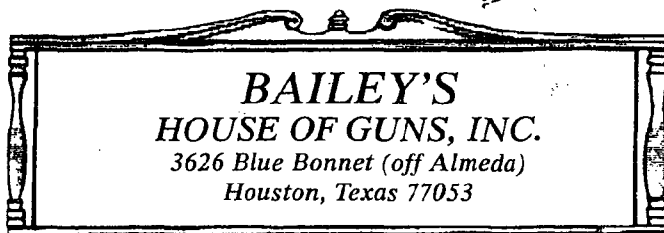
PrintDisplay

Page 3 of 3

	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	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

(PS 8776)

CLOSED MONDAY



713/433-2475

011 64
2211
KW 5/02

MAY 3, 2007

129194

Remington Arms Company
14 Hoefer Avenue
Ilion, NY 13357

~~129194~~

Gentlemen:

We are sending a Remington Model 700 - 30-06 Springfield -
Rifle - SN G6264250.

When safety was flipped off, the gun discharged twice without
pulling the trigger.

Please repair or replace under warranty and return to us as
soon as possible.

Sincerely,

Bernard Bailey
Bernard Bailey,
Vice-President

BAILEY'S HOUSE OF GUNS, INC.

BB:vh

could not duplicate concern
to restore confidence in rifle
replace Trig. Assm, check over
clean & NO change. GOOD -
will restore

Serial
Number:

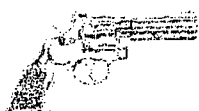
G6264250

Model: 700



RE00129194

(PS 8777)



Remington Arms Co., Inc.
Product Service
Legal Case #:1806

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/30/2007					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Arthur	Barrett	417 US 41 N PO Box 94	Baraga	MI	49908		H 906-353-8289

Incident Information

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

11/30/07-purchased approx 5 yrs ago, never fired. Son sighting in, pushed safety off and gun fired.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270Win	25791	G6292695		2/17/2003 10:43:03 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HDQRS		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					

11/30/07-sending box, ars, ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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PS 8778

1806

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/30/07				
Customer Information				
Name	Reporter (Age)	Incident (Age)		
ARTHUR Barrett				
Address	417 US 41 N	PO	Box 94	
City, St Zip	BARAGA, MI 49908			
Home	106-353-8281			
Cell				
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input checked="" type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident: purch approx 5-6-00				
Sighting in				
pushed bolt forward. safe, 15-2000				
Replace T/A				
ARS - ✓				
BOX - ✓				
Firearm Information				
Manufacturer	Type of Action	Model/Caliber/Ga	Serial Number	Date of receipt
Rem	B/A	700	G6292695	
Date Purchased		Where Purchased		Original Owner
Ammunition Information				
Manufacturer	Caliber/Gauge	Factory or Reloads		
Bullet type	Bullet wt	Lot #		
Additional Ammo Info:				
Other Products Information				

PS 8779



November 30, 2007

Arthur Barrett
417 US 41 N
PO Box 94
Baruga, MI 49908

Subject: Model 700 Serial #G6292695
RE: Case #1806

Dear Mr. Barrett,

We were sorry to learn about the unfortunate incident your son experienced with your Model 700. We are certainly glad 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 and orange "Factory Only" label for you to ship the firearm back to our factory for examination. 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 firearm 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
Consumer Affairs Administrator
Remington Arms Company

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

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

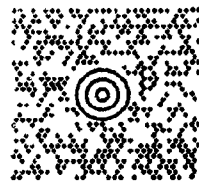
(PS 8780)

ARTHUR BARRETT
417 US 41 N
BARAGA MI 49908

10 LBS
RS

1 OF 1

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

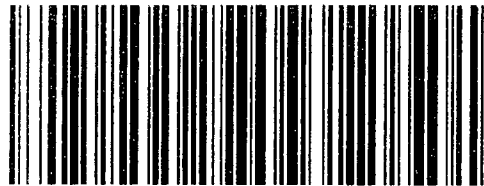


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6753 5694



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: ARTHUR BARRETT/LW
REF 2: ATTN: SERVICE DEPT/REF# G6292695

WS 9.0.49

LP2844 69.0A 07/2007



International Shipping Notice - Cargo 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 advice, call 1-800-752-7802. United Parcel Service, Louisville, KY

PS 8781

Remington Arms Co., Inc.
Product Service
Legal Case #:1751

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137888	12/11/2007	11/9/2007	12/18/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Partick	Barry	2795 Anderson Ave Suite 106	Klamath Falls	OR	97603		C 541-331-4317

Incident Information

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

11/9/07-cust was cycling action, pushed the safety forward and gun fired. He wasnt holding the gun firmly (not expecting it to fire) and the safety popped back and hit his thumb, ok now. He has not had any alterations to the rifle.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	27017	G6389767	CY	4/29/2004 5:14:23 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	MT SPORTS, LLC		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
Replace TA at n/c						
	Remington/700/CF/BA					
	Repair/Replacement Cost	Repair/Replacement Date				
	35.00	12/18/2007				

11/12/07-sending ars, box, ltr.lw 12/18/07-called cust to discuss findings, he was very surprised, claims he has not made any adjustments. He wants to contact his dealer to see if this was a used gun. He requested that I send him an email with our findings. Cust called back requesting that we put firearm to safe condition. He apologizing for wasting our time in that he thought it was something we did. He just purchased his 10th Remington. I offered to repair at n/c as goodwill gesture. Cust loves Remington and is strong supporter.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/12/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER PULL AND SEAR ENGAGEMENTT SCREWS ALTERED
	Description		24" 3006 SPR
	Date Code		CY

Barrel	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	BBL BRACKET RUSTED
	Stock Condition	Slightly Worn; Functioning	FINISH LIFTING OFF GRIP CAP
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

Both trigger Pull and Sear engagement
Screw positions were altered. Holding
for disposition -

pbarny@dcgo.gov

BARBER - Kinzer PPS GAL RE0007865

Remington®

1751

X

015
24"
C44/04
3.54

November 12, 2007

Patrick Barry
2795 Anderson Ave
Suite 106
Klamath Falls, OR 97603

Serial Number: **G6389767**
Model: **700**



RE00137888

Subject: Model 700
RE: Case #1751

Dear Mr. Barry,

We were sorry to learn about the incident you experienced with your Model 700 rifle. I can imagine that was quite a scare for you. We are certainly glad that your injuries were not any more serious, and we appreciate you contacting us so we can determine the cause of the incident.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. 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 firearm 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
Consumer Affairs Administrator
Remington Arms Company

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

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

(PS 8785)

Remington

Factory Repair Instructions

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

Model Number: 700 C.D.L.		Serial Number: G 6349767	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Patrick Barry		Date of Purchase:	
Address (no PO Boxes): 1840 Warden Ave.			
City: Klamath Falls		State: OR	Zip: 97601
Phone (Daytime): 541-331-4317		Fax: 541-273-3892	
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: When I moved the safety nearly to the fire position, the rifle discharged, and the safety lever was imbedded under my thumb nail. I bled profusely and was 7 miles from the nearest road.			
Ammunition Information:			
Manufacturer: Federal		Type: Premium	
Other (i.e. bullet weight/type, shot size, powder): 180 gr. Nosler Partition			
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: Hopes #9			
How often do you clean the bore? (Months or Number of rounds) after each trip to the range ~ 6 months			
How often do you clean the action? (Months or Number of rounds) after each trip to the range ~ 6 months			
How often do you clean the trigger assembly? (Months or Number of rounds) never cleaned internal assembly			
Brand of lubricant used: Rem. oil			

(PS 8786)

How often do you lubricate the bore? (Months or Number of rounds)	<i>lightly after each cleaning - guns</i>	<i>wood barrel painted down so action does not load up with oil</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>lightly after each cleaning</i>	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>never</i>	
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		
Comments: <i>I take VERY good care of all firearms.</i>		
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>never that I can recall</i>		
What were the services performed?		
Ship your INSURED firearm by either UPS or Parcel Post to:		
REMINGTON ARMS CO., INC ATTN: Arms Service Division - 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 8787)

November 23, 2007

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Subject: Model 700
RE: Case #1751

Dear Ms. Watson,

I am extremely disappointed and still shaken up by the performance of this rifle. I do not want this rifle returned to me. I am still having bad dreams about that day, and I am happy that this firearm is leaving my collection.

I have purchased Remington rifles and shotguns since I began hunting 18 years ago. I saved my lunch money from school for more than two years to buy my first Remington 700 mountain rifle chambered in .243. I still hunt with that rifle today, have killed more than 20 whitetails with it, and would not part with that rifle for anything. I now own four model 700's, four 870's, and a very old Remington rolling block. I trust Remington, and I trust that you will do the right thing with this defective firearm. I consider myself extremely lucky that the situation did not cause any fatalities.

The events unfolded as follows: I and four other guys hunt 7 miles deep in a roadless area for elk every year. Rip and I are the only two that carry our own rifles into camp. Everyone else packs them on mules. We rely so heavily on our rifles, that we take the absolute best care of them, and do not let them out of our sight. Rip and I hunt together every day of the season. He always watches out for me because I am suffering from a rare degenerative liver disorder awaiting a transplant, and any injuries incurred can be life threatening if immediate action is not taken. Opening day of the season brought 11 inches of fresh snow, and Rip and I hunted about 75 yards apart, high man and low man, walking side hill on some steep slopes in heavy pine cover. I was careful to keep the snow out of my rifle action and put a piece of black electrical tape over my barrel to prevent moisture or debris from entering the barrel. It was about 20 degrees Fahrenheit that day. Back at camp that night I worked the action of the rifle and wiped down all of the metal parts with a rag sprayed with Rem-oil. I removed the bolt and made sure that it was clean and lightly oiled. I do not over lubricate because the scent of the oil can get on my hands and clothing, so I am careful to only lightly wipe all surfaces. The second day saw another two inches of fresh snow and we were hunting farther apart at a lower elevation following fresh elk tracks. I opened my action to ensure a round was in the chamber and then eased off the safety to make sure that all parts were moving freely and smoothly. As I did, the rifle discharged and all I saw was blood all over the snow, scope, stock, and my jacket. I was so scared my knees were literally knocking together. I looked down and my hand was covered in blood and I could see blood pumping out of

(PS 8788)

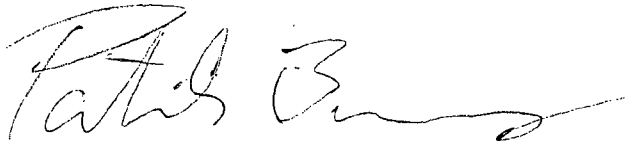
my thumb. I thanked God that my initial thought that I had shot myself was not the case, and that the recoil of the gun had imbedded the safety about a half an inch under my thumbnail. I immediately opened the action and sat the rifle against a tree. Everyone in camp got on the radio to see if it was me that shot. I could not answer them because I was shaking too badly. I quickly opened my pack and began tearing into my first aid kit to bandage my thumb. Since my white blood cell count is so low, and my platelet count is a borderline hemophiliac level, I knew I had to work fast to slow my dropping blood pressure. I took a chance and did not sterilize the wound immediately out of fear of too much blood loss to make it the two miles back to camp. The rest was just purely miserable. I sat in camp for the next four days with a defective rifle, and a big red thumb while everyone else hunted.

I have not cleaned the gun since the incident. It is exactly as it was on that day. So, hopefully the problem can be diagnosed and that this will not happen to anyone else.

I have researched this problem and found out that Remington was aware of this in their model 700 safety mechanisms. I was not informed of this problem when I purchased the firearm, and would like to see Remington move sincerely in the right direction in keeping a more than loyal customer. As I stated before, I do not want this rifle returned to me. I expect to be compensated for the brake in period of the barrel, the time it took to sight in, the threat to my life and those of my hunting partners, and for my loss and expense of the most important week of my year, elk season. I am simply requesting a new Remington rifle in the make and model of my choosing. I feel that this request is more than fair, and would be much more feasible than elevating this matter any further.

Please feel free to contact me with any further questions or comments @ 541-331-4317.

Sincerely,

A handwritten signature in cursive script, appearing to read "Patrick Barry".

Patrick Barry
1840 Worden Ave
Klamath Falls, OR 97601

(PS 8789)

1751

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/9/07	7 wks ago			
Customer Information				
Reporter (Age)		Incident (Age)		
Name	Patrick Barry Barry			
Address	2795 Anderson Ave			
City, St Zip	Suite 106			
Home	Klamath Falls, OR 97603			
Cell	541 331-7317			
Work				
Incident Information				
Personal Injury <input checked="" type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident:				
Misfired, injured				
- (a) ETC camp cycling action				
- misfired, safety pushed forward, fired				
- wasn't holding firmly				
safety into thumb				
OK now				
D alterations				
DOK -				
AALS -				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Ram	B/A	700		
Date Purchased		Where Purchased		Original Owner
Ammunition Information				
Manufacturer		Caliber/ Gauge	Factory or Reloads	
Bullet type		Bullet wt.	Lot #	
Additional Ammo Info:				
Other Products Information				

(PS 8790)

Remington®

November 12, 2007

Patrick Barry
2795 Anderson Ave
Suite 106
Klamath Falls, OR 97603

Subject: Model 700
RE: Case #1751

Dear Mr. Barry,

We were sorry to learn about the incident you experienced with your Model 700 rifle. I can imagine that was quite a scare for you. We are certainly glad that your injuries were not any more serious, and we appreciate you contacting us so we can determine the cause of the incident.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. 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 firearm 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
Consumer Affairs Administrator
Remington Arms Company

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

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

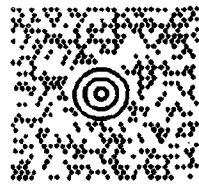
(PS 8791)

PATRICK BARRY
2795 ANDERSON AVE
KLAMATH FALLS OR 97603

12 LBS
RS

1 OF 1

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

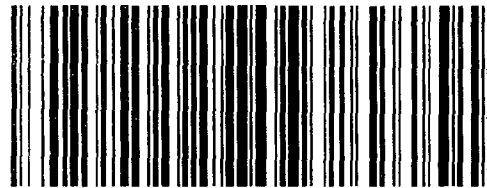


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6776 5874



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: PATRICK BARRY/LW
REF 2: ATTN: SERVICE DEPT

US 9.0.49

LP2844 69.0A 07/2007



International Shipping Notice: Cargo hereunder may be subject to the rules relating to liability and other terms and 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 conventions, technology or software were developed from the U.S. in accordance with the Export Administration Regulations. American company to U.S. see prohibited. United Parcel Service of America, Inc.

(PS 8792)

Remington Arms Co., Inc.
Product Service
Legal Case #:1398

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131326	7/12/2007	7/13/2007	7/13/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Bass Pro Shops	Bass Pro Shops		7970 East 49th Ave	Denver	CO	80238		W 720-385-3674 F 303-373-0504

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	Gun fired w/o pulling the trigger	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

7/18/07-correspondence from repair-customer states that gun fired without trigger pull. Factory update. Bolt stop does not work as well.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	20000	A6357690	DI	9/1/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	J C PENNEY STATESVILLE N C	SCOPE BASE,RINGS,RECOIL PAD	U			

CONCERN:FIRE WYHOUT TRIGGER PULL

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
Rplace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

7/18/07-quote to replace TA under SMP. \$20. Trigger assem dirty/ sticky/ trigger set screws altered.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/13/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	SET SCREWS ALTERED,DIRTY/STICKY
	Description		24" 7MM REM MAG
	Date Code		DI
	Bore Plugged	False	
	Bulged	False	

Barrel	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; Not Functioning	STICKY/BINDING
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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,RINGS,RECOIL PAD

(PS 8794)

Customer states that gun fired without trigger pull.
Factory update. Bolt stop doesn't work as well.



Gunsmith Performance
Center

7970 East 49th Avenue
Denver, CO 80238
Direct 720-385-3674
Main 720-385-3600
Fax 303-373-0504

1398

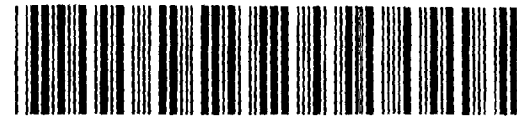
TRIG. SET SCREWS ADJUSTED.
TRIG. ASSM. DIRTY/STICKY.
REPLACE TPA UNDER BOLT
LOCAL PROGRAM FOR \$20.00
Quote

DI 9/76
4#
.010
24"

Serial
Number:

A6357690

Model: **700**



RE00131326

RECEIVED
JUL 18 2007

BY: JW

(PS 8795)

Remington Arms Co., Inc.
Product Service
Legal Case #:1853

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138027	12/10/2007	12/11/2007	12/11/2007				

Customer Information

Type	Business	First Name Last Name	Street	City	State	Zip	Age	Contact
Reporter	Bayne's Army Store	Bayne's	118 South Wayne St	Milledgeville	GA	31061		W 478-452-2384

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				

12/12/07-correspondence from repair-gun fired when safety pushed forward, delayed fired when trigger was pulled.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	A6271214	AI	3/11/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	BECK & GREGG IND ATLANTA GA	TWO PIECE SCOPE BASE	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
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

12/12/07-quote sent to replace trigger under smp.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/11/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1853&Type=Case>

PS 8797

12/13/2007

Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM IS DIRTY,STICKY,RUSTY
Barrel	Description		22" 3006 SPR
	Date Code		AI
	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	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---	.010
	Notch	Like new; Functioning	STICKY
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY,RUSTY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

PS 8798

Non-Remington Components	Description	TWO PIECE SCOPE BASE
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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: **RE00138027** Serial: A6271214 Model: 700 Center Fire Caliber: Repairman: Status: New 12/10/2007 12:54:33 PM

Verify Repair

Address Information

Customer: Received From: Return To: Received From:

Name: **BAYNE'S ARMY STORE** **BAYNE'S ARMY STORE**

Address 1: **118 SOUTH WAYNE ST** **118 SOUTH WAYNE ST**

Address 2: **MILLEDGEVILLE** PO Box: **MILLEDGEVILLE** PO Box:

City: **GA** Zip Code: **31061** Country: **US** State: **GA** Zip Code: **31061** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
12/5/2007 3:24:00	williams	Repair Added		New
12/10/2007 12:54:33	valentids	Repair information change		12/10/2007 12:54:33 PM
12/10/2007 12:54:33	valentids	Repair information change		valentids
12/11/2007 8:40:00	pencarl	From: Check In	To: Repair Bench	Repair Bench
12/11/2007 8:56:00	supryll	Returned to AS for repair	Bolt Lock Modification Program	Repair Location
				ILN:
				Current Location
				ILN:
				Transfer Number:

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

supryll 12/11/2007 8:57 AM CAPS NUM JNS SCRL

Start Inbox - Microsoft Outlook Microsoft Excel Current Cases - Micro Arms Services Repair 8:57 AM

(PS 8800)

Remington

Factory Repair Instructions

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

Model Number: 700		Serial Number: A6271214	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Bayner's Arms Store Inc		Date of Purchase:	
Address (no PO Boxes): 118 S. Wayne St			
City: Milledgeville		State: GA	Zip: 31021
Phone (Daytime): 478 452 2384		Fax: 478 457 0014	
E-mail Address:			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: CUSTOMER SAID Gun Fired when he pushed safety forward + also delayed fired when trigger was pulled			
could not duplicate concern.			
TRIG. ASSM VERY DIRTY, RUSTY + STICKY			
replace TPA, check oven, clean			
cylinder bolt + lock program			
Ammunition Information: Rm \$ 20.00 Quote			
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:	
Cleaning and Lubrication:			

Serial Number:

A6271214

Model: 700



RE00138027

ounds)

ounds)

Number of rounds)

(PS 8801)

Remington Arms Co., Inc.
Product Service
Legal Case #:1468

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
132386	8/10/2007	8/13/2007	8/13/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Beikirch	Beikirch		930 Linden Ave	East Rochester	NY	14445		W 585-248-3660

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				

8/15/07-correspondence from repair-fires when bolt closes & when saftey is taken off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006	25773	E6702434		2/12/2001 8:08:29 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BEIKIRCH AMMUNITION CORP		U			

No bbl date code marked during this time period

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-goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	8/15/2007				

8/15/07-Install new TA as gesture of goodwill.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		8/13/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4015	Improper	

PS 8802

		Maintenance	
Barrel	Description		Model 700 3006 caliber RS
	Date Code		
	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
			Internal parts rusted, trigger bent due

PS 8803

		Condition	Abused; Not Functioning	to force being applied to move trigger.
Pull	Trigger	---Select---	6.5 lbs	
Altered		False	Improper care moisture got inside and rusted the trigger.	
Sub-Assembly		M/700 Non-Bolt Lock		

(PS 8804)

AMMUNITION CORPORATION

PHONES (585) 248-3660 248-3434 FAX (585) 248-3973 (800) 622-3006 ORDERS ONLY!

Invoice Date 1-7-04 Customer #

TO Remond's Pharmacy
Worthington Road
Sutton, Middlesex TW9 7ST.

Order Date

INVOICE

PHONE _____

AMOUNT

China 11/16/70: 30

2nd Census List A

Richard M. Jones

land this 7m 901 30-06 4m

The following season - with me
closed the belt the sun ground
without solution. Looked in the
is on the sun close belt
than than look early at the
belt rises place. I understand
will remain as now season.

Thank you.

Cheney

370 8533

13 2386
Install new
Charge 230

Y 386
Install new Transfer n/c
Charge 230145
PLS 8/13

5/15/2007

PS 8805

PLEASE Pay from this Invoice - NO BILL TO FOLLOW!

[illegible]

PS 8806

Remington Arms Co., Inc.
Product Service
Legal Case #:1822

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137856	12/4/2007	12/5/2007	12/5/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Charles	Belt	114 W 15th Street	Sturgis	KY	42459		

Incident Information

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

12/11/07-correspondence from repair- cust would like to have the safety modification. Gun has gone off when he closed the bolt.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	A6362168	EI	10/5/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	MAURICE SPTG CHICAGO IL	SCOPE BASE,RINGS	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				

12/11/07-quote sent to replace trigger assem for \$20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/5/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		EI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

PS 8807

	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	Missing	
	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---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,RINGS

(PS 8808)

1822

ET 10/76
22"
5.5#
.009

Serial
Number:

A6362168

Model: 700



RE00137856

read

WOULD LIKE TO HAVE THE SAFETY
MODIFICATIONS DONE TO MY GUN
IT HAS GONE OFF ON ME WHEN
I CLOSED THE BOLT

Charles Bell

114 W 16TH ST
STURGIS KY 42458

could not duplicate concern.
replace TPA, check over, clean
under BOLT LOCK program for
\$20.00

Quote

(PS 8810)

Remington Arms Co., Inc.
Product Service
Legal Case #:1786

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138514	12/19/2007	11/27/2007	12/20/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Thomas	Biggerman	1898 Fairmount	St Paul	MN	55105		H 651-698-0613

Incident Information

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

11/26/07-cust has an ADL, unloading rifle-pointed upward, gun fired when cycling bolt to unload. Round shot through window, no injuries. Scared him. Sending in for SMP-\$20-saw it on website.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	20000	A6772093		6/5/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	KEI K MART LAWRENCE KS		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
BLM Program						
	Repair/Replacement Cost	Repair/Replacement Date				

11/27/07-sending box, ars, ltr.lw 12/20/2007 Check received with rifle for bolt lock modification program fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/20/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Could not duplicate any accidental discharge concern during bench tests.
Barrel	Description		Model 700 3006 22 inch
	Date Code		PV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8811

	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	Movement was free	
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		Model 700 Safety	
	Function	Slightly Worn; Functioning		
	Sub-Assembly	Non-ISS		
Sear	Lift	---Select---	Did not measure	
	Notch	Slightly Worn; Functioning		
	Pull Altered Sub-Assembly	Trigger	Condition	Slightly Worn; Functioning
---Select---			5.75 lbs	
False				
M/700 Bolt Lock				

(PS 8812)

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: **RE00138514** Serial: A6772093 Model 700 Center Fire Caliber 3006 SPRIG Produced: 06/05/1979 Repairman: Status: New 12/19/2007 8:07:38 AM

Verify Repair

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **THOMAS E BITTERMAN** **THOMAS E BITTERMAN**

Address 1: **1898 FAIRMONT** **1898 FAIRMONT**

Address 2: **PO Box** **PO Box**

City: **ST PAUL** **ST PAUL**

State: **MN** Zip Code: **55105** Country: **US** State: **MN** Zip Code: **55105** Country: **US**

FFL ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
12/19/2007 8:07	valenids	Repair Added		New
12/19/2007 8:10	valenids	From Check In	To:	12/19/2007 8:07:38 AM
12/20/2007 10:2	supryll	Returned to AS for repair	Bolt lock modification program	valenids
				Product Services
				Repair Location
				ILN
				Current Location
				ILN
				Transfer Number

Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair ☐

Repair Search Refresh Close

supryll 12/20/2007 10:26 AM CAPS NUM INS SCRL

start Inbox - Microsoft Outlook Microsoft Excel Arms Services Repair Enter New Case - Mic 10:26 AM

Pre-pad for bolt lock
modification program.
Repair as needed.

FLS 12/20/2007

(PS 8813)

114

PV
6/79

Remington

Factory Repair Instructions

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

Model Number: 700		Serial Number: A6772093	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: THOMAS E. BITTERMAN		Date of Purchase: 1979	
Address (no PO Boxes): 1898 FAIRMOUNT			
City: ST. PAUL		State: MN	Zip: 55105
Phone (Daytime): 651-698-0013		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
UNLOADING RIFLE IT DISCHARGED OR FIRED BLEW OUT WINDOW			
NO INJURIES NOV. 6-2007			
WEATHER CLOUDY			

THOMAS E. OR JOANNE A. BITTERMAN 1898 FAIRMOUNT ST. PAUL, MN 55105		1401	RLOC
DATE: 10/19/07		17-7511/2810	
PAY TO THE ORDER OF: Remington		\$20.00	
Twenty & 00/100		DOLLARS	
TWIN CITY CO-OPS FEDERAL CREDIT UNION P.O. Box 130670 • Roseville, MN 55113 (651) 215-3500 • 1-800-331-8244			
FOR: Joanne A. Bitterman			
⑆29⑆075⑆1⑆6⑆ ⑆⑆20804⑆07⑆ ⑆⑆140⑆			
LIBERTY			
A6772093		Number of rounds) SAME	
Model: 700		ths or Number of rounds) YEARLY 2	
		1040	

Serial Number:

Model: 700



RE00138514

(PS 8814)



November 27, 2007

Thomas Biggerman
1898 Fairmount
St Paul, MN 55105

Subject: Model 700 Serial #A6772093
RE: Case #1786

Dear Mr. Biggerman,

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 and orange "Factory Only" label for you to ship the firearm back to our factory for examination and **replacement of the trigger assembly under our Safety Modification program for \$20**. 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 firearm 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,

A handwritten signature in cursive script that reads "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

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Phone 800-243-9700 • www.remington.com

(PS 8815)

1786

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/26/07				
Customer Information				
Name	Reporter (Age)	Incident (Age)		
Thomas Blumberman				
Address	1898 Fairmont			
City, St Zip	St Paul, MN 55105			
Home	651-698-0613			
Cell				
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident:				
Unloading 1 yo ADL				
fired on bolt closing, shot window. NO HIT				
Send in for				
SMP \$20				
box - 881607				
ARS-V				
Scared him				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	700/30.06	A6772093	
Date Purchased	Where Purchased		Original Owner	
Ammunition Information				
Manufacturer	Caliber/ Gauge		Factory or Reloads	
Bullet type	Bullet wt.		Lot #	
Additional Ammo Info:				
Other Products Information				

PS 8816



November 27, 2007

Thomas Biggerman
1898 Fairmount
St Paul, MN 55105

Subject: Model 700 Serial #A6772093
RE: Case #1786

Dear Mr. Biggerman,

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 and orange "Factory Only" label for you to ship the firearm back to our factory for examination and **replacement of the trigger assembly under our Safety Modification program for \$20**. 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 firearm 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,

A handwritten signature in black ink that reads "Laura Watson". The signature is fluid and cursive.

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

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

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Phone 800-243-9700 • www.remington.com

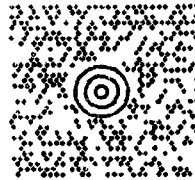
(PS 8817)

THOMAS BIGGERMAN
1898 FAIRMOUNT
SAINT PAUL MN 55105

10 LBS
RS

1 OF 1

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

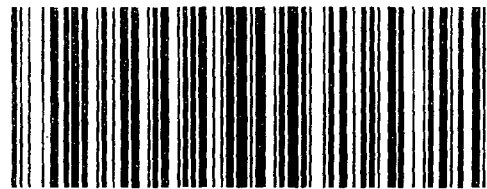


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6726 4941



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: THOMAS BIGGERMAN/LW
REF 2: ATTN: SERVICE DEPT/REF# A6772093

US S. O. 49

LP2844 69.0R 07/2007



International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and 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. Overweight liability to U.S. law penalties. For shipping details call 1-800-752-7862. United Parcel Service of America, Inc.

(PS 8818)

Remington Arms Co., Inc.
Product Service
Legal Case #:1857

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/11/2007		12/10/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Brian	boccia	141 Cowhide Circle	Middle River	MD	21220		H 410-335-3298

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI buzzing in ear				
PD hole in roof	Cause:4079 Other - Unexamined		U	
S	Concern:1008 Fired on Bolt Closing			
C				

12/11/07-cust purchased a few years ago hasnt used gun. When he cambered a round, the bolt wouldnt close and lock down. He would have to force it. If he took the safey off, put the shell in, the bolt would lock down with Remington shells. When he tried some Weatherby round, the gun fired when he closed the bolt. Put a hole in the roof of his house. Slight buzzing in rt ear when it happened.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 Wby Ma	25903	C6400722		7/21/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY'S SPORT CENTER INC.		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				

12/12/07-sending box, ars, ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------

1857

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/11/07	12/10/07			
Customer Information				
	Reporter (Age)	Incident (Age)		
Name	BRIAN ROSE BOCCIA			
Address	141 E. Main St. Circle			
City, St Zip	Middle River, MD 21050			
Home	410-351-7598			
Cell				
Work				
Incident Information				
Personal Injury <input checked="" type="checkbox"/>	Property Damage <input checked="" type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident: Misfired -				
when firing in when 21 caliber round, Close bolt, won't lock down.				
forced to come to close				
Tried Remington shot, wouldn't lock down.				
w/ Remington				
Safety diff. for when bolt locked down. gun fired - w/ wby round.				
hole through roof, per house in K- car.				
Firearm Information				
Manufacturer	Type of Action	Model/Caliber/Gauge	Serial Number	Date of Manufacture
Rem	B/A	700/300 WBY	C6400722	1989
Date Purchased	Where Purchased		Original Owner	
Ammunition Information				
Manufacturer	Caliber/ Gauge	Factory or Reloads		
Bullet type	Bullet wt	Lot #		
Additional Ammo Info:				
Other Products Information				

BOX 88350
ARS ✓

PS 8820



December 12, 2007

Brian Boccia
141 Cowhide Circle
Middle River, MD 21220

Subject: Model 700 Serial #C6400722
RE: Case #1857

Dear Mr. Boccia,

We were sorry to learn about the unfortunate incident you experienced with your Model 700 rifle. As I understand it, you had difficulty getting the bolt to lock down. It would only lock down with the safety off and the gun discharged when you closed the bolt. 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 and orange "Factory Only" label for you to ship the firearm back to our factory for examination. 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 firearm 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,

A handwritten signature in black ink that reads "Laura Watson". The signature is fluid and cursive.

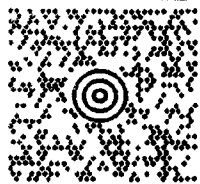
Laura Watson
Consumer Affairs Administrator
Remington Arms Company

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

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Phone 800-243-9700 • www.remington.com

(PS 8821)

REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

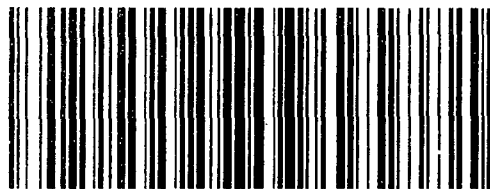


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6557 4735



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: BRIAN BOCCIA/LW
REF 2: ATTN: SERVICE DEPT/REF# C6400722

MS 9.0.49

LP2844 72.0A 10/2007



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(PS 8822)

Remington Arms Co., Inc.

Product Service

Legal Case #:1565

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
133929	9/20/2007	9/21/2007	9/21/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		David	Booe	1101 North Washington	Chanute	KS	66720		H 620-432-3945 E dbooe@cableone.net

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				

9/26/07-correspondence from repair-gun hang fires and went off when safety moved.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/270 WIN	20000	A6441724	CO	4/7/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	T G & Y OKLAHOMA CITY OK		U			

CONCERN:HANG FIRES

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				

9/26/07-replace TA for \$20 under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/21/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER ASSM VERY DIRTY AND STICKY
Barrel	Description		22" 270 WIN
	Date Code		CO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

(PS 8823

	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	
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	CRACK ON RIGHT SIDE OF TRIGGER GUARD
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	FUNCTIONS SLOW
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY STICKY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

(PS 8824)

1565

I'm sending my Rifle to have you find out why it is hang firing. I've had trouble for the last few years with it occasionally hang firing . You never know when it will happen . Most of the time it fires in a few seconds after the trigger has been pulled , but it has fired after the safety was put back on and then took back off . Which scared the!@# out of me. I swore I would never take it back a field . I've had several so called gunsmith look at it , but none have fixed it! I've owned my gun since 1974 or 1975. I bought the rifle because of the name brand , and because of how accurate it was said to be . Please check it over see if it was a factory problem and let me know how much it would cost to fix it! My Name is, David Booe .*

My Address is, 1101 North Washington
Chanute, Kansas 66720

My Phone # 620-432-3945

email dbooe@cableone.net

Model # 700 ADL Serial # A6441724
270 Cal.

David Booe
1101 N. Washington
Chanute, Ks 66720

Serial Number:

A6441724

Model: 700



RE00133929

*TRIG. ASSM. very dirty + sticky.
causing sensor to stick to
side plates. Replace TPA, which
over, clean under bolt
lock pro gun for 20.00
Quote*

RECEIVED
SEP 24 2007

PS 8825

BY: *[Signature]*

Remington Arms Co., Inc.
Product Service
Legal Case #:1230

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128658	4/27/2007	4/27/2007	4/27/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Rick	Burnham	65 Tedford Rd	Topsham	ME	04086		H 207-729-5985

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				

5/1/07-correspondence from repair-sometimes when you take the safety off it will fire on its own. sometimes it works great bu other times you cant take the safety off without it firing.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/308 WIN	20000	6350999 XT	12/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner		
	EMERY WATERHOUSE PORTLAND, ME.	TWO PIECE SCOPE BASE	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
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

5/1/07-Quote to replace TA under SMP for \$20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/27/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIG ASSM DIRTY/STICKY
Barrel	Description		22" 308 WIN
	Date Code		XT
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8826

	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	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	DIRTY/STICKY
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

(PS 8827)

Sometimes when you take
the safety off it will fire on
it's own. Sometimes it works
great but other times you
can't take the safety off without
it firing.

1230

5#
XT 12/70
1011
22"

could not duplicate concern
T019: Assm. is very dirty and
STIC 124. replace TPA, check over
clean under bolt lock program
for \$20.00. Quote

If you have any questions
Please call

(207) 729-5985

ask for Rick Burnham
Thanks

Rick Burnham

65 Tedford Rd.

Topsham, ME 04086

Number: 6350999

Model: 700



RE00128658

RECEIVED
MAY 01 2007

BY: *hw*

(PS 8828)

10/11

Status: ApprovalHold 4/27/2007 2:43:56 PM

Received From

Return To:

RICK BURNHAM

65 TEDFORD ROAD

PO Box:

TOPSHAM

Country: US

State: ME

Zip Code: 04086

Country: US

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing				
<div>Problems Reported</div> <table><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	<div>Repair Notes</div> <div>could not duplicate concern.trigger assm is very dirty and sticky.replace trigger plate assm.check over.clean under bolt lock program for.\$20.00</div>	<div>Repairman's Comments</div> <div></div>	<div>CSR Comments</div> <div></div>
Code	Desc							
M123	FORWARD TO PRODUCT SE							

Refresh

Close

Remington Arms Co., Inc.
Product Service
Legal Case #:1871

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138397	12/15/2007	12/17/2007	12/17/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Cabelas	Cabelas		10300 Cabela Dr	Kansas City	KS	66111		W 913-328-0322

Incident

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD hole in floorboard of truck	Cause:4038	Could Not Duplicate Concern		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C Discharges Accidentally				

12/19/07-correspondence from repair-Discharges Accidentally.lw 1/11/08-followed up with Cabelas-Spoke to Jason in the gun library.
Customer said the gun fired when the bolt closed. Could not duplicate it.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/270 WSM	84013	S6588599	RA	11/28/2006 6:03:33 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CABELA S INC/WAREHOUSE		U			

CONCERN:DISCHARGES ACCIDENTLY

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	12/19/2007				

12/19/07-could not duplicate, Replace TA at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		24" 270 WSM SS FL
	Date Code		RA

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1871&Type=Case>

1/11/2008

PS 8830

Barrel	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	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	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD X-MARK PRO 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	
	Sub-Assembly	X-Mark Pro	

Cabela's

10300 Cabela Drive
 Kansas City, Kansas 66111
 (913) 328-0322
 Fax (913) 328-0331

TO

Remington Arms
 14 Hoefler Ave
 L10N, NY 13357

DATE 12-07/07 ORDER NO.
 SHIP TO

RA 11/06
6#1012
24"

SALESPERSON	DATE SHIPPED	SHIPPED VIA	F.O.B. POINT	TERMS	
QUANTITY	DESCRIPTION			UNIT PRICE	TOTAL
1	Remington 700 CAL .270win				
	S6588599				
	907257 20089-000				
	Repair				
	Discharges Accidentally				
	could not duplicate concern Ripper TPA, check over, clean AT N/C warranty (Sale TPA for P.S.)				

Serial Number:

S6588599

Model: 700



RE00138397

**PURCHASE AGREEMENT
 AFFILIATES ("CABELA'S")
 WARRANTY DISCLAIMER AND RELEASE**

I understand that I am purchasing a pre-owned firearm "AS IS". This pre-owned firearm has not been fired or tested by Cabela's, by any gunsmith or by any other person. I understand that the purchase of this firearm includes the risk of INCLDING INCIDENTAL OR CONSEQUENTIAL DAMAGE, WHICH RESULTS FROM THE USE, PROVIDES NO EXPRESS OR IMPLIED WARRANTIES FOR PRE-OWNED FIREARMS AND MERCHANTABILITY AND ANY AND ALL EXPRESS OR IMPLIED WARRANTIES OF FITNESS FOR PURPOSE, EXECUTORS AND ASSIGNS, I hereby discharge and release Cabela's, its affiliates, employ-

PS 8832

Signature

225

X-MARK PRO TRIGGER
NO FAULT FOUND, COULD NOT
DUPLICATE.

PS 8833

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: **RE00137213** Serial: G6608033 Model 700 Center Fire with 24 inch barrel Caliber: 243 WIN CDL LEFT HAND Produced: 08/30/2006 Repairman: Status: Closed 11/29/2007 11:56:08 AM

Address Information

Customer: Received From: Return To: Received From:

Name: **CABELAS** **CABELAS**

Address 1: **12901 CABELA DR** **12901 CABELA DR**

Address 2: PO Box: PO Box:

City: **FORT WORTH** **FORT WORTH**

State: **TX** Zip Code: **76177** Country: **US** State: **TX** Zip Code: **76177** Country: **US**

FFL: **5 75 439 01 8F 02564 062008**

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
11/21/2007 9:30	skinnerll	Repair Added		Closed
11/29/2007 11:5	brygidowww	Repair information change		11/29/2007 11:56:08 AM
11/29/2007 11:5	brygidowww	Repair information change		brygidowww
11/29/2007 11:5	brygidowww	Closed at Expedite		Product Services
11/30/2007 12:4	supryll	Returned to AS for repair	Quote at 1/2 normal charges	Repair Location
				ILN
				Current Location
				ILN
				Transfer Number

Repair Search Refresh Close

supryll 11/30/2007 12:45 PM ILAPS NUM LINS ISDL

Ustart Inbox Microsoft Office Arms Services Rep Search for a Serial PPS Hold Guns AS Current Cases & Me 11/29/2007 12:45 PM

RECEIVED

DEC 03 2007

BY: *[Signature]*

(PS 8834)

1801
Cabela's

12901 Cabela Dr. Fort Worth, Texas 76177

Firearm Repair Form

2nd
WA 8/06
24"
.009

Manufacturer: Rem

SKU/Gun ID#: 20089000 / 1882036

Serial #: G6608033

Note Defect or Service Needed:

\$ GUN FIRES when Bolt
is Closed

When repairs have been completed,
please return the firearm to:

Cabela's
12901 Cabela Dr.
Fort Worth, Texas 76177
(817)337-2400

Serial
Number:

G6608033

Model: **700**



RE00137213

TRIG. ASSM set screws
ALTERED. Will follow down.
Replace TPA check over
clean at 1/2 normal changes.

Quote

(PS 8835)

Associate Name B F H N R
Date 11-19-02
Customer # _____

Customer Name CHARISMA
Mailing Address _____
City FT WORTH
State TX Zip Code 76177
Home Phone _____ Contact Phone _____
E-mail Address _____

Shipping Address (If different):
 Recipient's Name REMINGTON ARMS (ATTN ARMS SERVICES)
 Shipping Address 14 HOEFLER AVE.
 City FLION
 State N.Y. Zip Code 13357
 Ship to Phone _____ Contact Phone _____
 POS Date _____ Tran _____ Reg _____

[illegible]

Oversize items? ☐ Yes ☐ No
 Reason for Shipping Override _____
 Overriding Manager _____ State Taxed _____ % Charged _____
 Associate Processing _____
 Date Shipped _____
 Tracking Number _____

Merchandise Total _____

Oversize fee _____

Shipping/Handling _____

Taxes _____

Total Order _____

PS 8836

U.S. Department of Justice
Bureau of Alcohol, Tobacco, Firearms and Explosives

Firearms Transaction Record Part I - Over-the-Counter

WARNING: You may not receive a firearm if prohibited by Federal or State Law. The information you provide will be used to determine whether you are prohibited under law from receiving a firearm. Certain violations of the Gun Control Act are punishable by up to 10 years imprisonment and/or up to a \$250,000 fine.

Transferor's Transaction
Serial Number

Prepare in original only. All entries must be in ink. Read the Important Notices, Instructions and Definitions on this form. "Please Print."

Section A - Must Be Completed Personally By Transferee (Buyer)

1. Transferee's Full Name				
Last Name <u>REMINGTON Arms</u>		First Name		Middle Name (If no middle name state "NMN")
2. Current Residence Address (Cannot be a post office box.)				
Number and Street Address <u>14 HOEFLEH AVE</u>		City <u>ILION</u>	County	State <u>N.Y.</u> Zip Code <u>13357</u>
3. Place of Birth		4. Height	5. Weight	6. Gender
U.S. City/State		Foreign Country	Ft. _____ In. _____	Male <input type="checkbox"/> Female <input type="checkbox"/>
				7. Birth Date
				Month _____ Day _____ Year _____
8. Social Security Number (Optional, but will help prevent misidentification.)			9. Unique Personal Identification Number (UPIN) if applicable (See Instruction to Transferor 6.)	
10. Race (Ethnicity) (Check one or more boxes.)				
<input type="checkbox"/> American Indian or Alaska Native		<input type="checkbox"/> Black or African American		<input type="checkbox"/> Native Hawaiian or Other Pacific Islander
<input type="checkbox"/> Hispanic or Latino		<input type="checkbox"/> Asian		<input type="checkbox"/> White
11. Answer questions 11.a. through 12 by writing "yes" or "no" in the boxes to the right of the questions.				
a. Are you the actual buyer of the firearm(s) listed on this form? Warning: You are not the actual buyer if you are acquiring the firearm(s) on behalf of another person. If you are not the actual buyer, the dealer cannot transfer the firearm(s) to you. (See Important Notice 1 for actual buyer definition and examples.)				
b. Are you under indictment or information in any court for a felony, or any other crime, for which the judge could imprison you for more than one year? (An information is a formal accusation of a crime by a prosecutor. See Definition 3.)				
c. Have you ever been convicted in any court of a felony, or any other crime, for which the judge could have imprisoned you for more than one year, even if you received a shorter sentence including probation? (See Important Notice 4, Exception 1.)				
d. Are you a fugitive from justice?				
e. Are you an unlawful user of, or addicted to, marijuana, or any depressant, stimulant, or narcotic drug, or any other controlled substance?				
f. Have you ever been adjudicated mentally defective (which includes a determination by a court, board, commission, or other lawful authority that you are a danger to yourself or to others or are incompetent to manage your own affairs) OR have you ever been committed to a mental institution? (See Important Notice 4 and Definitions 5 and 6.)				
g. Have you been discharged from the Armed Forces under dishonorable conditions?				
h. Are you subject to a court order restraining you from harassing, stalking, or threatening your child or an intimate partner or child of such partner? (See Important Notice 5.)				
i. Have you ever been convicted in any court of a misdemeanor crime of domestic violence? (See Important Notice 4, Exception 1 and Definition 4.)				
j. Have you ever renounced your United States citizenship?				
k. Are you an alien illegally in the United States?				
l. Are you a nonimmigrant alien? (See Definition 8.) If you answered "no" to this question, you are not required to respond to question 12.				
12. If you answered "yes" to question 11.l., do you fall within any of the exceptions set forth in Important Notice 4, Exception 2? (e.g., valid State hunting license.) (If "yes," the licensee must complete question 20c.)				
13. What is your State of residence (if any)? (See Definition 7. If you are not a citizen of the United States, you only have a State of residence if you have resided in a State for at least 90 continuous days immediately prior to the date of this sale.)				
14. What is your country of citizenship? (List/check more than one, if applicable.)				
<input type="checkbox"/> United States of America		<input type="checkbox"/> Other (Specify) _____		
15. If you are not a citizen of the United States, what is your U.S.-issued alien number or admission number?				

PS 8837

Telephone #

I certify that the answers to Section A are true and correct. I am aware that ATF Form 4473 contains Important Notices, Instructions, and Definitions. I understand that answering "yes" to question 11.a. if I am not the actual buyer of the firearm is a crime punishable as a felony. I understand that a person who answers "yes" to any of the questions 11.b. through 11.k. is prohibited from purchasing or receiving a firearm. I understand that a person who answers "yes" to question 11.l. is prohibited from purchasing or receiving a firearm, unless the person also answers "yes" to question 12. I also understand that making any false oral or written statement, or exhibiting any false or misrepresented identification with respect to this transaction, is a crime punishable as a felony. I further understand that the repetitive purchase of firearms for the purpose of resale for livelihood and profit without a Federal firearms license is a violation of law. (See Important Notice 6.)

16. Transferee's/Buyer's Signature REPAIR TRANSFER 17. Certification Date 21/14/07

Section B - Must Be Completed By Transferor (Seller)

18. Type of firearm(s) to be transferred:
☐ Handgun ☒ Long Gun ☐ Both
 19. Location of sale if at a gun show or other qualifying event. (See Instruction to Transferor 15.) _____ (City, State)

20a. Identification (e.g., driver's license or other valid government-issued photo identification.) (See Instruction to Transferor 1.)
 Type of Identification _____ Number on Identification _____ Expiration Date of Identification (if any)
 Month _____ Day _____ Year _____

20b. Aliens only: Type and dates of additional required identification (e.g., utility bills or lease agreements.) (See Instruction to Transferor 2.)
 Type of Identification _____ Date(s) _____

20c. Nonimmigrant aliens only: Type of documentation showing an exception to the nonimmigrant alien prohibition (e.g., hunting license/permit; waiver.) (See Instruction to Transferor 3.) _____

Question 21, 22, or 23 Must Be Completed Prior To The Transfer Of The Firearm(s) (See Instructions to Transferor 5-8.)

21a. The transferee's identifying information in Section A was transmitted to NICS or the appropriate State agency on: _____ (Date)
 21b. The NICS or State transaction number (if provided) was: _____

21c. The response initially provided by NICS or the appropriate State agency was:
☐ Proceed ☐ Delayed
☐ Denied [The firearm(s) may be transferred on _____ (MDI date provided by NICS) if State law permits (optional)]
☐ Cancelled
 21d. If initial NICS or State response was "Delayed," the following response was received from NICS or the appropriate State agency:
☐ Proceed _____ (date)
☐ Denied _____ (date)
☐ Cancelled _____ (date)
☐ No resolution was provided within 3 business days.

21e. (Complete if applicable.) After the firearm was transferred, the following response was received from NICS or the appropriate State agency on: _____ (date). ☐ Proceed ☐ Denied ☐ Cancelled

21f. The name and Brady identification number of the NICS examiner (optional) _____ / _____ (name) (number)
 22. ☐ No NICS check was required because the transfer involved only NFA firearm(s). (See Instruction to Transferor 8.)

23. ☐ No NICS check was required because the buyer has a valid permit from the State where the transfer is to take place which qualifies as an exemption to NICS (See Instruction to Transferor 8.)

State Permit Type _____ Date of Issuance (if any) _____ Expiration Date (if any) _____ Permit Number (if any) _____

Section C

If the transfer of the firearm(s) takes place on a different day from the date that the transferee (buyer) signed Section A, the transferee must complete Section C immediately prior to the transfer of the firearm(s). (See Instruction to Transferee 3 & Instruction to Transferor 9.)

I certify that the answers I provided to the questions in Section A of this form are still true and correct.

24. Transferee's/Buyer's Signature _____ 25. Recertification Date _____

Section D (See Instructions to Transferor 10-11.)

26. Manufacturer and/or Importer	27. Model	28. Serial Number	29. Type (pistol, revolver, rifle, shotgun, etc.)	30. Caliber or Gauge
REMINGTON	700	SN G6608033	RIFLE	243
		ID 882036	PS 8838	

Complete ATF Form 3310.4 For Multiple Purchases Of Handguns (See Instruction to Transferor 13.)

31. Trade/corporate name and address of transferor (seller) (Hand stamp may be used.)

Cabela's
12901 Cabela Drive
Fort Worth, TX 76177

32. Federal Firearms License Number (Complete 15 digit FFL Number.) (Hand stamp may be used.)

FFL# 5-75-439-01-8F-02564

On the basis of (1) the statements in Section A (and Section C if the transfer does not occur on the day Section A was completed); (2) my verification of the identification noted in question 20a (and my reverification at the time of transfer if the transfer does not occur on the day Section A was completed); and (3) the information in the current State Laws and Published Ordinances, it is my belief that it is not unlawful for me to sell, deliver, transport, or otherwise dispose of the firearm(s) listed on this form to the person identified in Section A.

The Person Transferring The Firearm(s) Must Complete Questions 33-36. For Denied/Cancelled Transactions,
The Person Who Completed Section B Must Complete Questions 33-35.

33. Transferor's/Seller's Name (Please print.)

BERT PAINZ

34. Transferor's/Seller's Signature

Bert Painz

35. Transferor's/Seller's Title

Outfitter

36. Date Transfer is Completed

11/19/07

Important Notices

1. **Actual Buyer:** For purposes of this form, you are the actual buyer if you are purchasing the firearm for yourself or otherwise acquiring the firearm for yourself (for example, redeeming the firearm from pawn/retrieving it from consignment, firearm raffle winner). You are also the actual buyer if you are legitimately acquiring the firearm as a gift for a third party. **ACTUAL BUYER EXAMPLES:** Mr. Smith asks Mr. Jones to purchase a firearm for Mr. Smith. Mr. Smith gives Mr. Jones the money for the firearm. Mr. Jones is NOT the actual buyer of the firearm and must answer "no" to question 11.a. The licensee may not transfer the firearm to Mr. Jones. However, if Mr. Brown goes to buy a firearm with his own money to give to Mr. Black as a present, Mr. Brown is the actual buyer of the firearm and should answer "yes" to question 11.a. Please note, if you are picking up a repaired firearm for another person, you should answer "n/a" to question 11.a.

2. **Purpose of the Form:** The information and certification on this form are designed so that a person licensed under 18 U.S.C. § 923 may determine if he or she lawfully may sell or deliver a firearm to the person identified in Section A, and to alert the buyer of certain restrictions on the receipt and possession of firearms. This form only should be used for sales or transfers where the seller is licensed under 18 U.S.C. § 923. The seller of a firearm must determine the lawfulness of the transaction and keep proper records of the transaction. Consequently, the seller must be familiar with the provisions of 18 U.S.C. §§ 921-931 and the regulations in 27 CFR Part 478. In determining the lawfulness of the sale or delivery of a long gun to a resident of another State, the seller is presumed to know applicable State laws and published ordinances in both the seller's State and the buyer's State.

3. **Background Checks:** The Brady law, 18 U.S.C. § 922(t), requires that prior to transferring any firearm to an unlicensed person, a licensed importer, manufacturer or dealer must first contact the National Instant Criminal Background Check System (NICS). NICS will advise the licensee whether the system finds any information that the purchaser is prohibited by law from possessing or receiving a firearm. For purposes of this form, contacts to NICS include contacts to State agencies designated to conduct NICS checks for the Federal Government. **WARNING:** Any seller who transfers a firearm to any person they know or have reasonable cause to believe is prohibited from receiving or possessing a firearm violates the law even if the seller has complied with the background check requirements of the Brady law.

4. **Prohibited Persons:** Generally, 18 U.S.C. § 922 prohibits the shipment, transportation, receipt, or possession in or affecting interstate commerce of a firearm by one who: has been convicted of a misdemeanor crime of domestic violence; has been convicted of a felony, or any other crime, punishable by imprisonment for a term exceeding one year (*this does not include State misdemeanors punishable by imprisonment of two years or less*); is a fugitive from justice; is an unlawful user of, or addicted to, marijuana or any depressant, stimulant, or narcotic drug, or any other controlled substance; has been adjudicated mentally defective or has been committed to a mental institution; has been discharged from the Armed Forces under dishonorable conditions; has renounced his or her U.S. citizenship; is an alien illegally in the United States or a nonimmigrant alien; or is subject to certain restraining orders. Furthermore, section 922 prohibits the shipment, transportation, or receipt in or affecting interstate commerce of a firearm by one who is under indictment or information for a felony, or any other crime, punishable by imprisonment for a term exceeding one year.

ATF Form 4473 (5300.9) Part I
Revised May 2007

PS 8839

Remington Arms Co., Inc.
Product Service
Legal Case #:1411

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131518	7/23/2007	7/24/2007	7/24/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jacob	Calkins	6478 Fairford Ct	Florissant	MO	63033		H 314-954-5210 E jacob.k.calkins@us.army.mil

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				

7/25/07-correspondence from repair-firearm has the bolt lock and wants it removed. rifle has unintentionally discharged when disengaging the safety. The trigger has been adjusted.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	A6267945	LI	2/20/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART PLYMOUTH MI	TWO PIECE SCOPE BASE	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
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

7/25/07-Quoted to replace TA under SMP. \$20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/24/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPR
	Date Code		LI
	Bore Plugged	False	
	Bulged	False	

PS 8840

	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	SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	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
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

(PS 8841)

131518 1411

RemingtonLI 2/18
22"
2.5"
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	Serial Number: A6267945	
Name: Jacob Calkins	Date of Purchase: Pre-1982	
Address (no PO Boxes): 6478 fairford Ct.		
City: Florissant	State: MO	Zip: 63033
Phone (Daytime): 314-954-5210	Fax: none	
E-mail Address: jacob.d.calkins@us.army.mil		
<p>Please describe your problem:</p> <p>This Rem 700 .30-06 was purchased before 1982 and still has the bolt locking mechanism on it which needs to be removed</p> <p>It also has been known to unintentionally discharge upon disengaging the safety. The trigger has been adjusted since this problem started to occur, but it didn't do much good</p>		
203 characters left		
<p>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p> <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>:: 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>		

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Remington

RECEIVED
JUL 25 2007

Visit Our Other Remington Websites

BY: *sfu*

Other Sites

Serial Number:

A6267945

Model: 700

**RE00131518**

Tryg. set screws altered.
NO tryg. RETURN left.
replace TPA, check over,
clean under bolt lock
program for \$20.00

Quote

{ PS 8842

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

7/16/2007

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: **RE00131518** Serial: A6267945 Model: 700 Center Fire Caliber: 30-06 SPRG ADL Produced: 02/20/1976 Repairman: Status: New 7/23/2007 10:49:32 AM

Verify Repair: **High Priority**

Address Information

Customer: ☒ Received From: ☐ Return To: ☐ Received From: ☐

Name: **JACOB CALKINS** **JACOB CALKINS**

Address 1: **6478 FAIRFORD** **6478 FAIRFORD**

Address 2: PO Box: PO Box:

City: **FLORISSANT** **FLORISSANT**

State: **MO** Zip Code: **63033-4706** Country: **US** State: **MO** Zip Code: **63033-4706** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

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

Date	User ID	Desc1	Desc2		Current Status
7/19/2007 2:32:5	williamsj	Repair Added		<input type="checkbox"/> Shipping Hold	New
7/20/2007 1:07:1	valentids	Repair information change		<input type="checkbox"/> InterFace Hold	7/23/2007 10:49:32 AM
7/20/2007 1:09:0	valentids	Repair information change		<input type="checkbox"/> Estimate Sent	valentids
7/23/2007 10:48:	penceil	Repair Maintenance	Status: New	<input type="checkbox"/> Parts Received	Product Services
7/23/2007 10:49:	valentids	Repair information change		<input type="checkbox"/> Passed Inspection	Repair Location
7/23/2007 10:50:	valentids	From: Check In	To:	<input type="checkbox"/> Return As Received	Current Location
7/24/2007 8:29:3	supiyfl	Returned to Arms Service for repair		<input type="checkbox"/> Has been Approved	ILN
				<input type="checkbox"/> Internal Repair	Transfer Number

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

supiyfl 7/24/2007 8:29 AM CAPS NUM INS SCRL

start Inbox - Microsoft Out Microsoft Excel Arms Services Repair 8:29 AM

PS 8843

Remington Arms Co., Inc.

Product Service

Legal Case #:1579

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
134389	9/24/2007	9/25/2007	9/25/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Richard	Carlson	3050 11th Ave So.	Minneapolis	MN	55407		H 612-729-5641

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				

9/26/07--correspondence from repair-rifle fires on safe release after having it in storage for many months.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	6897093	WZ	8/26/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	FARWELL OZMUN SO ST PAUL MINN		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				

9/26/07--replace TA for \$20 under SMP.lw

Examination[Remington/CF/BA]

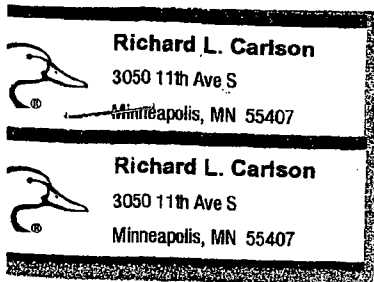
Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/25/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		WZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1579&Type=Case>

PS 8844

9/26/2007

	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	



1579

September 15, 2007

WZ8/5
7#
22"
010

Dear Remington,

I inherited my Father's rifle it's a model 700 BDL 30-06 cal. sn# 67897093 Since I already had a 742 in the same cal. It sat for some time, until I sold the 742. My cousin and I were getting ready for the fall deer hunt about 10 years ago, I was preparing to shoot my rifle and it fired when I took it off safe, I was quit fortunate to have the muzzle pointed in a safe direction, it did it once more when the rifle was empty and then worked properly the rest of the season. I cleaned and stored the rifle until the next season, checking the rifle while it was empty the same thing happened, firing when taking it off of safe only failing once or maybe twice then working perfectly through out the season, I find myself constantly checking the safe and always wondering when I'm on my stand if my rifle is going to go off accidentally or not. This only seems to happen when it has been stored for long periods of time, months not days. I usually choose to use another rifle.

I've come to a point where I can't sell it and I wouldn't want a family member or friend to own it, you just can't trust it.

Could you please help me out?

Sincerely,
Richard Carlson
3050 11th Ave. So.
Minneapolis, MN 55407

(612)729-5641

Serial Number:

6897093

Model: 700



RE00134389

RECEIVED
SEP 26 2007
BY: *[Signature]*

could not duplicate concern
replace TPA, check over a clean
under bolt lock program
for \$20.00
(PS 8846 Quote

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: **RE00134389** Serial: 6897093 Model 700 Center Fire Caliber: 30.06 SPRG BDL Produced: 08/26/1975 Repairman: Status: New 9/24/2007 9:50:45 AM

Address Information

Customer: Received From: Return To: Received From:

Name: **RICHARD L CARLSON** **RICHARD L CARLSON**

Address 1: **3050 11TH AVE SOUTH** **3050 11TH AVE SOUTH**

Address 2: PO Box: PO Box:

City: **MINNEAPOLIS** **MINNEAPOLIS**

State: **MN** Zip Code: **55407** Country: **US** State: **MN** Zip Code: **55407** Country: **US**

FEL:

Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Date	User ID	Desc1	Desc2					Current Status	
9/24/2007 9:50:4	valentds	Repair Added				<input type="checkbox"/> Shipping Hold		New	
9/24/2007 9:53:0	valentds	From: Check In	To:			<input type="checkbox"/> InterFace Hold		9/24/2007 9:50:45 AM	
9/24/2007 9:53:1	valentds	From: Product Services	To:			<input type="checkbox"/> Estimate Sent		valentds	
9/25/2007 8:06:3	pencil	Repair Maintenance	Status: New			<input type="checkbox"/> Parts Received		Repair Bench	
9/25/2007 8:06:3	pencil	From: Product Services	To: Repair Bench			<input type="checkbox"/> Passed Inspection		Repair Location	
						<input type="checkbox"/> Return As Received		ILN	
						<input type="checkbox"/> Has Been Approved		Current Location	
						<input type="checkbox"/> Internal Repair		ILN	
								Transfer Number	

Repair Search Refresh Close

supryll 9/25/2007 11:32 AM CAPS NUM INS SCRL

start Microsoft Excel Search for a Serial Inbox: Microsoft O Arms Services Repa Current Cases: Mic 11:32 AM

PS 8847

Remington Arms Co., Inc.
Product Service
Legal Case #:1541

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
133641	9/12/2007	9/13/2007	9/13/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Kyle	Cissell	521 Linda Lane	Wentzville	MO	63385		H 636-978-4588 C 314-581-0789

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				

9/17/07-correspondence from repair-rifle purchased 2005. Discharges when safety is released.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25955	G6254425	WW	8/20/2002 1:51:23 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
6/1/2005	WAL-MART DC 6003R-REGULAR		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
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	9/17/2007				

9/17/07-replace ta at n/c as gesture of goodwill.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/13/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER AND TRIGGER PIN RUSTED
Barrel	Description		22" 3006 SPR
	Date Code		WW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8848

	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	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG AND PIN RUSTED
	Pull	---Select---	10+#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 8849

~~Remington Firearms Co.~~
~~Remington Firearms Co.~~

This is a Model 700 ADL
 It was bought in June
 2005 for a graduation gift.

The problem is that the
 gun is discharging when you
 release the safety, not
 every time but more than
 half of the time.

I talked by phone to one
 of your employees and he
 said it should still be under
 warranty.

I would appreciate it if
 you could take care of
 the problem.

Thank you
 Bob Cissell
 Home - 636-978-4588
 Cell - 314-581-0789

133641

Number:

G6254425

Model: 700



RE00133641

Follows down.
 Trig. & Trig. pin rusted
 replace TPA, check over, clean
 AT N/C
 #230145

PS 8850

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: **RE00133641** Serial: **G6254425** Model: **700** Center Fire Caliber: **3006 SPRG** Produced: **08/20/2002** Repairman: **valentids** Status: **New 9/12/2007 11:20:23 AM**

Verify Repair

Address Information

Customer: **KYLE CISSELL** Received From: **KYLE CISSELL** Return to: **KYLE CISSELL** Received From:

Address 1: **521 LINDA LANE** Address 2: **521 LINDA LANE** PO Box:

City: **WENTZVILLE** State: **MO** Zip Code: **63385** Country: **US**

City: **WENTZVILLE** State: **MO** Zip Code: **63385** Country: **US**

FFL:

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

Date	Code	User ID	Desc1	Desc2
9/7/2007 10:52	New	skinnertl	Repair Added	
9/12/2007 11:20	Update	valentids	Repair information change	
9/12/2007 11:23	Expedite	valentids	From: Check In	To:

☐ Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

Current Status

New

9/12/2007 11:20:23 AM

valentids

Product Services

Repair Location

ILN

Current Location

ILN

Transfer Number

2

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

start 9/13/2007 8:45 AM CAPS NUM INS SCR

Inbox: Microsoft Out... IPS Hold Guns AS Arms Services Repair

PS 8851

PrintDisplay

Remington Arms Co., Inc.

Product Service

Legal Case #:1237

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128291	4/27/2007	4/30/2007	4/30/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	City Pawn & Gun	Robert		3631 Main St	Moss Point	MS	39563		W 228-475-0006

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				

5/1/07-correspondence from repair-gun fires occasionally on safe release.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	27363	G6462677	LZ	2/10/2005 1:30:35 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS 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 1/2 cost						
Repair/Replacement Cost	Repair/Replacement Date					

5/1/07-Trig set screws altered. Replace TA, check over, clean at 1/2 normal cost. quote sent.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/30/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIG ASSM SET SCREWS ALTERED
Barrel	Description		24" 3006 SPR
	Date Code		LZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8852

	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	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
	Sub-Assembly	Non-ISS
Sear	Lift	---Select---
	Notch	Like new; Functioning
	Test Fired	False
Feeding Test	Tests	False
Trigger	Condition	Slightly Worn; Not Functioning
	Pull	---Select---
	Altered	True
	Sub-Assembly	M/700 Non-Bolt Lock

(PS 8853)

Dear Sir,

1237

L2 2/05

24" .014

I'm returning this on customer
behalf. When the rifle was brought
to my shop I immediately removed safety
to check chamber; upon removal of safety
the gun snapped and would have fired if
loaded. Problem is one that happens on
occasion not consistently. I've would
have been a unsatisfied thing if gun was
loaded when it snapped on me.

TIL 19-5-17
KPM 14-2-04
CLARK 4-1-12
CO 51
SCIENCE ATTACHED
CHECK OVER
1/2 CONWAY
Quote

Please fix this problem. This is not
the first 700 model I've seen do this.
Hopefully the last?
Phil Kuhn

208-475-0006
219-6549

Serial
Number:

G6462677

Model: 700



RE00128291

(PS 8854)

RECEIVED
MAY 01 2007

BY: *SW*

I bought this MOD. 700 Rem. I
shot less than a box of shells out of
it. I was going to check my ~~scoop~~ to make
sure it was ~~it~~ still down and the gun
went off when I took it off safely. The
gun has went off several times when I
release the safety without a shell in it.

I would like to have a new gun or
have it fixed right. The gun has never been
worked on as far as my knowledge. The gun
is not safe this way it is because you can't
trust the gun anymore.

William D. WINSTED
(28) 990-7067

128291

(PS 8855)

Repair Inquiry

- [B] X

Repair Number: RE00128291

Serial: G6462677 Model 700 Center Fire Caliber:
3006 Produced: 02/10/2005

Repairman:

Status:

New 4/27/2007 12:50:29 PM

Verify Repair

Address Information

Customer:

Received From

Return To:

Received From

Name: CITY PAWN GUN

CITY PAWN GUN

Address 1: 3631 MAIN STREET

3631 MAIN STREET

Address 2: PO Box:

PO Box:

City: MOSS POINT

MOSS POINT

State: MS

Zip Code: 39563

Country: US

State: MS

Zip Code: 39563

Country: US

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M992	FIRES WHEN SAFETY IS TA

Problems Found

Code	Desc
------	------

Repair Notes

Repairman's Comments

CSR Comments

Repair Search

Refresh

Close

PS 8856

Imwatson

5/2/2007

9:20 AM

CAPS

NUM

INS

SCPL

Start

2 Microsoft Of...

3 Internet Exp...

3 SAP Logon f...

Arms Services...

Microsoft Excel -...

FullShot 97

96%

9:20 AM

PrintDisplay

Page 1 of 3

Remington Arms Co., Inc.
Product Service
Legal Case #:1255

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128908	5/4/2007	5/7/2007	5/7/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Clydes Sport Shop Inc.			2307 Hammonds Ferry Road	Baltimore	MD	21227		W 410-2421-6108

Incident Information

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

Rifle received from gun shop with fired on bolt closing claim. No fault found. fls.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25813	B6631285	EE	10/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRICE WHLSE CLEARFIELD PA		U			

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. Ca. Date Da APV AP

(PS 8857)

PrintDisplay

Page 2 of 3

Clean
action and
install new
TA at
special
price

Repair/Replacement Repair/Replacement
Cost Date

Could not duplicate concern. 1984 vintage rifle - no fault found. Clean action and install new TA at 1/2 normal charges to restore customers faith in rifle. fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/7/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	NO FAULTS FOUND
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	

PS 8858

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 MARS,DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	LOCKTITE BUILD UP ON REC
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

(PS 8859)

1255

5.5#
EE 10/84
22"
.009

PRODUCT 301-1

REPAIR TAG

G

401875

FIRES SOMETIMES w/ CLOSING BOLT
WHEN TAKEN SAFETY OFF
PLANS CH OUT + REPAIR

CLYDE'S SPORT SHOP INC.
2307 Hammonds Ferry Road
BALTIMORE, MARYLAND 21227
Phone (410) 242-6108

could not duplicate concern
To restore confidence. can offer
to replace TPM, check over
clean at 1/2 normal cost.
Duke

Serial Number: **B6631285**

Model: **700**



RE00128908

(PS 8860)

Remington Arms Co., Inc.
Product Service
Legal Case #:1410

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131544	7/20/2007	7/24/2007	7/24/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mike	Crawford	PO Box 899	Craig	AK	99921		H 907-826-2168

Incident Information

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

7/26/07-correspondence from repair-shot fired by flipping the safety from s to f w/o touching the trigger. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27047	G6401769	PY	6/23/2004 11:26:17 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JAY S SPORTING GOODS INC		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
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35.00	7/26/2007				

7/26/07-Trigger pull is heavy. Replacing TA, check over, clean at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/24/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER PULL HEAVY
Barrel	Description		26" 7MM REM MAG
	Date Code		PY
	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	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	10#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 8862

Remington Arms
ATTN: Arms Services
14 Hoefler Ave.
Ilion, NY 13357

To whom it may concern,

While checking to see if my scope was still correct, my second and third shot was fired by flipping the safety from "S" to "F" and not by using the trigger. Please contact me about questions, repairs, repair cost, and turn around time. Thank you.

Mike Crawford

Mike Crawford
P.O. Box 899
Craig, Alaska 99921
(907) 826-2168

Serial Number:

G6401769

Model: **700**



RE00131544

RECEIVED

JUL 25 2007

BY: *[Signature]*

*could not duplicate concern.
Trig. pull is heavy. Will replace
TPA, checkover, clean. AT
N/C #230145*

(PS 8863)

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair Number:RE00131544Serial:G5401769; Model:700; Center Fire Caliber 7 MM REM MAG Produced:06/23/2004Repairman:Bruce TravisVerify Repair:High PriorityStatus:Repairing 7/24/2007 6:45:05 AM

Address Information

CustomerReceived FromReturn ToReceived From

Name:MIKE CRAWFORDMIKE CRAWFORD

Address 1:P.O. BOX 899P.O. BOX 899

Address 2:PO BoxPO Box

City:CRAIGCRAIG

State:AKZip Code:99921Country:USState:AKZip Code:99921Country:US

FFL

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Date	User ID	Desc1	Desc2
7/20/2007 10:39	valentids	From: Check In	To:
7/20/2007 10:39	valentids	Repair information change	
7/23/2007 6:48:4	Travisbw	Estimate Update	Status: Estimating
7/23/2007 11:35	valentids	Repair information change	
7/23/2007 11:41	valentids	Repair information change	
7/24/2007 6:41:4	Travisbw	Estimate Update	Status: PartsHold
7/24/2007 6:45:0	System	Immediate SAP Allocation	
7/24/2007 7:13:2	Travisbw	Estimate Update	Status: Repairing

☐ Shipping Hold
☐ InterFace Hold
☐ Estimate Sent
☒ Parts Received
☐ Passed Inspection
☐ Return As Received
☐ Has been Approved
☐ Internal Repair

Current Status

Repairing
7/24/2007 6:45:06 AM
Travisbw
Check In
Repair Location:
ILN
Current Location
ILN
Transfer Number

Repair SearchRefreshClose

suprvl7/24/20078:31 AMCAPSNUMTNSSCORE

startInbox - Microsoft OutlookMicrosoft ExcelArms Services Repair

3:31 AM

PS 8864

Remington Arms Co., Inc.
Product Service
Legal Case #:1593

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
134444	9/26/2007	9/27/2007	9/27/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mack's Sport Shop	Eddy Deleon		212 Lower Mill Bay	Kodiak	AK	99615		H 907-486-4276 F 907-486-2928

Incident Information

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

9/28/07-correspondence from repair-bolt wont stay cocked upon closing or fires from the safety going from safe to fire. Floor plate retaining spring latch broken. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/3006 SPR	26287	S6404088	CV	4/20/2001 11:21:34 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CYS SPORTING GOODS INC	TWO PIECE SCOPE BASE	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
Repair at 1/2 cost						
	Repair/Replacement Cost	Repair/Replacement Date				

9/28/07-Quote sent to replace ta, clean, check over for \$74.50.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/27/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM DIRTY AND RUSTY
Barrel	Description		22" 3006 SPR MR SS
	Date Code		CV
	Bore Plugged	False	
	Bulged	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1593&Type=Case>

9/28/2007

PS 8865

	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	RUSTY
	Stock Condition	Worn; Functioning	SCRATCHED, FLOOR PLATE LATCH BROKEN
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY AND RUSTY
	Pull	---Select---	8#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE


MACK'S SPORT SHOP

212 Lower Mill Bay

KODIAK, ALASKA 99615

Phone 907-486-4276 Fax 907-486-2928

REMININGTON
4732 700

<input type="checkbox"/> SERVICE <input type="checkbox"/> INSTALL	<input type="checkbox"/> WILL CALL <input checked="" type="checkbox"/> WARRANTY	PHONE 942-3731	DATE 7/20/07
NAME EDDY DELEON		MAKE REMINGTON	MODEL 700
APT. 93		SERIAL S6404088	
ITEM TO BE SERVICED		NATURE OF SERVICE REQUEST	
QUAN.	DESCRIPTION OF PARTS OR MATERIAL		AMOUNT
	BOLT WON'T STAY LOCKED		8#
	UPON CLOSING OR FIRES		0.015
	FROM THE SAFETY COIL		22" R
	I'M SAFE TO FIRE. FLOOR		
	PLATE RETAINING SPRING		
	LATCH BROKEN PLEASE		
	FIX OR REPLACE UNDER		
	WARRANTY		
	TKS		
	FRIR		
could not duplicate concern.			
LABOR PERFORMED:		Total Material	
TPA. ASSA VERY DIRTY + RUSTY			
Replac TPA, check over, clean		Tax	
AT 1/2 cost. Quote		Total Labor	
Serial Number: S6404088			
Model: 700			
			
RE00134444			
RESPONSIBLE FOR LOSS, OUR CONTROL			
4732			

(PS 8867)

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: **RE00134444** Serial: **56404088** Model: **700** Center Fire Caliber: **30.06 SPRG** Produced: **04/20/2001** Repairman: **valentids** Status: **New 9/25/2007 8:14:30 AM**

Verify Repair

Address Information

Customer: **MACK'S SPORT SHOP** Received From: **MACK'S SPORT SHOP**

Name: **MACK'S SPORT SHOP**

Address 1: **212 LOWER MILL BAY** Address 2: **212 LOWER MILL BAY**

City: **KODIAK** PO Box: City: **KODIAK** PO Box:

State: **AK** Zip Code: **99615** Country: **US** State: **AK** Zip Code: **99615** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
9/25/2007 8:11:3	New	valentids	Repair Added	
9/25/2007 8:14:3	Update	valentids	Repair information change	
9/25/2007 8:14:5	Expedite	valentids	From: Check In To:	
9/27/2007 9:28:1	Expedite	pencerl	From: Product Services To: Repair	

Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair ☐

Current Status: **New** 9/25/2007 8:14:30 AM
valentids
Repair Bench
Repair Location: **ILN**
Current Location: **ILN**
Transfer Number:

Repair Search Refresh Close

suprvl 9/27/2007 11:02 AM PPS INUM INS SCRL

start Inbox - Microsoft Out Arms Services Repair Microsoft Excel - PSH Search for a Serial Number 11:02 AM

(PS 8868)

Remington Arms Co., Inc.
Product Service
Legal Case #:1361

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
130617	6/22/2007	6/22/2007	6/22/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jeff	DiPaola	10 Summit Ave	Montvale	NJ	07645		H 201-760-2600 C 201-951-5460

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				

6/26/07-correspondence from repair-rifle discharged when safety is put to fire. This is a used firearm.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	20000	A6887450	CA	4/7/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	UDISCO SALT LAKE UT	TWO PIECE SCOPE BASE AND RINGS	N			

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
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

6/26/07-Replace TA under smp for \$20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/22/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		CA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

PS 8869

	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	MARS,DENTS,SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	3#
	Altered	True	TRIG PULL ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE AND RINGS

(PS 8870)



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 Ih

Serial Number: A 6887950

Are you the original owner?: ☐ YES ☒ NO

Name: P. Jeff DiPaola

Date of Purchase: april 2007

Address (no PO Boxes): 10 Summit Ave.

City: Montvale

State: NJ

Zip: 07645

Phone (Daytime): 10-760-2600

Fax: 201-760-2550

E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)

jeff@starnet-media.com

E-mail Address:

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

Please describe your problem and date of occurrence:

Rifle inadvertently discharges when the safety is set to fire. Rifle discharged first time I loaded it at the range and pushed the safety to "F" position. I did not have my finger on the trigger. I was not able to reproduce the circumstances but I only put 6 rounds through the gun.

This is a used gun that I had just purchased. So I am clueless as to treatment and service history of this firearm.

please contact me for shipping Address!!

99 characters left

Ammunition Information:

Manufacturer: igman

Type: 7 mm rem mag

Other (i.e. bullet weight/type, shot size, powder): 175 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) whenever fired

How often do you clean the action? (Months or Number of rounds) 100 rounds

How often do you clean the trigger assembly? (Months or Number of rounds) 200 rounds

PS 8871

Brand of lubricant used: Hoppes

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?)

Unknown

What were the services performed?) Unknown

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.

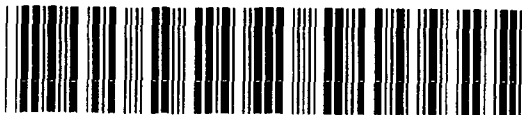
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Remington

Serial Number: **A6887450**

Model: **700**



RE00130617

(PS 8872)

Supry, Fred L.

From: Supry, Fred L.
Sent: Friday, June 22, 2007 2:15 PM
To: 'jeff@starnet-media.com'
Subject: 700 Rifle A6887450

6/22/2007

Jeff,

We received the rifle you sent in and found the Trigger assembly to be contaminated with dried and sticky lubricant residue, also the trigger settings were adjusted outside of the factory specifications. Your firearm also has the bolt lock which means it has to be taken off safe to open the bolt. We have a program called the bolt lock modification program – we will clean the action and install a complete new trigger assembly without the bolt lock feature for \$20. Once you receive the rifle you will be able to open the bolt with the safety in either the off or on position.

We were unable to read the first 3 digits of your phone number – please supply that number. You wanted us to contact you to get return shipping information – please supply that information.

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

(PS 8873)

6/22/2007

The screenshot displays the 'Arms Services Repair & Estimate System' application window. At the top, a menu bar provides options like 'File', 'Add Repair', 'Estimate Repair', 'Expedite Repair', 'Inquiry', 'Repair Tools', 'CSR Tools', 'Reports', 'Table Maintenance', 'System Maintenance', and 'Help'. The main window is titled 'Repair Inquiry' and is divided into several functional areas. The top section contains fields for 'Repair Number' (RE00130617), 'Serial' (A5887450), 'Model' (700), 'Center Fire' (Caliber), '7 MM, REM MAG', 'Produced' (04/07/1980), 'Repairman', and 'Status' (New 6/22/2007 10:22:42 AM). Below this is the 'Address Information' section, which includes fields for 'Customer', 'Received From', 'Return To', 'Received From', 'Name' (JEFF DIPAOLO), 'Address 1' (10 SUMMIT AVE), 'Address 2', 'City' (MONTVALE), 'State' (NJ), 'Zip Code' (07645), and 'Country' (US). There are also checkboxes for 'FFL'. The main body of the window is divided into four tabs: 'Contact / Condition', 'Problems', 'Estimate', and 'History / Status'. The 'History / Status' tab is active, showing a table of events with columns 'Date', 'Code', 'User ID', 'Desc', and 'Des'. The table lists several events, including 'Repair Added', 'Repair Received', 'Receipt', 'Repair information change', 'From: Check In', and 'Returned to Arms Repair for repair'. To the right of the table is a 'Shipping / Billing' section with a 'Current Status' table showing 'New' and '6/22/2007:10:22:42 AM'. Below the 'Current Status' table is a list of items with checkboxes for 'Shipping Hold', 'Interface Hold', 'Estimate Sent', 'Parts Received', 'Passed Inspection', 'Return As Received', 'Has been Approved', and 'Internal Repair'. At the bottom of the window, there is a 'Repair Search' button, a 'Refresh' button, and a 'Close' button. The bottom status bar shows the user is logged in as 'supryll' on 6/22/2007 at 2:17 PM, with various system icons and a search bar.

PS 8874

Supry, Fred L.

From: Jeff DiPaola [jeff@starnet-media.com]
Sent: Friday, June 22, 2007 3:53 PM
To: Supry, Fred L.
Subject: Re: 700 Rifle A6887450[Scanned]

Hi Fred:

Definitely do the \$ 20.00 replacement. You can call me at work: 201-760-2600 or my cell: 201-951-5460 and I can give you a credit card or whatever it takes.

Shipping:

To: Jeff DiPaola
c/o Starnet
50 Commerce Drive
Allendale, NJ 07401
201-760-2600

WFF Message
6/26/2007 *\$ 21.20*

Thank you for everything

Jeff

On Jun 22, 2007, at 2:14 PM, Supry, Fred L. wrote:

6/22/2007

Jeff,

We received the rifle you sent in and found the Trigger assembly to be contaminated with dried and sticky lubricant residue, also the trigger settings were adjusted outside of the factory specifications. Your firearm also has the bolt lock which means it has to be taken off safe to open the bolt. We have a program called the bolt lock modification program – we will clean the action and install a complete new trigger assembly without the bolt lock feature for \$20. Once you receive the rifle you will be able to open the bolt with the safety in either the off or on position.

We were unable to read the first 3 digits of your phone number – please supply that number. You wanted us to contact you to get return shipping information – please supply that information.

(PS 8875

6/26/2007

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

Message was spam and virus filtered by Vircom Modusgate appliance

(PS 8876

6/26/2007

PS 8877

Remington Arms Co., Inc.
Product Service
Legal Case #:1250

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128874	5/2/2007	5/3/2007	5/3/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Dittes	PO Box 6	Los Molinos	CA	96055		H 530-384-1774 E jodittes@scglobal.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			
S SMP	Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	
C				

5/4/07-correspondence from repair-rifle purchased by his mother in 1970s. Discharged on 2 occasions either moving safety or bolt closing. Cust sending in for SMP.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	A6671045	DQ	9/1/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	SLOANS SPT GD RIDGEFIELD CT	SCOPE BASE WITH BOTTOM HALF OF RINGS	U			

CONCERN:FBC OR FSR (UNSURE)

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					

5/4/07-Could not duplicate concern. Replace TA, check over, clean under bolt lock program. Quote sent.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/3/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		DQ
	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	
	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---	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Like new; Functioning	
	Tests	Test Fired	False
		False	
Feeding Test			
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE AND BOTTOM HALF OF RINGS

(PS 8879)

John Dittes
P.O. Box 6
Los Molinos, CA
96055
(530) 384-1774
jcdittes@sbcglobal.net

Feb. 7, 2007

Dear Sirs,

I am sending this Remington 700
.30-06 for a safety-related
repair issue. (Serial # A6671045)

This rifle, purchased new by my mother
in the mid-to late 1970's, has spontaneously
discharged twice on two separate hunting
trips. In both cases, my mother says she
did not have her finger on the trigger.
I can't remember exactly, but it fired
either when she flipped the safety, or
chambered a round. I'm not certain which,
but it scared her enough that she packed the
rifle away.

I recently inherited the rifle, and a friend told
me about a Model-700 safety recall that he'd
heard about on a T.V. News-show. I'd like
to send you this rifle for the repair and
certification mentioned on your web-page.
I'd like to use this rifle again for deer and
wild Pig hunting.

Thank you.
John Dittes

RECEIVED

MAY 4 2007

BY: _____

over
(PS 8880)

TO: Remington Arms Company
ATT: Product Services

Serial
Number:

A6671045

Model: 700



RE00128874

could not duplicate concern.
replace TPA, check over, clean
under bolt lock program
Ron \$20.00 Quote

PS 8881

Remington Arms Co., Inc.
Product Service
Legal Case #:1866

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138370	12/15/2007	12/17/2007	12/17/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Dunns Sporting Goods	Dunns		8733 commercial blvd	Pevely	MO	63070		W 636-475-4240

Incident Information

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

12/19/07-correspondence from repair-on occasion gun fires when safety is turned off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	A6439526	CO	4/12/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	WYETH CO ST JOSEPH MO	TWO PIECE SCOPE BASE	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
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				
	25	12/19/2007				

12/19/07-replace ta under smp.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		CO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8882

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	SOME WEAR FROM LEAKING PRIMERS
	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---	.007
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

(PS 8883)

PS 8884

OK
REPAIR TAG
145862

DUNN'S SPORTING GOODS, INC.
 2725 Commercial Ave.
 PEVRY, MO 65070
 (636) 475-4200

CUSTOMER <i>Kevin Swape</i>		COPY NO. K 145862	
ADDRESS <i>Remington</i>		PHONE	DATE RECEIVED <i>11/30/07</i>
MODEL OR SERIAL NO. <i>700</i>			PROMISED DELIVERED
TROUBLE REPORTED <i>SN: 6439526</i>			
<i>On Occasion when safety is turned off gun fires</i>		AMOUNT	
DESCRIPTION OF MATERIAL USED			
<i>SN: 12/5/7</i>			
RECEIVED BY <i>Thank You! CASH</i>		TOTAL MATERIALS	
ON COMPLETION OF WORK →		LABOR	
		TAX	
		TOTAL	

Serial Number:

A6439526Model: **700****RE00138370**

*Could not duplicate concern
 Rephrase TPA check over, check
 under lock program
 Don \$ 20.00 + ship.
 Quote*

(PS 8885)

Form H

Dunn's Sporting Goods Repair Form

P.O. Box 631 Highway 61-67

Pevely, MO 63070

Ph. (636)475-4240 Fax (636)479-7214

I, KEVIN SWOPE of 1456 Megan Ave.
(print name) (street address)PEVELY Missouri 63070
(city) (state) (Zip code)636-475-7536 636-208-4432 (cell) *
(phone days) (phone evenings)MODL 496741078 4/23/2009
(government issued photo ID type) (ID number) (ID expiration date)

hereby convey to Dunn's Sporting Goods for repair my firearm which is a:

Lem 700 AG 439526
(make) (model) (serial number)
Rifle 270 Win
(type, i.e. shotgun) (caliber/gauge)

I understand there is a minimum charge of \$25 plus labor, parts and/or shipping fees as necessary. I also understand Dunn's cannot be held responsible for the length of time required for repairs or liable for any injuries caused by use or misuse of this firearm after it is returned.

[Signature] 11-30-2007 Nato
(signed) (date) (name of employee receiving gun)

Dunn's Sporting Goods returned the above firearm to me on this date:

(signed) (date) (name of employee confirming ID)OFFICE USE ONLY: repair tag number K145862 repair log number R7-135(2)

PS 8886

Remington Arms Co., Inc.
Product Service
Legal Case #:1883

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138411	12/17/2007	12/18/2007	12/18/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Greg	Durban	312 Pfeifer Rd	Prospect	PA	16052		H 412-299-4277

Incident Information

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

12/19/07-correspondence from repair-rifle ucocks itself upon chambering a round or working the action about 50% of the time. This happens when safety is in the fire position. Flipping the safety to the fire position results in the rifle to fire about 50% of the time.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	26915	T6201505	XN	12/15/1993
Date Purchased	Where Purchased	Accessories	Original Owner			
	NATIONAL RECREATIONAL SHOOTING SUPP		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
Replace TA at discount						
Repair/Replacement Cost	Repair/Replacement Date					

12/19/07-quote sent to replace TA at 1/2 price. Trig set screws altered.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/18/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED,NO TRIGGER RETURN, WILL FOLLOW DOWN
Barrel	Description		24" 3006 SPR SS
	Date Code		XN
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8887

	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	RUSTY
	Pull	---Select---	2#
	Altered	True	TRIGGER SET SCREWS ALTERED WILL FOLLOW DOWN
	Sub-Assembly	M/700 Non-Bolt Lock	

(PS 8888)

PS 8889

Remington

Factory Repair Instructions

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

Model Number: 700 SSDM	Serial Number: T6201505
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: GREG DURBAN	Date of Purchase: About 8 years Ago
Address (no PO Boxes): 312 Pfeiffer Rd.	
City: Prospect	State: PA Zip: 16052
Phone (Daytime): 412-299-4377	Fax:
E-mail Address: HUNT3R@EMBARQMAIL.COM	
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem: The Rifle UNCOCKS itself	
1) upon chambering a round or working the action about 50% of the time or more. The happens when Rifle safety is in Fire Position.	
2) Flipping the safety to the Fire position results in the Rifle to Fire or the Firing pin to release approximately 50% of the time.	
Ammunition Information:	
Manufacturer: Remington, Howady	Type: 165 grn. Boat Tail
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: Hopps	
How often do you clean the bore? (Months or Number of rounds) AFTER ANY USE	
How often do you clean the action? (Months or Number of rounds) AFTER ANY USE	
How often do you clean the trigger assembly? (Months or Number of rounds) - Do not	
USUALLY disassemble any parts to clean other	
Brand of lubricant used: then separating stock from	

the chambered action. (PS 8890)

- Remoil
- WD40

* I WAS ADVISED THIS REPAIR WOULD

2#
XN
12/93
24"
.015

How often do you lubricate the bore? (Months or Number of rounds)	AFTER shooting
How often do you lubricate the action? (Months or Number of rounds)	AFTER any shooting
How often do you lubricate the trigger assembly? (Months or Number of rounds)	N/A
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	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
N/A	
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 Division 14 Hoefler Ave 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>Post. Remington is not responsible for purchase insurance from your carrier.</p> <p>Guidelines:</p> <p>Returned to you C.O.D. (To avoid C.O.D. Charges, please ship with your gun)</p> <p>estimate detailing the nature of the repair, applicable taxes and repair estimate. Repairs can be paid by check, money order, cash, or VISA. If you wish, you can expedite repairs over and be billed to your credit card.</p>	

Serial Number:

T6201505

Model: 700



RE00138411

Fire pin will follow down.
 Trig set screws altered so
 there is no trig return.
 replace TPA, check oven, clean
 AT 1/2 normal charges.

Quote

(PS 8891)

Remington Arms Co., Inc.
Product Service
Legal Case #:1669

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135301	10/19/2007	10/22/2007	10/22/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Joseph	Fonde	169 N Clearview Ave	Langhorne	PA	19047		H 215-752-1483 E joey@joefonde.com

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				

10/24/07-correspondence from repair-rifle shoots when safety is flipped to fire. Sending in for SMP.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	A6365287	EI	10/1/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPT MONTDALE PA		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
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

10/24/07-replacing TA under smp.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/22/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	SET SCREWS ALTERED, WILL FOLLOW DOWN
Barrel	Description		22" 270 WIN
	Date Code		EI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8892

	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	APPEARS METAL HAS BEEN REFINISHED OUSIDE OF FACTORY
	Stock Condition	Slightly Worn; Functioning	SYNTHETIC
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		CROSS BOLT SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,HEAVY LUBE
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

(PS 8893)

Joseph Fonde

169 N. Clearview Ave.

Langhorne, Pa. 19047

joey@joefonde.com

<mailto:joey@joefonde.com>

215-752-1483

October 9, 2007

Hello Remington Arms,

The enclosed rifle has a serious safety issue. When the safety is flipped from the safe position to the fire position the rifle shoots. I fired the rifle several times from a bench position to duplicate the problem just to make sure it wasn't something I did to cause the firing. It did fail a couple more times.

I would like the rifle be upgraded thru your Safety Modification Program and contact me for credit card information for the cost of the repairs. Do not ship COD.

You

Joseph Fonde

Joseph Fonde

Thank

Serial
Number:

A6365287301

Model: 700



RE00135301

*Follows Down N. very dirty -
Trigger set screws altered
up from TPA, check over, clean
under bolt with program con
\$20.00*

Q note

(PS 8894)

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: **RE00135301** Serial: A6365287 Model: 700 Center Fire Caliber: 270 WIN SYN Produced: 10/13/1976 Repairman: Dale Lewis Status: ApprovalHold: 10/23/2007 9:58:00 AM

Verify Repair

Address Information

Customer: ☒ Received From Return To: ☒ Received From

Name: **JOSEPH FONDE** **JOSEPH FONDE**

Address 1: **169 N CLEARVIEW AVE** **169 N CLEARVIEW AVE**

Address 2: **PO Box:** **PO Box:**

City: **LANGHORNE** **LANGHORNE**

State: **PA** Zip Code: **19047** Country: **US** State: **PA** Zip Code: **19047** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
10/12/2007 10:59	skinnerll	Repair Added		Shipping Hold
10/12/2007 12:00	ArmEmail	Repair Received	JOEY@JOEFONDE.COM	Interface Hold
10/12/2007 12:00	ArmEmail	Receipt	JOEY@JOEFONDE.COM	Estimate Sent
10/17/2007 11:13	valentids	Repair information change		Parts Received
10/23/2007 7:25	pencerll	From: Check In	To: Repair Bench	Passed Inspection
10/23/2007 9:54	lewisdb	Estimate Update	Status: Repairing	Return As Received
10/23/2007 9:58	lewisdb	Estimate Update	Status: ApprovalHold	Has been Approved
				Internal Repair

Repair Search Refresh Close

supyfl 10/23/2007 10:25 AM CAPS NUM INS SCRL

start Inbox - Microsoft Out... IPS Hold Guns A5 Arms Services Repair 10:25 AM

RECEIVED

OCT 24 2007

BY: *[Signature]*

(PS 8895)

PrintDisplay

Page 1 of 2

Remington Arms Co., Inc.

Product Service

Legal Case #:1441

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
134301	9/26/2007	8/3/2007	9/27/2007	8/1/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Troy	Foster	5188 Hwy 49 N PO Box 245	Mariposa	CA	95338		W 209-966-2692 E nutsandbolts@sti.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI ears ringing				
PD Damaged door casing	Cause:4006 Altered Adjustments or Components		N	ok
S	Concern:1020 Fired on Bolt Opening			
C				

8/3/07-email through right now-cust had firearm loaded in house, had to put it to fire to open bolt, gun discharged. Hit door casing and trim damaged a door. He has not had any adjustments made to trigger assembly. His wife, Shirley, was in same room and both had ringing ears for a bit but that seems better now. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	20000	A6385073	XI	12/3/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	UDISCO SALT LAKE CITY UT	SCOPE BASE	U			

8/3/07-serial number not available at time of call.lw 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-goodwill gesture						

Repair/Replacement Cost Repair/Replacement Date

35

10/16/2007

8/3/07-sending box, ars, & ltr. In ltr, cust asked for reimbursed for damage to home and hearing test. He did not mention this in our conversation.lw 8/8/07-copy of file requested. Sent to Jessica Bismark at Swanson, Martin & Bell.lw 9/27/07-quote sent to replace trigger assembly for \$20 under SMP.lw 10/16/07-offered to replace trigger at n/c but we could not cover any other damages. Explained that trigger had been adjusted well below our specifications.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/27/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGG ASSM SET SCREWS ALTERED

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1441&Type=Case>

PS 8896

10/16/2007

Barrel	Description		24" 22-250 REM
	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	Worn; Functioning	BRASS WASH ON 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---	
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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

(PS 8897)

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 336-548-7801ESTIMATING
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 RE00134301 Account # - R-	Description/Serial Number A6385073	Date Received - 9/26/2007 Estimate Date - 9/27/2007 Current Date - 10/16/2007
<u>Customer</u> TROY FOSTER 5188 HWY 49 N MARIPOSA. CA 95338 US	<u>Return To</u> TROY FOSTER 5188 HWY 49 N MARIPOSA. CA 95338 US	
Phone (H) (209)-966-2692 Phone (W)	Fax Email	

Please Circle One VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____ PO Number _____ Daytime Phone (____) _____ Time To Call _____ Open Acct. <u>R</u> _____ Approval: Customer Signature _____ Date _____ <input type="checkbox"/> If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box Notice: We process checks electronically through Check 21		
---	--	--

Problems			
Reported		Found	
M123	FORWARD TO PRODUCT SERVICE	M106	COULD NOT DUPLICATE CUSTOMER
	FOR INSPECTIO	M178	TRIG ADJ SCREWS RESET, CANNOT
M995	UNOPENED PRODUCT SERVICES	M240	BOLT LOCK SAFETY MODIFICATIO

Technician's Comments	
ProblemNotes	Check over replace trigger assb. under bolt lock safety program for \$20.

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							
F305570	700 X-MARK PRO TRIG ASSB RH BLACK	1	Y	\$90.00	0%	\$0.00	
Service							
4000104	ARMS SERV SHIPPING & HANDLING	1	Y	\$12.00	0%	\$0.00	
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:						\$0.00	
Est. Sales Tax:							
Grand Total:						\$0.00	

PS 8898

(initials)
Watson, Laura M.

From: norma.osteen@remington.com
Sent: Friday, August 03, 2007 12:02 PM
To: Watson, Laura M.
Subject: FWD: Unexpected firing 700 BDL 22.250 caliber[Scanned]

The following incident has been forwarded to you by:
 Norma (norma.osteen@remington.com)

Sender's Comment

 Laura,

This one's for you.
 Contact Information

 Email Address: nutsandbolts@sti.net

First Name: Troy

Last Name: Foster

Type:

Title:

Address: PO Box 245

Address 2:

City: Mariposa

State: CA

Zip: 95338

Country: USA

Phone: 209-966-2692

Fax:

Url:

Email Consent: Yes

Phone Number:

5188 Hwy 99N
 MARIPOSA, CA
 95338

When? - WED -

SERIAL? -

OK? - Yes

Damage - casing, door trim
 door in laundry.

NO adjustments to Trigger
 stem

Reference #070801-000098

Shirley

 Summary: Unexpected firing 700 BDL 22.250 caliber

Rule State: End Progress

Product Level 1: Firearms

Date Created: 08/01/2007 10:05 PM

Last Updated: 08/03/2007 12:01 PM

Status: Unresolved

Assigned: Laura

Model Number: Mod 700 BDL

Serial Number:

ARS + BOX

857738

Discussion Thread

 Note (Norma) - 08/03/2007 12:01 PM

Assigned & forwarded to Laura Watson

Customer (Troy Foster) - 08/01/2007 10:05 PM

Today I loaded a single shell into my model 700BDL(I never load more than that for safety reasons)set the safety to safe position, and stood watch where varmint activity had been occurring. After some while I elected to stop and entered the house. I aimed the gun away from any persons and unlatched the safety. When I attempted to eject the shell by activating the bold, the weapon discharged - in spite of having my fingers well away from the trigger or trigger guard. I own many dozens of firearms and have been shooting for over 45 years. This is the first time any firearm has unexpectedly fired. Considerable damage was done to the interior of my house, and moreover, both my wife and I were in a close environment, and both of us are suffering ringing of the ears now.

My opinion is that this firearm is defective in design. I keep all my firearms clean, properly lubricated, and report any problems to a competent gunsmith. I had no reason to believe this arm was in any condition less than perfect.

I am now very concerned with my firearm, and other Remingtons I own. Please advise what action I need to take to a) get my firearm in safe operating condition, b) get re-imbursed for the damage to my home, and c) have a hearing test for both my with and me.

Thank you.
Troy Foster
209-966-2962

Remington®

August 6, 2007

Troy Foster
PO Box 245
5188 Hwy 49N
Mariposa, CA 95338

Subject: Model 700
RE: Case #1441

Dear Mr. Foster,

We were sorry to learn of the unfortunate incident that you experienced while varmint hunting at your home. As I understand it, the rifle fired in your home when you opened the bolt to unload it, striking a door and door casing. 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
Consumer Affairs Administrator
Remington Arms Company

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

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

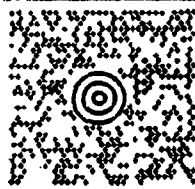
PS 8901

TROY FOSTER
5188 HWY 49 N
MARIPOSA CA 95338

10 LBS
RS

1 OF 1

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

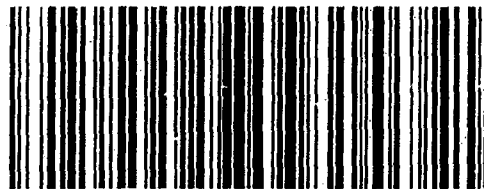


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6659 8575



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:TROY FOSTER/LW
REF 2:ATTN: SERVICE DEPT

US 9.0.49

LP2844 69.0A 07/2007



International Shipping Notice: Shipments from the United States to other countries are subject to the rules relating to liability and other terms and conditions established by the Convention for the Unification of Certain Rules Relating to the Carriage of Goods by Air (the "Convention") and the Convention on the Carriage of Goods by Sea (the "Hague-Visby Rules"). These rules, which are subject to change, are available on the Internet at www.ups.com. For more information, please contact your local UPS office or the nearest UPS branch office.

(PS 8902)

Oakley, Anita B.

From: Watson, Laura M.
Sent: Friday, August 03, 2007 5:05 PM
To: Media Coordinator Schedule
Subject: ARS requests



www.remington.com

Remington Arms Company, Inc.
 870 Remington Drive
 P. O. Box 700
 Madison, NC 27025-0700

ARS LABEL REQUEST

DATE:	8/3/2007	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXX	
DESCRIPTION: REF: 700			

LABEL INFORMATION

MAIL LABEL TO: Troy Foster PO Box 245 5188 Hwy 49 N Mariposa, CA 95338		4XX596 AUG 6, 2007 ALL CURR USD 1 OF 1 SERVICE GND COM ACT WT 10.0 LBS TRACKING# 124XX5969066598575 REF 1:TROY FOSTER/LW REF 2:ATTN: SERVICE DEPT	
RETURN ITEM Ilion, NY Attn: Product Service Factory Only (Need a label please)		HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGs: DV 0.00 COD 0.00 SVC T/P DC 0.00 DG 0.00 RS 0.50 AH 0.00 PR 0.00 SD 0.00 TOT PUB CHG 10.12 PUB+HANDLING 10.12	

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

(PS 8903)

8/6/2007

1441.
Watson, Laura M.

From: norma.osteen@remington.com
Sent: Friday, August 03, 2007 12:02 PM
To: Watson, Laura M.
Subject: FWD: Unexpected firing 700 BDL 22.250 caliber[Scanned]

The following incident has been forwarded to you by:
Norma (norma.osteen@remington.com)

Sender's Comment

Laura,

This one's for you.

Contact Information

Email Address: nutsandbolts@sti.net

First Name: Troy

Last Name: Foster

Type:

Title:

Address: PO Box 245

Address_2:

City: Mariposa

State: CA

Zip: 95338

Country: USA

Phone: 209-966-2692

Fax:

Url:

Email Consent: Yes

Phone Number:

5188 Hwy 49N
MARIPOSA, CA
95338

When? WED

SERIAL?

OK? Yes

Damage - ceiling, door trim
door to laundry.

NO adjustments to Trigger
Sight

Reference #070801-000098

Shirley

Summary: Unexpected firing 700 BDL 22.250 caliber

Rule State: End Progress

Product Level 1: Firearms

Date Created: 08/01/2007 10:05 PM

Last Updated: 08/03/2007 12:01 PM

Status: Unresolved

Assigned: Laura

Model Number: Mod 700 BDL

Serial Number:

ARS + BOX

857128

Discussion Thread

Note (Norma) - 08/03/2007 12:01 PM
Assigned & forwarded to Laura Watson

Customer (Troy Foster) - 08/01/2007 10:05 PM

Today I loaded a single shell into my model 700BDL(I never load more than that for safety reasons)set the safety to safe position, and stood watch where varmint activity had been occurring. After some while I elected to stop and entered the house. I aimed the gun away from any persons and unlatched the safety. When I attempted to eject the shell by activating the bold, the weapon discharged - in spite of having my fingers well away from the trigger or trigger guard. I own many dozens of firearms and have been shooting for over 45 years. This is the first time any firearm has unexpectedly fired. Considerable damage was done to the interior of my house, and moreover, both my wife and I were in a close environment, and both of us are suffering ringing of the ears now.

My opinion is that this firearm is defective in design. I keep all my firearms clean, properly lubricated, and report any problems to a competent gunsmith. I had no reason to believe this arm was in any condition less than perfect.

I am now very concerned with my firearm, and other Remingtons I own. Please advise what action I need to take to a) get my firearm in safe operating condition, b) get re-imbursed for the damage to my home, and c) have a hearing test for both my wife and me.

Thank you.
Troy Foster
209-966-2962



August 6, 2007

Troy Foster
PO Box 245
5188 Hwy 49N
Mariposa, CA 95338

Subject: Model 700
RE: Case #1441

Dear Mr. Foster,

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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,

A handwritten signature in cursive script that reads "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 Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

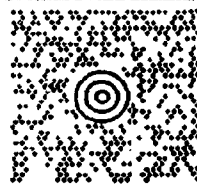
(PS 8906)

TROY FOSTER
5188 HWY 49 N
MARIPOSA CA 95338

10 LBS
RS

1 OF 1

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

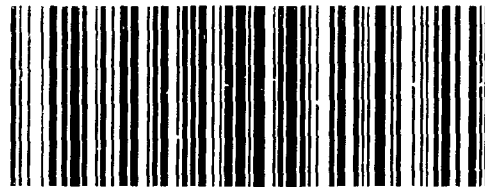


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6659 8575



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: TROY FOSTER/LW
REF 2: ATTN: SERVICE DEPT

WS 9.0.49

LP2844 69.0A 07/2007



International Shipping Notice - Cargo handler may be subject to the rules relating to liability and other terms and conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage of Goods by Air (Montreal Convention) or the Warsaw Convention. The Convention for the Unification of Certain Rules Relating to International Carriage of Goods by Road (CMR Convention) or the Convention for the Unification of Certain Rules Relating to International Carriage of Goods by Rail (COTIF Convention) may also apply. These conventions, including all amendments, are subject to the provisions of the applicable law of the country of origin of the goods. For more information, please contact your local UPS office.

(PS 8907)

Remington

Factory Repair Instructions

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

Model Number: 700BDL 22 250		Serial Number: UNK	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: TROY FOSTER		Date of Purchase: Approx 1986	
Address (no PO Boxes): 4084 TRIANGLE ROAD			
City: MARIPOSA		State: CA	Zip: 95338
Phone (Daytime): 209 966 2692		Fax: 209 966 6639	
E-mail Address: NUTSANDBOLTS@STI.NET			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: UNIT discharged when ATTEMPT TO operate BOLT WAS MADE. GUN HAD BEEN ON SAFETY, SAFETY WAS moved TO "FIRE" FIRED when bolt WAS lifted			
Ammunition Information: CARTRIDGE included			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
FACTORY			
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)		2-3 x YR	
How often do you clean the action? (Months or Number of rounds)		1 x YR	
How often do you clean the trigger assembly? (Months or Number of rounds)		HAVEN'T	
Brand of lubricant used: BREAK FREE			

PS 8908

How often do you lubricate the bore? (Months or Number of rounds)	2-3 x YR
How often do you lubricate the action? (Months or Number of rounds)	1 x YR
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1 x YR
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Comments: see above	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed? Never since I've owned it.	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave 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 (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.</p>	

PS 8909

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: **RE00134301** Serial: **A6385073** Model: **700** Center Fire: **Caliber** Repairman: **22 250 REM** Produced: **12/03/1976** Status: **New 9/26/2007 10:54:40 AM**

Verify Repair

Address Information

Customer: **TROY FOSTER** Received From: **TROY FOSTER**

Name: **TROY FOSTER**

Address 1: **5188 HWY 49 N** Address 2: **5188 HWY 49 N**

City: **MARIPOSA** PO Box:

State: **CA** Zip Code: **95338** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
9/21/2007 9:20:00	New	skinnerll	Repair Added	
9/26/2007 10:52:00	Update	valentids	Repair information change	
9/26/2007 10:54:00	Expedite	valentids	From: Check In	To:
9/26/2007 10:54:00	Update	valentids	Repair information change	
9/27/2007 9:23:00	Expedite	pencerll	From: Check In	To: Repair

Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair ☐

Current Status: **New**
9/26/2007 10:54:40 AM
valentids

Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

supryll 9/27/2007 9:33 AM CAPS NUM INS SCRL

Start Inbox - Microsoft Outlook Arms Services Repair Microsoft Excel - PS H Search for a Serial Number 9:33 AM

(PS 8910)

Remington Arms Co., Inc.
Product Service
Legal Case #:1431

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131846	8/3/2007	8/3/2007	8/3/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Charles	Gales	808 NW 5th St	Micanopy	FL	32667		H 352-466-4830

Incident Information

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

8/6/07-correspondence from repair-when they take the safety off, the gun fires. Safety sticks.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25773	E6797860	RV	11/16/2001 1:36:10 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WHSE 6003R - REG		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
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35.00	8/6/2007				

8/6/07-Trigg and trig pin rusted, causing trig piece to bind. Replace TA, check over, clean at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/3/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER AND TRIGGER PIN RUSTED TRIGGER PIECE BINDING
Barrel	Description		22" 3006 SPR
	Date Code		RV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

(PS 8911)

	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	SCRATCHES/MARS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG AND PIN RUSTED
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 8912

1431

Remington

Factory Repair Instructions

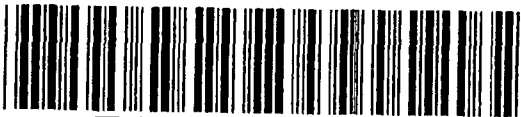
(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 700 ADL		Serial Number: E6797860	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Charles E Gales		Date of Purchase:	
Address (no PO Boxes):			
808 NW 54th St			
City: Micaropa		State: Florida	Zip: 32167
Phone (Daytime): 352-466-4830		Fax:	
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
When we take safety off the gun fires. After gun was fired it wouldn't go back on safety. Pull bolt half way back then it would go on to safety. Then when you took safety off the gun would fire. Did it 34 times in a row. Wal-Mart-Gainesville Florida Archer Road.			
Ammunition Information:			
Manufacturer: Remington		Type: 30-06 spr / Bolt Action	
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: Remington rim oil			
How often do you clean the bore? (Months or Number of rounds)			
How often do you clean the action? (Months or Number of rounds) Fired a few times			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used:			

PS 8913

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? <input type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to: REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave 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>Post: Remington is not responsible for purchase insurance from your carrier.</p> <p>Guidelines:</p> <p>Returned to you C.O.D. (To avoid C.O.D. Charges, please ship with your gun)</p> <p>Estimate detailing the nature of the repair, applicable taxes and repair estimate. Repairs can be paid by check, money order, d, or VISA). If you wish, you can expedite repairs over e billed to your credit card.</p>

Serial Number:

E6797860Model: **700****RE00131846**
RECEIVED
 AUG 06 2007
BY: *[Signature]*

TRIG. AND TRIG. PIN RUSTED,
 CAUSING TRIG. PIECE TO BIND.
 Replace TPA, check over, clean
 AT M/C # 230145

[PS 8914]

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: **RE00131846** Serial: **E6797860** Model: **700** Center Fire Caliber: **30.06 SPRG** Produced: **11/16/2001** Repairman: **valentds** Status: **New 8/3/2007 7:12:45 AM**

Verify Repair

Address Information

Customer: **CHARLES GALES** Received From: **CHARLES GALES**

Address 1: **808 NW 5TH STREET** Address 2: **PO Box:**

City: **MICANOPY** State: **FL** Zip Code: **32667** Country: **US**

FFL: **FL**

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

Date	Code	User ID	Desc
7/27/2007 11:12	New	skinnertl	Repair Added
8/3/2007 7:12:45	Update	valentds	Repair information change
8/3/2007 7:14:05	Expedite	valentds	From: Check In
8/3/2007 9:07:52	Comment	supryfl	Returned to Arms Service for repair

☐ Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

Current Status
New
8/3/2007 7:12:45 AM
valentds

Product Services
Repair Location: **ILN**
Current Location: **ILN**
Transfer Number:

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

supryfl 8/3/2007 9:08 AM CAES NUM INS SERI

start Inbox - Microsoft PS Hold Guns A5 Arms Services Re 2 Microsoft Office Microsoft Word 9:08 AM

PS 8915

Remington Arms Co., Inc.
Product Service
Legal Case #:1344

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
130253	6/15/2007	6/18/2007	6/20/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gallenson's	Gallenson's		166 E 200 S	Salt Lake City	UT	84111		W 328-2016

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			Unknown
S	Fired with safety on when closing bolt Concern:1008 Fired on Bolt Closing			
C				
6/20/07-correspondence from repair-Fired with safety on closing bolt.lw				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/6 MM REM	20000	6571167 WP	8/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner		
	JC PENNEY STATESVLE NC	SCOPE,RINGS,TWO PIECE BASE,HARD CASE	U		

CONCERN:FIRED WITH SAFETY ON CLOSING BOLT

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				

6/20/07-Could not duplicate, trig set screws altered, replace TA, check over, clean under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/18/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 6 MM REM
	Date Code		WP
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8916

	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	
	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	Worn; Functioning	
Overall	Stock Condition	Worn; Functioning	SCRATCHES/MARS
	Fore End Condition	---Select---	
	Condition	Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	---Select---	.007
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE,HARD CASE

(PS 8917)

Gallenson's

Hunting and Shooting Sports Specialist

166 East 200 South
Salt Lake City, Utah 84111

Phone 328-2016

Fax 328-1983

Order #

Date _____

How Ship

Terms

WP 8/67
5.5#
22"
.007

Remington

Quantity	Lot No.	Description	Unit Cost	Total
		700 6571167		
		ADI		
		Customer Said Gun		
		Closed with Safety on		
		Closing bolt.		
		Loaded Chamber on Gun		
		M&M-4v24 + broken slug.		

Serial Number: 6571167 7253

Model: 700

RE00130253

could not duplicate concern
Trog. set screws Acterid
Replace TPA, check over, clean
under bolt lock program for
\$20.00 Quote

PS 8918

Buyer

Page No.

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: **RE00130253** Serial: 6571167 Model 700 Center Fire Caliber: 6
MM: REM Produced: 09/26/1972 Repairman: Status: New 6/15/2007 8:45:13 AM

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **GALLENSON'S** **GALLENSON'S**

Address 1: **166 E 200 S** **166 E 200 S**

Address 2: **PO Box** **PO Box**

City: **SALT LAKE CITY** **SALT LAKE CITY**

State: **UT** Zip Code: **84111** Country: **US** State: **UT** Zip Code: **84111** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc	Current Status
6/12/2007 10:51	New	donovands	Repair Added	New
6/15/2007 8:45:1	Update	valentids	Repair information change	6/15/2007 8:45:13 AM
6/15/2007 8:54:4	Expedite	valentids	From: Check In	valentids
				Product/Services
				Repair Location
				ILN
				Current Location
				ILN
				Transfer Number

Shipping Hold ☐
Interface Hold ☐
Estimate Sent ☐
Parts Received ☐
Passed Inspection ☐
Return As Received ☐
Has been Approved ☐
Internal Repair ☐

Repair Search Refresh Close

suprill 6/18/2007 8:51 AM CAPS NUM INS SCRL

start Inbox - Microsoft Out... PS Hold Guns AS Arms Services Repair 8:51 AM

(PS 8919

Remington Arms Co., Inc.
Product Service
Legal Case #:1221

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128185	4/21/2007	4/23/2007	4/23/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Daniel Richard	Gourley	49887 Calcutta Smith Ferry Rd	East Liverpool	OH	43920		H 330-385-2250

Incident Information

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

PI

PD

S Fires when you close the bolt

C

4/24/07-corresp from repair-fires by self sometimes when you close the bolt.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25775	C6670584	DL	9/6/1991
Date Purchased	Where Purchased	Accessories	Original Owner			
	ARKANSAS IMPORT & DISTRIB. CO.	TWO PIECE SEE THRU 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
Repair at 1/2 price						
	Repair/Replacement Cost	Repair/Replacement Date				

4/24/07-Quote sent to replace TA at 1/2 price to restore confidence in rifle.lw

Examination[Remington/CF/BA]

PS 8920

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		4/23/2007

Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 308 WIN
	Date Code		DL
	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.016
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	MIN TRIG TO GUARD CLEARANCE
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SEE THRU BASE

(PS 8921)

1221

Daniel Richard Gourley
49887 Calcutta smith Ferry Rd
East Liverpool, OH 43920
(330)385-2250

Model: Remington 700

Serial #: C6670584

Fires byself sometimes when you close the bolt

DL 9/91
S#
Mixer - on
TR 9. To GUN
22"
10/16

Daniel R. Gourley
49887 Calcutta Smith Ferry Rd
East Liverpool, OH 43920

Serial Number:
C6670584

Model: 700



RE00128185

RECEIVED
APR 24 2007

BY: _____

128185

could not duplicate concern.
CAN replace PA AT 1/2 NORM (cost)
TO RESTORE confidence in rifle
check over, clean.

Quote

(PS 8922)

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: **RE00128185**

Serial: C6670584 Model 700 Center Fire Caliber:
308 WIN ADL Produced: 09/06/1991

Repairman:

Status:

New 4/20/2007 3:00:22 PM

Verify Repair

Address Information

Customer:

Received From

Return To:

Received From

Name: **DANIEL GOURLEY**

DANIEL GOURLEY

Address 1: **49887 CALCUTTA SMITH FERRY RD**

49887 CALCUTTA SMITH FERRY RD

Address 2: PO Box:

PO Box:

City: **EAST LIVERPOOL**

EAST LIVERPOOL

State: **OH** Zip Code: **43920**

Country: **US**

State: **OH** Zip Code: **43920**

Country: **US**

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1
4/18/2007 1:31:4	New	donovands	Repair Added
4/20/2007 2:58:3	Update	valentds	Repair information change
4/20/2007 2:59:5	Expedite	valentds	From: Check In
4/20/2007 3:00:2	Update	valentds	Repair information change
4/23/2007 11:16:	Expedite	penceril	From: Check In

☐ Shipping Hold

☐ InterFace Hold

☐ Estimate Sent

☐ Parts Received

☐ Passed Inspection

☐ Return As Received

☐ Has been Approved

☐ Internal Repair

Current Status

New

4/20/2007 3:00:22 PM

valentds

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

PS 8923

Repair

InWatson

4/24/2007

2:07 PM

CAPS

NUM

INS

SCRL

Start

2 Micr...

Enter N...

Arms S...

Part Se...

Serial N...

Microso...

P-touch...

2 SAP...

FullShot...

100%

2:07 PM

Remington Arms Co., Inc.
Product Service
Legal Case #:1817

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/3/2007					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Bonnie	Grant	PO Box 447 35980 Hwy 9 E	Seminole	OK	74868		H 405-382-3911
Incident		Charles	Grant						

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI hearing damage				
PD	Cause:4079 Other - Unexamined			
S fired on safe release	Concern:1007 Fired on Safe Release		N	pending
C				

12/3/07-cust claims husband took out rifle, in metal deer stand, gun went off when he took off the safety. Incident happened about 2 weeks ago, hearing still affected. Charles wears hearing aids, did not have them on at time of incident, on medicare. Gun repaired previously at RARC.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 Win	25939	G6251837		4/18/2002 6:59:19 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
	Repair/Replacement Cost	Repair/Replacement Date				

12/4/07-sending box, ars, ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

(PS 8924)

1817

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
10/3/07				
Customer Information				
	Reporter (Age)	Incident (Age)		
Name	BONNIE GRANT	Charles GRANT		
Address	PO Box 447	35950 - 479 E		
City, St Zip	Summit OK 74848			
Home	405-382-9911			
Cell				
Work				
Incident Information				
Personal Injury <input checked="" type="checkbox"/>	Property Damage <input checked="" type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident: Purch for husband 1 year 1/2 ago.				
Took on town off safety gun fired				
Metal door stuck - gun went off, took off safety				
2 wks. hearing - Medicine				
()				
(Gun repaired through RARL)				
DOX-883320				
ARS-✓				
Firearm Information				
Manufacturer	Type of Action	Model/Caliber/Ga.	Serial Number	Date of manuf.
Rem	BIF	100/270	96251837	2002
Date Purchased	Where Purchased		Original Owner	
Ammunition Information				
Manufacturer	Caliber/Gauge		Factory or Reloads	
Bullet type	Bullet wt.		Lot #	
Additional Ammo Info:				
Other Product Information				

PS 8925

RARC Repair Inquiry

Repair Number: **RP00061336**

Verify Repair

Current Repair Status:

Paid 1/31/2006

Repair Center:

Sports World Inc.

6841 East 41 St.

Tulsa, OK 73450 US

Customer:

WAL MART 123

1500 S WRANGLER BLVD

SEMINOLE, OK 74868 US

Phone: ()

Email:

PS 8926

Repair Information

Repair Charge Breakdown

Repair History

Accounting

Reference Nbr: **RP00061336**Repair Type: **Firearm**Model ID: **700**Serial Nbr: **G6251837**

2002/04/18

Date Produced

Gauge/Caliber: **270 WIN**

Barrel Date:

Date Received: **12/09/2005**Date Returned: **12/15/2005**

Date to Factory:

Repair Codes:

M239 - REPLACE TRIGGER ASSEMBLY
M240 - BOLT LOCK SAFETY MODIFICATION

Parts:

F26345 - 700 TRIG ASSB RH

Repair Text:

replaced trigger assy - safety modification program -
inspected, removed bolt lock, cleaned and oiled
trigger assy - safety and test fired ok

Repair Search

Refresh

Close

ImWatson

12/3/2007

3:30 PM

CAP5

NUM

JMS

13:30

Start

2 Micros...

2 Intern...

Search fo...

P-touch E...

Arms Ser...

2 Micros...

Arms Se...

FullShot 97

97%

3:30 PM



December 4, 2007

Bonnie Grant
PO Box 447
35980 Hwy 9 E
Seminole, OK 74868

Subject: Model 700 Serial #G6251837
RE: Case #1817

Dear Mrs. Grant,

We were sorry to learn about the unfortunate incident your husband, Charles, experienced with his Model 700 rifle. As I understand it, the rifle fired when he took the safety off while he was inside a metal deer stand. We hope his hearing returns to normal shortly as we work together to resolve this matter.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. 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 firearm 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,

A handwritten signature in cursive script that reads "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 Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

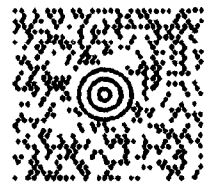
(PS 8927

BONNIE & CHARLES GRANT
PO BOX 447
SEMINOLE OK 74868

10 LBS
RS

1 OF 1

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

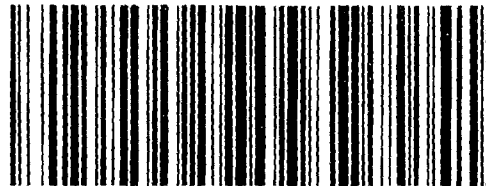


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6677 1154



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: BONNIE & CHARLES GRANT/LW
REF 2: REF#: G6251837

US 9.6.49

LP2442 72.0A 10/2007



International Shipping Notice: Consignee must 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 for the Unification of Certain Rules Relating to International Carriage of Goods by Road (the "CMR Convention"). These conventions, together with the U.S. Export Administration Regulations, apply to all shipments originating in the U.S. For shipping rules, visit www.ups.com.

PS 8928

Remington Arms Co., Inc.
Product Service
Legal Case #:1561

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
136658	11/16/2007	9/17/2007	11/19/2007		X		

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Green	1917 Palmeto Dr. Apt D	Albemarle	NC	28001		H 704-232-0396 C 704-985-4239

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD hole through wall	Cause:4039 No Fault Found		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C				

9/17/07-cust claims accidental discharge. Had scope mounted on rifle. He was cycling rounds in it in his apt to see how it feeds. Closed the bolt and gun discharged. Not sure if his finger hit the safety or not. Claims he did not touch the trigger. Round went through the wall to another apt. No injuries. He called police as he was worried and wanted to be sure no one was hurt or worse. He may be charged with unlawful discharge of weapon. Police have his firearm. He will not get it back until after his court date in Oct. He also notated that when the magazine box is full, the rounds dont feed properly. Seems more concerned with getting it back for hunting season.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WSM	27333	G6544428		2/16/2006 2:22:01 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS INC		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
New TA n/c						
Repair/Replacement Cost	Repair/Replacement Date					
35	11/19/2007					

9/18/07-sending ARS label & box.lw 11/19/2007 install new X-Mark Pro trigger assembly and check the rifle over completely for feeding and jamming concern. Repair as needed under warranty fls. 11/20/07-left msg for cust w/ update on above notes.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		11/19/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4039	No Fault Found	No fault found for accidental discharge; the trigger assembly functioned properly in all tests ran during the examination. No signs of any alterations or outside adjustments.
	Description		24 inch Model 700 300 WSM

(PS 8929)

Barrel	Date Code		LA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	Brass shavings on bolt face
	Handle	Like new; Functioning	
Extractor	Stop	Like new; Functioning	
	Condition	Slightly Worn; Functioning	Extractor dropped shells during ext/eject test.
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	True	
	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
Magazine	Notch Condition	---Select---	
	Condition	---Select---	
Overall	Box Condition	Like new; Functioning	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		Model 700 Safety
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	
	Notch	Like new; Functioning	
	Condition	Like new; Functioning	All sealant intact - functions properly in all tests during examination.
Pull	Trigger	---Select---	4.75 lbs
Altered		False	
Sub-Assembly		M/700 Non-Bolt Lock	

PS 8930

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair Number: RE00136658Serial: G6544428 Model: 700 Center Fire Caliber: 300 WSM Produced: 02/16/2006Repairman:Status: New 11/16/2007 11:22:33 AM

Address Information

Customer:JOHN GREENReceived From:Return To:JOHN GREEN

Address 1:1917 PALMETO DRIVE APT DAddress 2:PO Box:1917 PALMETO DRIVE APT DPO Box:City:ALBEMARLEState:NCZip Code:28001Country:USCity:ALBEMARLEState:NCZip Code:28001Country:US

FFL:

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Date	User ID	Desc1	Desc2
11/12/2007 9:25	skinnerll	Repair Added	
11/16/2007 11:2	valentids	Repair information change	
11/16/2007 11:2	valentids	From: Check In	To:
11/19/2007 8:49	supiyll	Returned to AS for repair	Install X-Mark Pro trigger assembly
11/19/2007 8:49	supiyll	From: Product Services	To: Repair Bench

☐ Shipping Hold☐ InterFace Hold☐ Estimate Sent☐ Parts Received☐ Passed Inspection☐ Return As Received☐ Has been Approved☐ Internal Repair

Current Status

New11/16/2007 11:22:33 AMvalentidsRepair BenchRepair LocationILNCurrent LocationILNTransfer Number

Repair SearchRefreshClose

supiyll11/19/20078:50 AMCAPSNUMINSSEIL

startInbox - Microsoft OutlookArms Services RepairMicrosoft ExcelCurrent Cases - Micro

8:50 AM

(PS 8931)

Remington®

September 18, 2007

John Green
1917 Palmetto Dr. Apt D
Albemarle, NC 28001

Subject: Model 700 Serial #G6544428
RE: Case #1561

Dear Mr. Green,

We were sorry to learn of the unfortunate incident that you experienced with your Model 700. As I understand it, you experienced an accidental discharge of your rifle when you were cycling some rounds in your apartment. 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 and orange "Factory Only" 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 firearm 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
Consumer Affairs Administrator
Remington Arms Company

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

(PS 8932)

*No fault found
could not duplicate
accidental discharge concern.
Install new Xmark-pro trigger
group at wtc as gesture
of goodwill under warranty.
Check feeding & function concern.
FLS 11/19/2007*

Remington
Factory Repair Instructions

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

Model Number: G6544428 Serial Number: G6544428

Are you the original owner? ☒ YES ☐ NO

Name: John Greene Date of Purchase: September(?)

Address (no PO Boxes): 1917 Palmetto Drive (Apartment D)

City: Albemarle State: North Carolina Zip: 28001

Phone (Daytime): 704-985-4239 Fax:

E-mail Address: courtgreene@yahoo.com

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

Please describe your problem: When Fully loaded (Round chambered)
1st round ejects but 2nd round will not feed into
chamber. Rounds pinch between the cam and the rail. While
trying to figure out what the problem was I chambered
a round and while closing the bolt (w/out touching
the trigger) a round fired. I was in my apartment
so weather was not a factor. Thank God No One was
hurt (other than my hearing). The police just returned the rifle today.

Ammunition Information:

Manufacturer: Federal Cartridge Co. Type: F300 WSM F51

Other (i.e. bullet weight/type, shot size, powder):
165 Grain Fusion Soft points

Handload Information:

Powder Used: Red Dot Powder Weight:

Case/Hull Used: Primer Used:

Bullet Type/Shot Size: Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Remington

How often do you clean the bore? (Months or Number of rounds) 1/month

How often do you clean the action? (Months or Number of rounds) 1/month

How often do you clean the trigger assembly? (Months or Number of rounds) 1/month

Brand of lubricant used: Rem oil

(PS 8933)

How often do you lubricate the bore? (Months or Number of rounds)	1 / month
How often do you lubricate the action? (Months or Number of rounds)	1 / month
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1 / month
I had only cleaned the gun once because I only had it a few days when the incident occurred & it had never been fired before this accidental discharge.	
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	
Comments: based on the spent shell I know that the firing pin struck the primer so the gun was in fact the problem.	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">REMINGTON ARMS CO., INC</p> <p style="text-align: center;">ATTN: Arms Service Division</p> <p style="text-align: center;">14 Hoefler Ave</p> <p style="text-align: center;">Ilion, NY 13357</p>	
<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 (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.</p>	

(PS 8934)

2/17 4:34 John Green

Armed discharge

G6544428

c. 704 985 4239

22 630 8390

1917 Palmetto Dr

Apt D

Albemarle, NC

28001

(1561)

box -

- saw gun scope
- cycled rounds to see how it feels
- drove 1000 p.p.m.
- drove by, one in the car
- didn't touch trigger.
- round went through wall
- no injuries.
- Unlawful discharge of weapon.
- Police dept.
- Albemarle, NC
- Out on date.
- 3 in box, one in drawer

(PS 8935)

Remington®

September 18, 2007

John Green
1917 Palmeto Dr. Apt D
Albemarle, NC 28001

Subject: Model 700 Serial #G6544428
RE: Case #1561

Dear Mr. Green,

We were sorry to learn of the unfortunate incident that you experienced with your Model 700. As I understand it, you experienced an accidental discharge of your rifle when you were cycling some rounds in your apartment. 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 and orange "Factory Only" 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 firearm 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
Consumer Affairs Administrator
Remington Arms Company

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

(PS 8936)

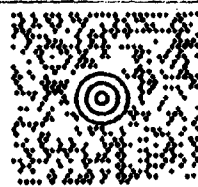
Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

JOHN GREEN
1917 PALMETO DR. APT D
ALBEMARLE NC 28001

10 LBS
RS

1 OF 1

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

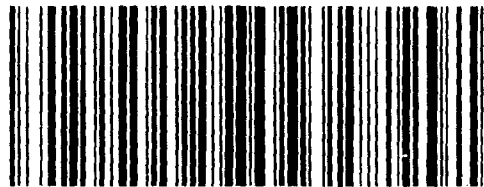


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6721 0445



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: JOHN GREEN/LW
REF 2: ATTN: SERVICE DEPT/REF#: G6544428

HS 9.0.45

LP2442 69.0A 07/2007



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(PS 8937)

Remington Arms Co., Inc.
Product Service
Legal Case #:1790

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/27/2007		11/19/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Richard	Grimes	PO Box 144	Hudson	NC	28638		H 828-320-6736

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut thumb				
PD	Cause:4079 Other - Unexamined			
S fired on safe release	Concern:1007 Fired on Safe Release		Y	stitches, ok
C				

11/27/07-cust claims safety was sticking, moved the bolt handle, adjusted the safety and it went off. cut his thumb as gun jumped. has only been shot 6x. took to local gunsmith and he adjusted the trigger, claimed there was a rough spot on the safety. I strongly recommended that he send it in for evaluation. He wants to use it for hunting next week. He will have gunsmith send it in .lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	26129	D6271334		8/10/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	CASTLE SPORTS UNLIMITED		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
	Repair/Replacement Cost	Repair/Replacement Date				

11/27/07-sending ars & ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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(PS 8938)

1790

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/27/07	11/19/07			
Customer Information				
	Reporter (Age)	Incident (Age)		
Name	Richard GRIMES			
Address	PO Box 144			
City, St Zip	Hudson, NC 28638			
Home	828-320-6736			
Cell				
Work				
Incident Information				
Personal Injury <input checked="" type="checkbox"/>	Property Damage <input checked="" type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury: Stabbed on thumb				
Medical Treatment:				
Claim:				
Incident:				
Fired on safe release				
Shot 6x purch through LINDA POWELL - 60.0mm through window				
Trigger adjusted by gunsmith afterwards				
Safety sticking, pushed forward went off.				
rough spot on safety				
He'll send in after season. Strongly warned to send in 4x				
Firearm Information				
Manufacturer	Type of Action	Model/Caliber/Gauge	Serial Number	Date of Manufacture
Rem	B/A	700	D6271334	1998
Date Purchased		Where Purchased	Original Owner	
Ammunition Information				
Manufacturer		Caliber/Gauge	Factory or Reloads	
Bullet type		Bullet wt.	Lot#	
Additional Ammo Info:				
Other Products Information				

PS 8939



November 28, 2007

Richard Grimes
PO Box 144
Hudson, NC 28638

Subject: Model 700 Serial #D6271334
RE: Case #1790

Dear Mr. Grimes,

We were sorry to learn of the unfortunate incident that you experienced with your Model 700 rifle. 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 and orange "Factory Only" label for you to ship the firearm 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 firearm 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,

A handwritten signature in cursive script that reads "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 Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

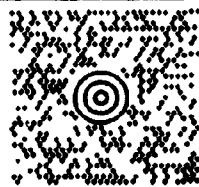
PS 8940

RICHARD GRIMES
PO BOX 144
HUDSON NC 28638

10 LBS
RS

1 OF 1

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

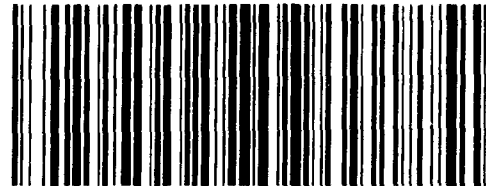


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6551 3103



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: RICHARD GRIMES/LW
REF 2: REF#: D6271334

US 9.8.49

LP2442 69 0A 07/2007



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 conventions, technology or software may be subject to the U.S. Department of Transportation's Electronic Data Interchange (EDI) system, which is subject to U.S. law, privacy, and other applicable regulations.

(PS 8941)

Remington Arms Co., Inc.
Product Service
Legal Case #:1851

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138094	12/10/2007	12/11/2007	12/11/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Roger	Hansen	1348 S Winterhaven Dr.	Pueblo West	CO	81007		H 719-251-5880 E r4jpblo@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	fired when locking bolt	Concern:1008	Fired on Bolt Closing	Unknown
C				

12/12/07-correspondence from repair-bolt is unsafe. Has fired 4 different times when locking bolt.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR		182767	XM	12/1/1965
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

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					

12/12/07-quote sent to replace TA under smp. Trig assem very dirty & sticky causing searcam to stick to sideplates and will follow down.lw

Examination[Remington/CF/BA]

PS 8942

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/11/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
			TRIGGER ASSM IS VERY DIRTY/STICKY WILL

Cause	4015	Improper Maintenance	FOLLOW DOWN
Barrel	Description		22" 3006 SPR
	Date Code		XM
	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---	N/A
	Notch	Like new; Functioning	DOUBLE SEAR STYLE
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY STICKY/DIRTY
	Pull	---Select---	10+#
	Altered	False	

PS 8943

	Sub-Assembly	M/700 Bolt Lock
--	--------------	-----------------

(PS 8944)

1851

X M 12/6
10 + II
72"

Remington

Factory Repair Instructions

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

Model Number: 30-06 SPRINGFIELD model 700	Serial Number: 182767
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: ROGER R. HANSEN	Date of Purchase: SUMMER OF 1966 I THINK I J
Address (no PO Boxes): 1348 S. WINTERHAVEN DR	
City: PUEBLO WEST	State: CO. Zip: 81007
Phone (Daytime): 719-251-5880	Fax: 719-647-0421
E-mail Address: R4JPhic@Aol.com	
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem: Bolt is UNSAFE. HAS FIRED 4 DIFFERENT TIMES WHEN LOCKING bolt.	
(38094)	
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: TRI-Flow	
How often do you clean the bore? (Months or Number of rounds)	ONCE A YR
How often do you clean the action? (Months or Number of rounds)	ONCE A YR
How often do you clean the trigger assembly? (Months or Number of rounds)	ONCE A YR
Brand of lubricant used: TRI-Flow	

TRIG ASSM very dirty + sticky causing
sear cam to stick to sideplates AND
will follow down. replace TRA check over
& clean under bolt lock, no. 912111.
Ron \$20.00

Quote

(PS 8945)

How often do you lubricate the bore? (Months or Number of rounds)	ONCE A YR
How often do you lubricate the action? (Months or Number of rounds)	ONCE A YR
How often do you lubricate the trigger assembly? (Months or Number of rounds)	ONCE A YR
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	NEVER NONE
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Union, NY 13357	

Number:

182767

Model: 700



RE00138094

IN YOUR FIREARM OR IN THE SAME BOX WITH THE
 IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
 NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ding it.
 damage in shipping and handling. Preferably,
 be returned.)
 t loss or damage.
 side the box. Shipments without a proper
 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.

the lady that I talked to, said
 that this was a RE-CALL problem. So there
 should be NO CHARGES.

THANKS
 ROGER (PS 8946)

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: **RE00138094** Serial: 182767 Model 700 Center Fire Caliber 30 Repairman: 06 SPRG Status: New 12/10/2007 1:29:47 PM

Verify Repair

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **ROGER HANSEN** **ROGER HANSEN**

Address 1: **1348 W WINTERHAVEN DR** **1348 W WINTERHAVEN DR**

Address 2: PO Box: PO Box:

City: **PUEBLO** **PUEBLO**

State: **CO** Zip Code: **81007** Country: **US** State: **CO** Zip Code: **81007** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

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

Date	User ID	Desc1	Desc2		Current Status
12/6/2007 1:06:4	skinnerjl	Repair Added		<input type="checkbox"/> Shipping Hold	New
12/7/2007 8:21:2	ArmEmail	Repair Received	R45PBLO@AOL.COM	<input type="checkbox"/> InterFace Hold	12/10/2007 1:29:47 PM
12/7/2007 8:21:2	ArmEmail	Receipt	R45PBLO@AOL.COM	<input type="checkbox"/> Estimate Sent	valentids
12/10/2007 1:29	valentids	Repair information change		<input type="checkbox"/> Parts Received	Repair Bench
12/10/2007 1:31	valentids	From: Check In	To:	<input type="checkbox"/> Passed Inspection	Repair Location
12/11/2007 8:19	pencerjl	From: Product Services	To: Repair Bench	<input type="checkbox"/> Return As Received	ILN
				<input type="checkbox"/> Has been Approved	Current Location
				<input type="checkbox"/> Internal Repair	ILN
					Transfer Number

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

suprvll 12/11/2007 8:45 AM CAPS NUM INV SCRE

start Inbox - Microsoft Out... Microsoft Excel Current Cases - Micro Arms Services Repair 8:45 AM

(PS 8947

Remington Arms Co., Inc.
Product Service
Legal Case #:1698

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
136660	11/16/2007	10/29/2007	12/6/2007	10/27/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ed	Herlson	1319 Waterline Rd.	Butte	MT	59701		H 406-494-3081 C 406-490-0284

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot truck	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1025 Unexplained Discharge - No Mention of Safety Position			
C				

10/29/07-cust had rifle in truck, gun discharged, cust was not touching rifle. Went through cab of truck and transmission of his Dodge Ram.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	25793	B6726507		1/1/1900
Date Purchased	Where Purchased	Accessories	Original Owner			
	COAST TO COAST 59105		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-goodwill, split cost of repairs to truck	Y	12/6/2007		1500		12/6/2007
Repair/Replacement Cost	Repair/Replacement Date					

10/29/07-sending ARS & ltr.lw 11/27/07-explained to cust condition of trigger assembly. We cant cover \$3K in damages. Will replace TA at n/c-goodwill gesture. He didnt know to take off stock. Thinks its a defect. I offered to help w/ deductible. He will check with insurance and get back w/ me.lw 11/28/07-Ins wont cover. Asked if we could cover 1/2 damages.lw 11/29/07-Agreed on \$1500 and we would replace trigger. Sending release.lw 12/6/07-received release form, approved repair, apv issued for 1500.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		11/20/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4015	Improper Maintenance	Could not duplicate at bench. Trigger assembly is coated with sticky residue and the bolt stop sticks. Safetu button works hard.
	Description		22 inch 3006 caliber M/700

PS 8948

Barrel	Date Code		OF	
	Bore Plugged	False		
	Bulged	False		
	Fired	False		
	Fired while Obstructed			
	Muzzle/Crown Condition	Worn; Functioning		
Bolt	Firing Pin	Worn; Functioning		
	Shroud	Worn; Functioning		
	Face	Worn; Functioning		
	Handle	Slightly Worn; Functioning		
	Stop	Worn; Not Functioning	Sticking due to 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	Abused; Functioning	Sticky residue on magazine insert	
Overall	Exterior Condition	Worn; Functioning		
	Stock Condition	Worn; Functioning		
	Fore End Condition	---Select---		
Receiver	Condition	Worn; Functioning		
	Bulged	False		
Safety	Description		Cross bolt	
	Function	Abused; Functioning		
	Sub-Assembly	Non-ISS		
Sear	Lift	---Select---		
	Notch	Slightly Worn; Functioning		
	Trigger	Condition	Abused; Functioning	Bolt stop sticks, safety works hard. Trigger has not been cleaned properly it is coated with stick r
		---	---	
Pull	Trigger	---	5.75 lbs.	
Altered		False		
Sub-Assembly		M/700 Non-Bolt Lock		
Non-Remington Components	Description		Lyman scope, scope rings, and scope mount.	

PS 8949

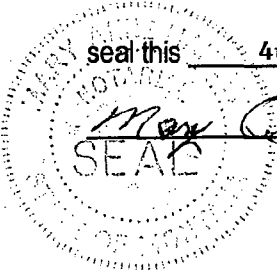
RELEASE

KNOW ALL PERSONS BY THESE PRESENTS:

That I, Ed Herlson, of Butte, MT being of full age, in consideration of and upon receipt of \$1500.00 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 October of 2007 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 Ed Herlson, 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 4th day of December, 20 07 at Butte, Montana

My Commission expires 4-15-2009

Signature

517-62-2928
Social Security Number1319 Waterline Rd
AddressButte, MT 59701
City, State, Zip

(PS 8950)



November 29, 2007

Ed Herlson
1319 Waterline Rd.
Butte, MT 59701

Subject: Model 700 Serial #B6726507
RE: Case #1698

Dear Mr. Herlson,

This is in reference to our phone conversation earlier today. Per our agreement, Remington is willing to cover \$1500 of the damages to your 1996 Dodge pickup as a goodwill gesture. We will also replace your trigger assembly on your rifle at no charge. In order to proceed with this settlement, I will need you to sign the enclosed release form before a notary and return to me in the preaddressed envelope. Once I receive the release, we will issue the settlement check to you.

We appreciate your cooperation and are glad we could come to an amicable resolution. We hope that our actions will keep you as a loyal Remington customer.

Sincerely,

A handwritten signature in cursive script that reads "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

RELEASE

KNOW ALL PERSONS BY THESE PRESENTS:

That I, Ed Herlson, of Butte, MT being of full age, in consideration of and upon receipt of \$1500.00 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 October of 2007 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 Ed Herlson, 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

(PS 8953)

Remington Arms Co., Inc.
Product Service
Legal Case #:1698

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
136660	11/16/2007	10/29/2007		10/27/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ed	Herslon	1319 Waterline Rd.	Butte	MT	59701		H 406-494-3081 C 406-490-0284

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot truck	Cause:4015 Improper Maintenance			
S	Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	
C				

10/29/07-cust had rifle in truck, gun discharged, cust was not touching rifle. Went through cab of truck and transmission of his Dodge Ram.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	25793	B6726507		1/1/1900
Date Purchased	Where Purchased	Accessories	Original Owner			
	COAST TO COAST 59105		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

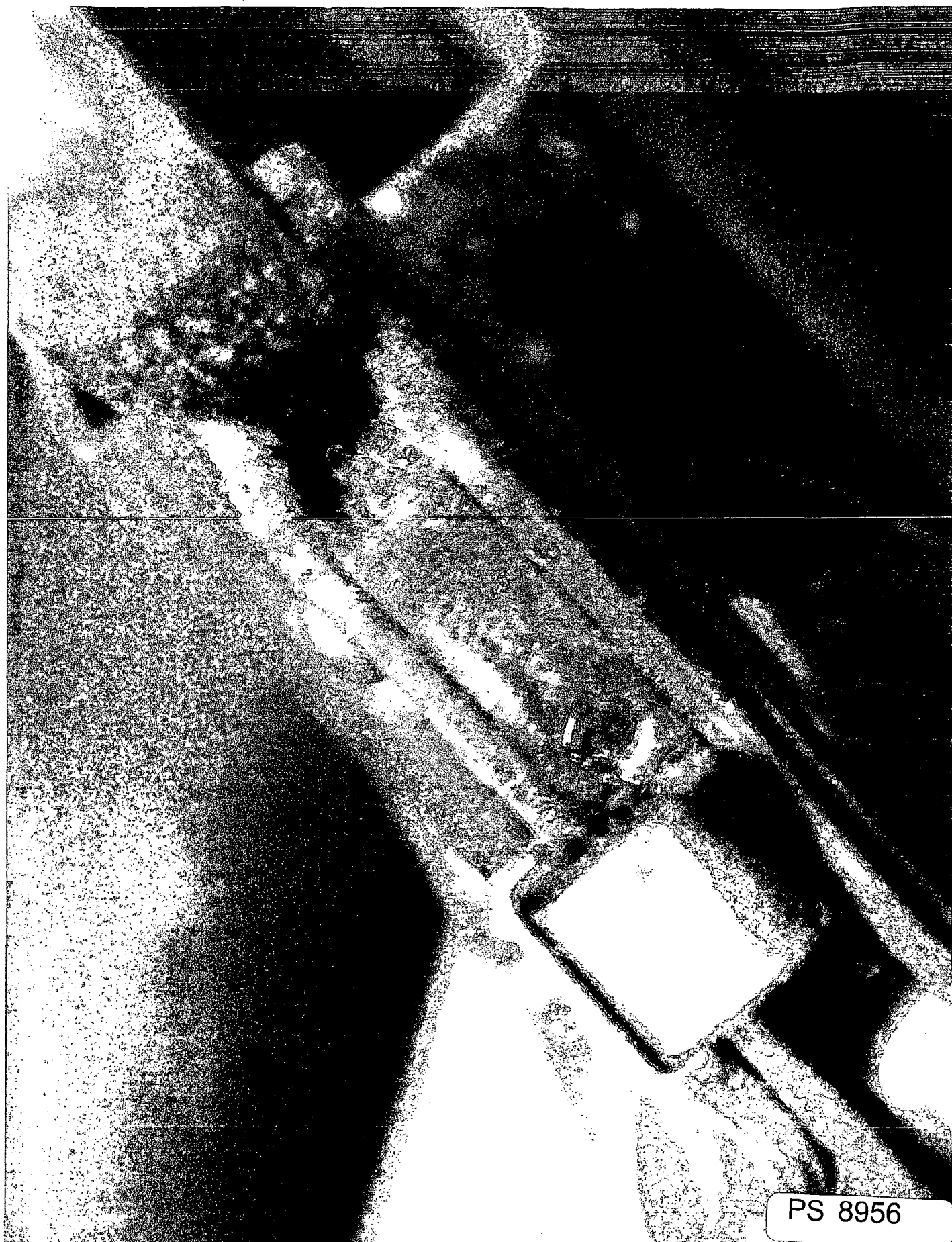
Repair/Replacement Cost Repair/Replacement Date

10/29/07-sending ARS & ltr.lw 11/27/07-explained to cust condition of trigger assembly. We cant cover \$3K in damages. Will replace TA at n/c-goodwill gesture. He didnt know to take off stock. Thinks its a defect. I offered to help w/ deductible. He will check with insurance and get back w/ me.lw

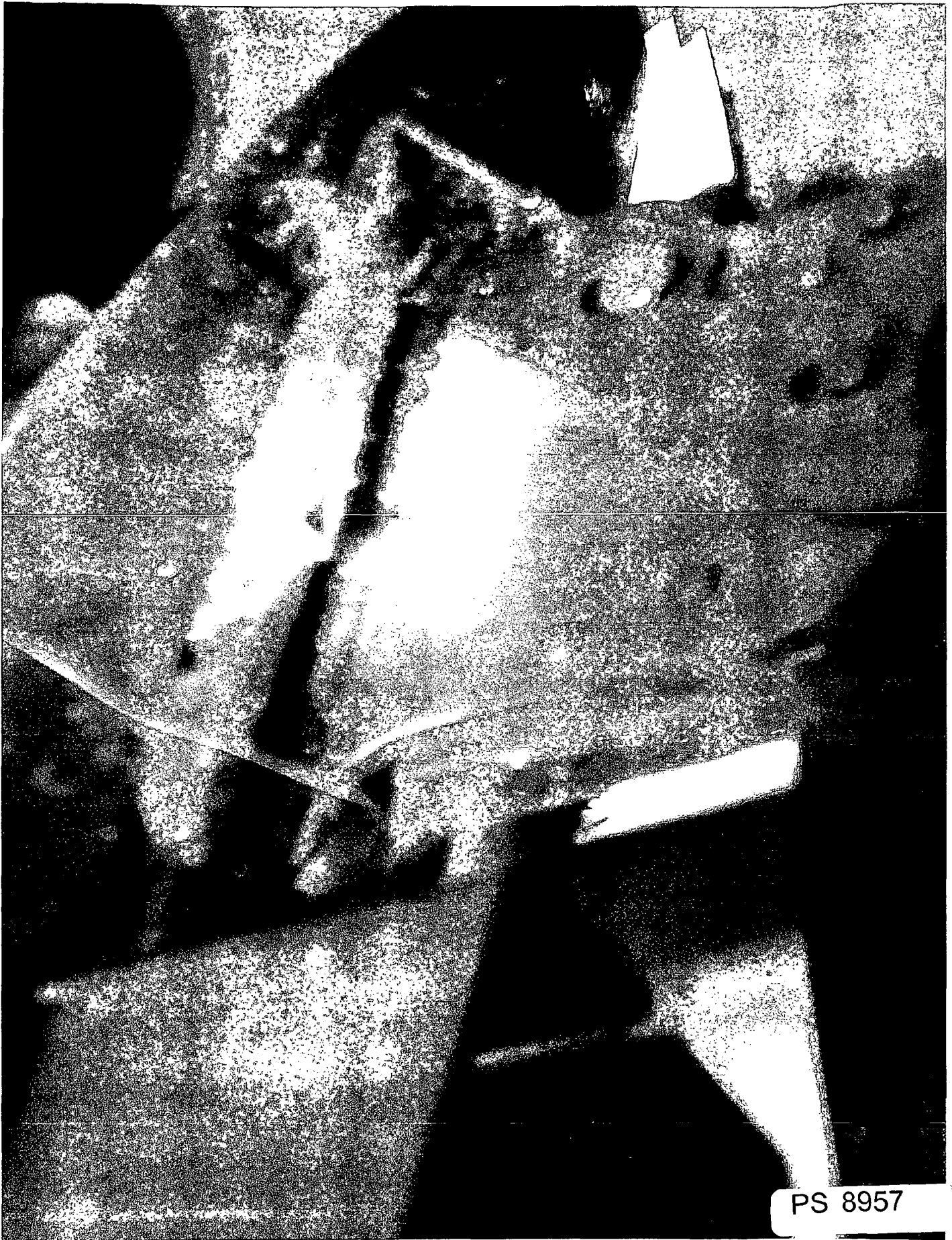
Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		11/20/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4015	Improper Maintenance	Could not duplicate at bench. Trigger assembly is coated with sticky residue and the bolt stop sticks. Safetu button works hard.
Barrel	Description		22 inch 3006 caliber M/700
	Date Code		OF
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

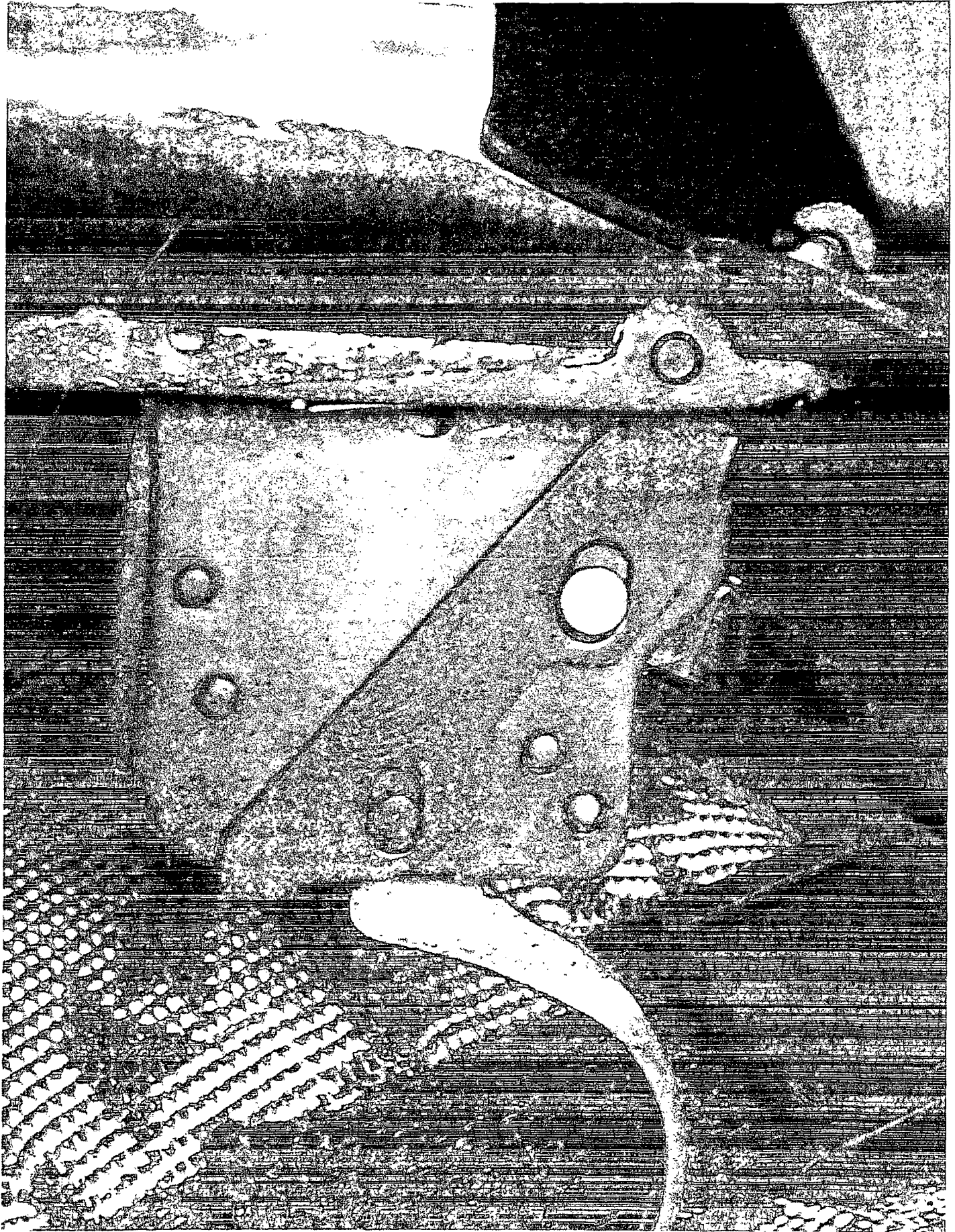
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Worn; Functioning	
	Shroud	Worn; Functioning	
	Face	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Not Functioning	Sticking due to sticky residue
Extractor	Condition	Slightly Worn; Functioning	
	Cut 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	Abused; Functioning	Sticky residue on magazine insert
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		Cross bolt
	Function	Abused; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
		Condition	Abused; Functioning
Pull	Trigger	---Select---	5.75 lbs.
Altered		False	
Sub-Assembly		M/700 Non-Bolt Lock	
Non-Remington Components	Description		Lyman scope, scope rings, and scope mount.



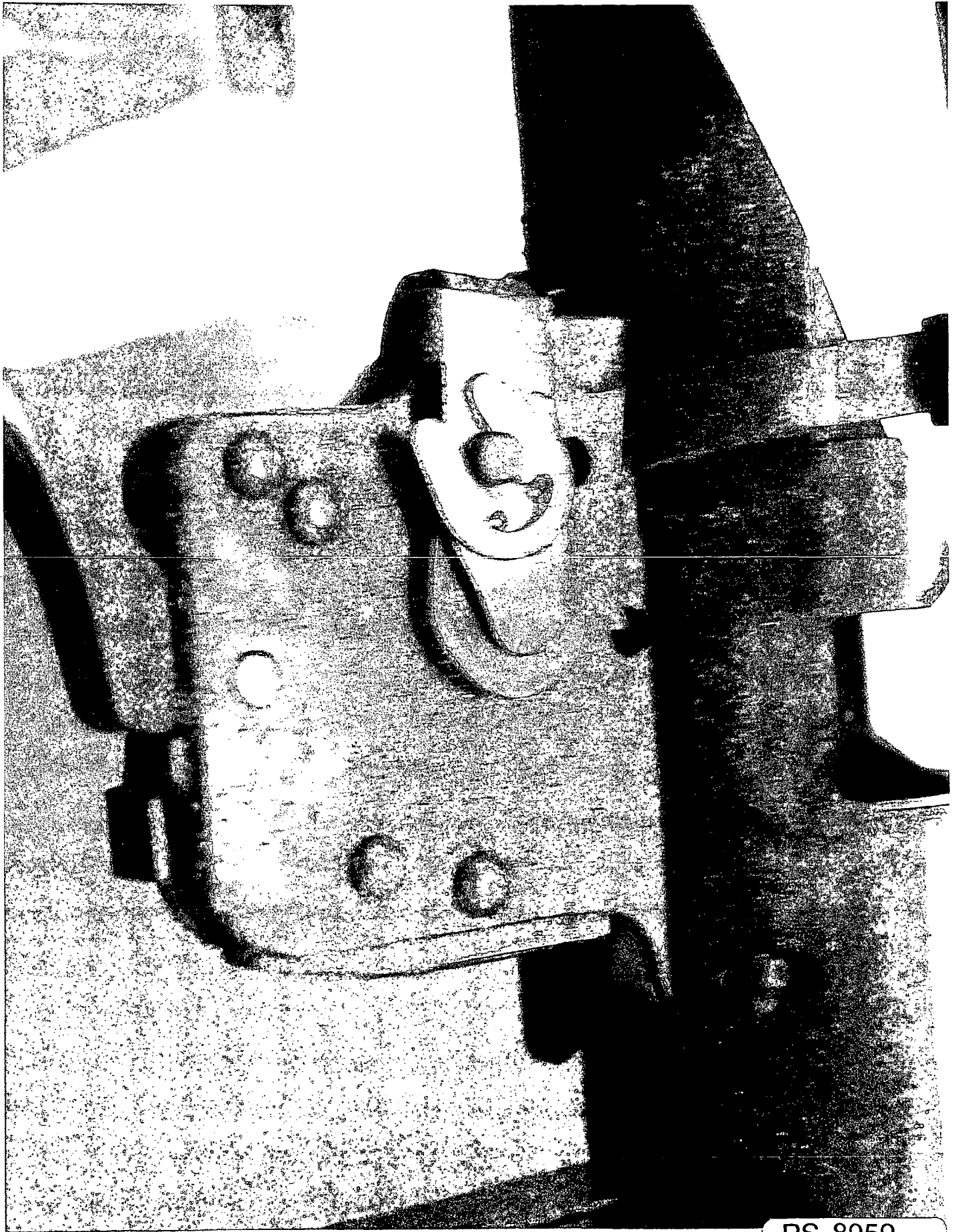
PS 8956



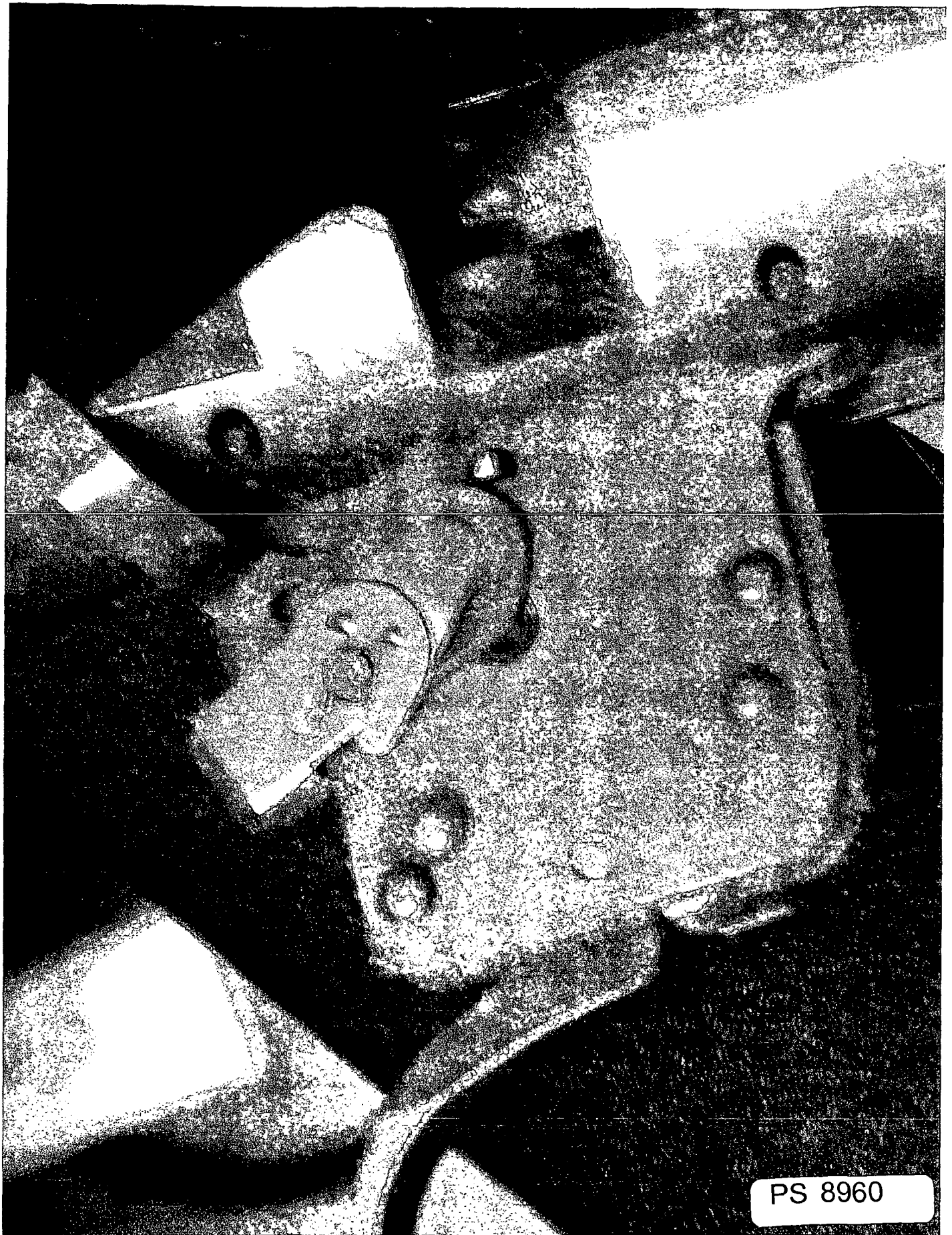
PS 8957



PS 8958



PS 8959



PS 8960

Watson, Laura M.

From: Supry, Fred L.
Sent: Wednesday, November 21, 2007 8:03 AM
To: Watson, Laura M.
Subject: RE: Herlson/ RE00136660
Attachments: Herlson 014.jpg; Herlson 013.jpg; Herlson 003.jpg; Herlson 001.jpg; Herlson 002.jpg

11/21/2007

Laura,

Attached are the pictures that I added to the data base. 001 shows the rust and debris on the underside of the rear of the trigger and housing. 001 shows the left side of the housing (slightly out of focus.) 003 shows the right side of the housing (you can see the sticky residue on the receiver and housing.) 013 shows another view of the right side. 014 shows another view of the left side (you can see the build up of residue on the bolt stop.)

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

From: Watson, Laura M.
Sent: Tuesday, November 20, 2007 1:44 PM
To: Supry, Fred L.
Subject: Herlson/ RE00136660

Fred,
 Here's another one getting ancy on our findings. He shot his truck, \$3,000 in damages, wants us to cover it. I told him we'd have to evaluate first.

Thanks!

Laura Watson
 Consumer Affairs Administrator
 Remington Arms Company
 Phone 800-243-9700 ext 8789
 Fax 336-548-7890
 Email laura.watson@remington.com

11/27/07 COST will check w/ INS & get
 Dist. of #2 & #30225
 - offered to replace TPA N/C
 Goodwill issue
 - couldn't cover \$3000, maintenance
 issue. May help w/ deductible
 - He didn't know that he was
 11

11/26/2007

(PS 8961)

Remington®

136660

October 30, 2007

Herlson
1 Waterline Rd
e, MT 59701

ect: Model 700 Serial #B6726507
Case #1698

Mr. Herlson,

were sorry to learn of the unfortunate incident that you experienced this weekend with your el 700. As I understand it, you had the firearm loaded in your vehicle and it fired, shooting le through your transmission. We are glad to hear that no one was injured and appreciate getting in contact with us so we can determine the cause of the incident.

ve discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label ou to ship the firearm back to our factory for examination and repair. I have also included a of this letter to put inside the shipping box. The letter inside is important as sometimes the ide label gets damaged in transit and we want to be sure the firearm is logged in correctly. he factory repair form, please provide additional information about the incident, including late of the last occurrence, type of weather, type of ammunition being used, etc.

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

erely,

Laura Watson

a Watson
sumer Affairs Administrator
ington Arms Company

ie: 800-243-9700 ext 8789
336-548-7890
ail: laura.watson@remington.com

*Improper care TA coated
with sticky residue - offer
pen & mark for trigger as
gesture of goodwill. Mr. Herlson
should turn the damaged in to
his insurance for this accident.*

Frank

Remington.

Factory Repair Instructions


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

Model Number: <i>Model 700</i>		Serial Number: <i>86726507</i>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <i>Ed. Herben</i>		Date of Purchase: <i>Nov 10, 1994</i>	
Address (no PO Boxes):			
City: <i>Butte</i>		State: <i>MT</i>	Zip: <i>59701</i>
Phone (Daytime): <i>406-494-3081</i>		Fax:	
E-mail Address: <i>elherben@aol.com</i>			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
<i>The gun fired without anything even getting close to the trigger. This happened once before. I do not trust this gun any longer. It needs the faulty trigger replaced.</i>			
Ammunition Information:			
Manufacturer: <i>Remington</i>		Type:	
Other (i.e. bullet weight/type, shot size, powder):		<i>180 - Cream</i>	
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: <i>7</i>			
How often do you clean the bore? (Months or Number of rounds) <i>end of hunting each year</i>			
How often do you clean the action? (Months or Number of rounds) <i>1</i>			
How often do you clean the trigger assembly? (Months or Number of rounds) <i>1</i>			
Brand of lubricant used:			

(PS 8964)

How often do you lubricate the bore? (Months or Number of rounds)	<i>After each hunting year</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>H</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>61</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
<i>N/A</i>	
What were the services performed?	
<i>H/A</i>	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave 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. :: 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. </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) :: 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. </p>	

(PS 8965

 Pitney Bowes

ShipRequest™



Ship To: Ed Herlson
Company:
Address 1: 1319 Waterline Rd
Address 2:
Address 3:
City: Butte
State/Province: Montana
ZIP/Postal Code: 59701
Country: United States
email:
Phone:
Account: 36367
Package Type: Letter
Address Type: Residential
Deliver By: Mon, December 3, 2007
Package ID: 1201

Special Instructions:

Sender Name: Laura Watson
email:
Prepared By: Laura Watson
Phone: ext 8789

Date: 11-29-07 0 lb 2.2 oz
Acct # : 36367
Cust # : 0DL0000008339
Zip/Zone: 59701 / 8
Trk # : 790392307904
Pkg ID #: 1201
Service : FedEx 2Day®
Base :\$ 7.47
Spc S:\$ 2.86
Addl :\$ 0.00
Total \$ 10.33

PS 8966

Remington®

October 30, 2007

Ed Herlson
1319 Waterline Rd
Butte, MT 59701

Subject: Model 700 Serial #B6726507
RE: Case #1698

Dear Mr. Herlson,

We were sorry to learn of the unfortunate incident that you experienced this weekend with your Model 700. As I understand it, you had the firearm loaded in your vehicle and it fired, shooting a hole through your transmission. We are glad to hear that no one was injured and appreciate you getting in contact with us so we can determine the cause of the incident.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" 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 firearm 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
Consumer Affairs Administrator
Remington Arms Company

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

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

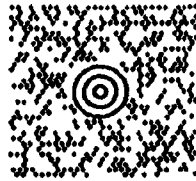
(PS 8967)

ED HERLSON
1319 WATERLINE RD
BUTTE MT 59701

12 LBS
RS

1 OF 1

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

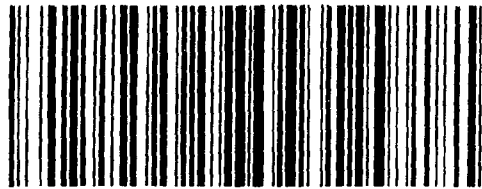


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6723 8434



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: ED HERLSON/LW
REF 2: REF#: B6726507

45 9.0.49

LP2442 69.0A 07/2007



International Shipping Notice - Consignee hereunder may be subject to the rules relating to liability and other terms and 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 conventions, ratification or otherwise were adopted from the U.S. in accordance with the Export Administration Regulations. Shippers primary to U.S. law only. United Parcel Service, Louisville, KY. For shipping phone, call 1-800-752-7000.

(PS 8968

Remington Arms Co., Inc.
Product Service
Legal Case #:1418

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131648	7/25/2007	7/26/2007	7/26/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	True Value		Hoffman	119 East Bridge Street box 605	Saratoga	WY	82331		W 307-326-8383

Incident Information

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

7/30/07-correspondence from repair-gun fires when bolt closes. Please replace trigger or whatever it needs. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25793	C6427500	WJ	8/26/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	CLIFTON ARMS	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 at 1/2 price						
	Repair/Replacement Cost	Repair/Replacement Date				

7/30/07-Could not duplicate. Trig set screw altered, trig assem has been painted over. replace ta, check over, clean at 1/2 normal cost. \$72.61 quote.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/26/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPR
	Date Code		WJ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8969

	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	BODY IS WORN/PITTED
	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	HAS BEEN PAINTED OVER
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

(PS 8970)

True Value
SHIVELY HARDWARE COMPANY
 119 EAST BRIDGE STREET • BOX 605 • SARATOGA, WY 82331-0605
 TEL: 307-326-8383

**PURCHASE
ORDER**

000345

THIS NUMBER MUST APPEAR ON
ALL CORRESPONDENCE, INVOICES,
SHIPPING PAPERS AND PACKAGES.

TO		Remington Arms Co. Inc. ATTN: Arms Service Division 14 Hoefler Ave. Elion, NY 13357		SHIP TO Hoffman	
DATE ORDERED	DATE WANTED	SHIP VIA	TERMS	F.O.B.	
	07-12-07				
PLEASE ENTER OUR ORDER FOR THE FOLLOWING — TO BE SHIPPED AS DIRECTED:					
QTY. ORDERED	QTY. RECEIVED	DESCRIPTION		UNIT PRICE	AMOUNT
		Model 700 BDL 30/06 SN - C642 7500 gun fires when bolt closes please replace trigger or whatever it needs thanks			131648
CONDITIONS GOODS ARE SUBJECT TO OUR INSPECTION AND APPROVAL. IF SHIPMENT WILL BE DELAYED FOR ANY REASON, ADVISE US IMMEDIATELY, STATING ALL THE NECESSARY FACTS. TO AVOID ERRORS, NOTE SPECIFICATIONS CAREFULLY AND IF UNABLE TO COMPLETE ORDERS AS WRITTEN NOTIFY US PROMPTLY.			BY: Richard Hays PURCHASING AGENT		

POCC-704-3
PRINTED IN U.S.A.



Serial Number: **C6427500**

Model: **700**



RE00131648

RECEIVED
 JUL 30 2007

BY: *[Signature]*

could not duplicate concern.
 trig. set screws altered.
 trig. assm. has been painted
 over. replace TPA, check
 over, clean at 1/2 normal
 cost.

cc: Mike

(PS 8971)

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: **RE00131648** Serial: **C6427500** Model: **700** Center Fire Caliber: **3006** Repairman: **valentids** Status: **New 7/25/2007 11:42:36 AM**

Verify Repair

Address Information

Customer: **SHIVELY TRUE VALUE** Received From: **SHIVELY TRUE VALUE** Return To: **SHIVELY TRUE VALUE**

Name: **SHIVELY TRUE VALUE**

Address 1: **119 EAST BRIDGE STREET** Address 2: **119 EAST BRIDGE STREET**

City: **SARATOGA** PO Box: PO Box:

State: **WV** Zip Code: **26231** Country: **US** State: **WV** Zip Code: **26231** Country: **US**

FFL:

Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Date	Code	User ID	Desc1	Desc2					
7/23/2007 1:11:14	New	skinnertl	Repair Added						
7/25/2007 10:43	Update	valentids	Repair information change						
7/25/2007 11:42	Update	valentids	Repair information change						
7/25/2007 11:43	Expedite	valentids	From: Check In	To:					
7/26/2007 8:59:2	Comment	supryfl	Returned to Arms Service for repair						

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has Been Approved ☐ Internal Repair ☐

Current Status: **New** 7/25/2007 11:42:36 AM valentids

Product Services: **Repair Location** ILN **Current Location** ILN **Transfer Number**

Repair Search Refresh Close

start | supryfl | 7/26/2007 | 8:59 AM | CAPS | NUM | INS | SCRL | 0:59 AM

PS 8972

Remington Arms Co., Inc.
Product Service
Legal Case #:1193

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
127436	4/13/2007	4/16/2007	4/16/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Home of Economy			1508 North Washington PO Box 13430	Grand Forks	ND	58208		W 701-772-6611

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Gun goes off by itself			

4/18/07-correspondence from repair-Gun goes off by itself. Please repair.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	20000	B6613331	DE	9/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENTER SHAKOPEE MN	TWO PIECE SCOPE BASE,RECOIL PAD BOOT	U			

CONCERN:GUN GOES OFF BY ITSELF

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
Quote to replace TA at 1/2 price						
Repair/Replacement Cost	Repair/Replacement Date					

4/18/07-quote sent for \$57.04.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/16/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM VERY STICKY/DIRTY
	Description		22" 243 WIN
	Date Code		DE

PS 8973

Barrel	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	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE, RECOIL PAD BOOT

PS 8974



HOME OF ECONOMY

1508 North Washington - P.O. Box 13430
Grand Forks, ND 58208-3430

Phone: (701) 772-6611

Fax: (701) 772-6521



9/84 22"
DE SH 1773
CONTROL NUMBER
013

ORDER NUMBER

FIRM Remington Arms Co.DATE 3-23-07ADDRESS 14 Hoefler Ave. Lion, NY 13357

QUANTITY	PART NUMBER	COST	EXTENSION
RETURNED GOODS			
<i>Mds. returned for warranty repair</i>			
<i>1</i>	<i>700 ADL</i>	<i>SN B6613331</i>	
	<i>Gun goes off by it self</i>		

Serial Number:

B6613331Model: **700****RE00127436****436**

RECEIVED
APR 18 2007

BY: *[Signature]**Please repair**Thank You***PS 8975**

*UPS Chgs. 10.20 could not duplicate concern
Trigger Assm. contaminated with a partially dried + sticky
lubrication residue, causing sear cam to stick to
side plates. Replace TPA, check over, clean a 1/2 normal
cost.*

quote 57.04

Status: PartsHold 4/16/2007 8:46:04 AM

Received From

HOME OF ECONOMY

1508 N WASHINGTON ST

PO Box:

GRAND FORKS

Country:

State: ND Zip Code: 58203

Country: US

FFL:

Shipping / Billing

Repair Notes

Repairman's Comments

Replaced trigger assy at 1/2 price, per product service. Trigger assy's are not available at this time.

- CSR Comments

Code	Desc
M992	STICKY LUBRICANT

Refresh

Close

Remington Arms Co., Inc.
Product Service
Legal Case #:1632

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/11/2007	10/30/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Tim	Horcoff	1500 Mt fisher Crescent Cranberk, BC	Canada		V1C 7J6		C 250-919-1278 E thorcoff@importautogroup.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Hole in truck roof	Cause:4079 Other - Unexamined		Unknown	
S gun goes off prematurely	Concern:1008 Fired on Bolt Closing			
C				

10/11/07-cust purchased gun on 12/12/07 through Wholesale sports. Gun went off prematurely as he closed the bolt and blew a hole in the roof of his truck. He is very shaken up but no injuries and does not want this gun. Claims no adjustments have been made to the rifle. Thinks it will cost approx \$350 for repairs to the truck.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7mm UM	26305	S6438057		4/9/2002 1:25:33 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WHOLESALE SPORTS (EDMONTA)		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
Replacing trigger through RARC						

Repair/Replacement Cost Repair/Replacement Date

10/11/07-explained that we would need to see the rifle at one of our Canadian RARCs. Emailed him information on these centers and he will send the rifle to them. I asked for them to contact me after evaluation. At this point he has not asked for anything other than stating he did not want the gun.lw 10/30/07-Shane at Reliable Gun in Vancouver didnt see anything unusual with tpa. no adjustments, clean, dry. Offered to replace tpa. ok with cust.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

(PS 8977)

TO: CUSTOMER SERVICE - SNC RepCustomer Service Comments

Only to be completed by Cust Service

Date Received _____

Date Processed _____

Rem Order # _____

Customer Service Notations

.....

FFL # _____FFL Expiration Date

Grand Total		\$	129.18
--------------------	--	----	--------

Goodwill, cust had gun in for new trigger, needs to site in-PS case 1632

Must be completed for Processing to Occur		
Reasons for SNC	Check One	Charge Code
Advertising/Promotion		
Country Store		
Donation to IRC Sec 501 'c' (3) org		
Field/Pro Staff		
Gifts		
Outdoor Writer		
Product Testing		
Replacement Goods for Defective Product		
Sample Allowance for Reps		
Tournament/Shoot		
Gallery		
Employee Stores		
Other - _____ Goodwill	X	

PS 8978

Watson, Laura M.

From: Tim Horcoff [thorcoff@importautogroup.com]
Sent: Tuesday, October 30, 2007 3:30 PM
To: Watson, Laura M.
Subject: RE: Model 700-Horcoff[Scanned]

Hi laura

The address in sandpoint Idaho is Rob McGregor 206n 4th ave pmb-g sandpoint Idaho 83864 3 boxes of 175 grain a-frame for the 7mm rum. A couple of hats would be nice too. Thank you for your help . Tim Horcoff

From: Watson, Laura M. [mailto:Laura.Watson@remington.com]
Sent: Tuesday, October 30, 2007 6:39 AM
To: thorcoff@importautogroup.com
Subject: RE: Model 700-Horcoff

Dear Tim,
I received your call on Friday. The Remington Repair center called me to let me know they have received your firearm. They have not called me yet with their findings. I should have more information later this week for you.

Sincerely,
Laura Watson

From: Watson, Laura M.
Sent: Thursday, October 11, 2007 11:55 AM
To: thorcoff@importautogroup.com
Subject: Model 700-Horcoff

Dear Tim,
We are sorry to hear about the unfortunate incident you experienced with your Model 700 rifle. We are glad that no one was injured and hope to resolve this matter for you amicably.

Since you are in Canada, we recommend that you send the firearm to a Remington Authorized Repair Center for evaluation. Please put a note in the box explaining what has occurred and also notate to them to contact me once they evaluate the rifle.

The link below will direct you to our website with all of our Canadian RARC's:
http://www.remington.com/support/repair_services/canadian_RARC.asp

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer. If you have any questions or concerns, please feel free to contact me. We are on EST so there is a bit of a time difference.

Sincerely,
Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Phone 800-243-9700 ext 8789
Fax 336-548-7890
Email laura.watson@remington.com

Message was spam and virus filtered by Vircom Modusgate appliance

10/30/2007

(PS 8979)

Watson, Laura M.

From: Watson, Laura M.
Sent: Thursday, October 11, 2007 11:55 AM
To: thorcoff@importautogroup.com
Subject: Model 700-Horcoff

Dear Tim,

We are sorry to hear about the unfortunate incident you experienced with your Model 700 rifle. We are glad that no one was injured and hope to resolve this matter for you amicably.

Since you are in Canada, we recommend that you send the firearm to a Remington Authorized Repair Center for evaluation. Please put a note in the box explaining what has occurred and also notate to them to contact me once they evaluate the rifle.

The link below will direct you to our website with all of our Canadian RARC's:
http://www.remington.com/support/repair_services/canadian_RARC.asp

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer. If you have any questions or concerns, please feel free to contact me. We are on EST so there is a bit of a time difference.

Sincerely,
Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Phone 800-243-9700 ext 8789
Fax 336-548-7890
Email laura.watson@remington.com

10/11/2007

(PS 8980)



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Fax: 1-403-748-3183
<http://www.dhenrygunmakers.com/>

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250-545-6413
250-545-6413 Fax

Reliable Gun & Tackle
3227 Fraser Street
Vancouver, British Columbia V5V 4B8
604-874-4710
604-874-4710 Fax

MANITOBA

Ultimate Accuracy
5 Karlovac ave
St. Andrews. Mb. Canada
R1A, 4C3
(204) 785-2609

NEW BRUNSWICK

Blue Mountain Sports Inc. - Gordon Whitman
209 Olinville road
P.O. Box 406
Brown's Flat, NB, Canada E5M 2S1
506-468-2919
bluemtnsports@netscape.ca

Casey's Gun Shop
P.O. Box 100
Rogersville, New Brunswick E0A 2T0
506-775-6822

Randy's Gun Repair & Sales
P.O. Box 1003
Tabusintac, New Brunswick E9H 1Z5
506-779-4768

NEWFOUNDLAND

(PS 8981)

Complete Gunsmithing
71 O'Leary avenue
St-Johns, NF
A1B, 2C9
(709) 738-6310
completegunsmithing@nf.aibn.com

ONTARIO

Tactical Ordnance
811 Graham Sideroad,
RR 2 Newmarket
Newmarket, Ontario, Canada
L3Y 4V9
905-775-1666
TacOrd@sympatico.ca
www.TacOrd.com

George Wortner Guns
433 Queen St P.O. Box 411
Chatham, Ontario N7M 5K5
519-352-0924
519-352-4380 Fax

W.R. Longs Gunsmithing Ltd.
4992 Rice Lake Dr. North
Bewdley, Ontario K0L 1E0
905-797-2700 or 905-372-5955
905-797-2650 Fax

West Luther Gun Repair
R.R. #1
Conn, Ontario N0G 1N0
519-848-6260
519-848-6260 Fax

Wise Choice Sporting Goods
RR 2 Hwy 11 N
Kilworthy Ontario P0E 1G0
705-689-9473
705-689-9473 Fax

Ellwood Epps Sporting Goods
RR #3 HWY 11 North
Orillia, ON
L3V 6H3
(705) 689-5333
(705) 689-2279
info@ellwoodepps.com

QUÉBEC

Chasse & Pêche Chicoutimi (Sport René Dumas inc.)
1120 Talbot
Chicoutimi, Québec, G7H 7R2
418-690-9620
418-687-9098 Fax

L'Armurier Alain Depot Enr.
1504 Principale
Granby, Québec J2G 8C8
450-777-5770
450-777-4875 Fax

Armurier Lavaltrie Inc.
111 St-Antoine Sud
Lavaltrie, Québec J5T-1C1
450-586-1305
450-586-1305 Fax

(PS 8982)

Magasin Latulippe Inc.
CP 54062
Quebec, QC G1N 4T1
418-529-0024
418-529-6381 Fax

Shipping:
Magasin Latulippe Inc.
637, rue Saint-Vallier Ouest
Quebec, QC G1N 1C6

SASKATCHEWAN

Saskatoon Gunsmith Shoppe, Ltd.
2310 Ave. C North
Saskatoon, Saskatchewan S7L 5X5
306-244-2023
306-244-4836 Fax

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(PS 8983)

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
135657	10/24/2007	12/7/2006	10/25/2007				

Customer Information

Type	Business	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:4038 Could Not Duplicate Concern		Unknown
S		Concern:1008 Fired on Bolt Closing		
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	PI	6/10/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	TG&Y STORES OKLAHOMA CITY OK	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
35.00	12/6/2007

12/7/06-Sending ARS, ltr, box to get gun in for evaluation. will call with options when gun gets in.lw 10/26/07-quote sent to replace TA under SMP.lw 12/5/07-cust not happy, wants replacement rifle. We cant agree to that, dont think that is fair. He claims hunt club wont let him bring this rifle there. lw 12/6/07-left msg, we cant replace rifle, we will reimburse for the \$20 he paid on smp as goodwill. CSR offered him this previously but cust had already sent in check.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/25/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM DIRTY/RUSTY
	Description		22" 243 WIN
	Date Code		PI

Barrel	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	STICKING
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	SCRATCHES
	Stock Condition	Slightly Worn; Functioning	SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

RECEIVED
OCT 26 2007
BY: *[Signature]*

PS 8987

Remington®

808

2211
P1 6/88
5#
0513

December 8, 2006

Richard Howell
1121 Jackson Rd.
Clearwater, FL 33755

Serial Number:

A6308040

Model: 700



RE00135657

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
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.
Tried Asser. Diary/entry.
Replace TPA, check over, clean
under bolt lock program
for \$20.00
Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

(PS 8988)

Remington

Factory Repair Instructions

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

Model Number: 700		Serial Number: A6308040	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Richard W Howell		Date of Purchase:	
Address (no PO Boxes): 1121 JACKSON ROAD			
City: CLEARWATER		State: FLORIDA	Zip: 33755
Phone (Daytime): 8134863773		Fax:	
E-mail Address: RICK.DIVER@e.mindspring.com			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
Gun Goes off while loading or unloading			
VERY DANGEROUS AND NEEDS TO BE DESTROYED			
PLEASE REPLACE AND DO NOT SEND THIS RIFLE BACK TO ME.			
Ammunition Information:			
Manufacturer: Remington		Type: 243 Win	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size: 243 Remington		Reloader Used:	
Firearms Care (Cleaning and Lubrication): Rem Oil Wipes			
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 8989

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? <input type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to:
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave 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 (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.</p>

(PS 8990)

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	4/20/2007	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	Unknown
S		Concern:1007	Fired on Safe Release	

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 at n/c, cover damages as gesture of good will	Y	4/20/2007		766		4/20/2007

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 4/20/07-received release form and letter from cust. He his not happy about this citing he will not buy another Remington and citing information he found online about Model 700 and Model 600 rifles firing. I will process APV today.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=852&Type=Case>

PS 8991

4/20/2007

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	Tests	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	

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 April 13 day of April, 2007 at Hammond,
NY Sue E. Drake

St. Lawrence Co
New York State

SUE E. DRAKE
Notary Public State of New York
St. Lawrence County #4919818
Commission Expires April 4 2010

Signature

XXX-XXX-XXXX
Social Security Number

166 DUNBAR RD
Address

WINDSOR, NEW YORK, 13865
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 8993)

April 11, 2007

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Subject: Defective Model 700 S/N #A6392929
RE: Case #852

Dear Ms. Watson

I have received your letter denying my reimbursement of damages. You are correct my request did change and it was all because of a \$21.00 charge to repair my defective firearm. You said you would repair my firearm at no charge. You lied, but then again you have been lying about the Model 700 ever sense you recalled your Model 600 for the same design flaw. I include below a little something I found on line.

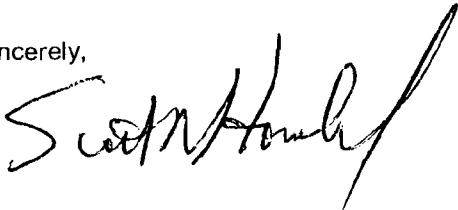
Cost/Benefit Analysis:

Remington knew about a problem in its bolt-action line when the fire control system was patented in 1950. The original patent application states that "we have found it to be essential that the safety means be so arranged that an inadvertent operation of the trigger while the safety is in the 'Safe' position will not condition the arm to fire upon release of the safety." In 1978, Remington settled a case brought by a man who was paralyzed when a Model 600 rifle suddenly discharged as the safety release was pushed into the "off" position. The company calculated that *50% of the 200,000 Model 600 rifles it had sold would fail*. Facing the threat of future multi-million dollar awards and the prospect of having its insurance canceled, the company recalled the Model 600 rifles within a few days of the settlement.

The company's cost/benefit analysis was very different for the Model 700 rifle. Remington has sold at least 10 times as many Model 700 rifles as Model 600 rifles; however, in a company Product Safety Subcommittee meeting held in January 1979, Remington decided that *only 1% of these rifles might be subject to the discharge problem*. See Exhibit 5. Therefore, despite the fact that the Model 600 rifles and the Model 700 rifles evidenced the same discharge problem leading to the same kinds of injuries, the Subcommittee decided against recalling the Model 700 rifles because "the recall would have to gather 2,000,000 guns just to find 20,000 that are susceptible to this condition."

You put in your response that you hope that I will remain loyal to Remington. Well I was going to remain loyal and take the \$1000 gift certificate and buy my son a Remington Model 870 shotgun for his birthday next week. Your response to my request has changed my mind. I will be selling my Remington Model 870 & Model 700 guns and most likely buy a couple of Bennillies. Since it would be a loosing battle to sue your company for injuries to my dog, pain and suffering of me and my family I have no choice but to accept your pathetic offer. There is one small thing I will do for you. I will make sure that from this point forward I tell everyone I know along with everyone I meet and everyone I hunt with about Remington's disregard for its customer's safety. At age 44 I am guessing that I will tell my story countless times, those people will also tell my story countless times and the cost to Remington will be much more than the little amount I asked for.

Sincerely,



(PS 8994

Madison, NC 27025

BARBER - Kinzer PPS GAL RE0008076

Status: Shipped 1/29/2007 4:00:02 PM

FFL: [] [] [] [] [] []

Close

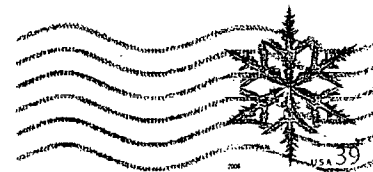
PS 8996

Remington.

Remington Arms Company, Inc.
870 Remington Drive
PO Box 700 • Madison, NC 27025-0700

BINGHAMTON NY 139

17 APR 2007 PM 1 T



Remington Arms Co., Inc.
Attn: Laura Watson
870 Remington Dr.
PO Box 700
Madison, NC 27025

www.remington.com

27025+0700 [Barcode]

PS 8997

Remington Arms Co., Inc.
Product Service
Legal Case #:1507

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
133379	8/30/2007	8/31/2007	8/31/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Richard	Huffines	200 Robert Ave	White House	TN	37188		H 615-417-2678

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fired on bolt closing Concern:1008 Fired on Bolt Closing			
C				

Sear would not respond due to sticky residue, trigger would not reliably return under the sear.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243	25767	C6800666	PN	6/8/1993
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART DISTR CENTER #8298	Scope Bases	N			

Stock damaged in shipment

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
New TA						
n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	65.00	8/31/2007				

Customer contacted and we agreed to install the new Mark Pro TA at no charge. The stock was damaged in transit so we will touch up the damage.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		8/31/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
(PS 8998)			

Cause	4015	Improper Maintenance	
Barrel	Description		243 caliber Model 700
	Date Code		PN
	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	Abused; Not Functioning	Sluggish movement due to 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	Slightly Worn; Functioning	
	Stock Condition	Abused; Functioning	Stock got damaged in shipment - fresh scrap along grip area.
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		700 style safety - non bolt lock
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Scar	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
			Sticky residue is

		Condition	Abused; Not Functioning	holding the sear down.
Pull	Trigger	---Select---	Not measured	
Altered		False		
Sub-Assembly		M/700 Non-Bolt Lock		
Non-Remington Components	Description		Scope base and rings	

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: **RE00133379** Serial: C6800666 Model 700 Center Fire with 22 inch barrel Caliber 243 WIN ADL L/SIGHTS Produced: 06/08/1993 Repairman: Status: Closed 8/30/2007 8:26:15 AM

Verify Repair

Address Information

Customer: Received From: Return To: Received From:

Name: **RICHARD HUFFINES** **RICHARD HUFFINES**

Address 1: **200 ROBERT AVE** **200 ROBERT AVE**

Address 2: **WHITE HOUSE** **WHITE HOUSE**

City: **WHITE HOUSE** **WHITE HOUSE**

State: **TN** **TN** Zip Code: **37188** **37188** Country: **US** **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Interface Hold	Estimate Sent	Parts Received	Passed Inspection	Return As Received	Has been Approved	Internal Repair	Current Status
8/30/2007 8:24:1	New	brygidownr	Repair Added		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Closed
8/30/2007 8:26:1	Closed	brygidownr	Closed at Expedite		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8/30/2007 8:26:15 AM

Product Services: **brygidownr**

Repair Location: **IGN**

Current Location: **IGN**

Transfer Number:

Repair Search Refresh Close

Start Inbox - Microsoft Office PS Hold Guns AS Arms Services Repa Part Search by Mat Enter New Case - M 11:56 AM

Serial Number: **C6800666**Model: **700****RE00133379**

1507

Install new TRA
 n/c - Also stock was
 damaged in shipment - repair,
 touch up damage n/c.

Check over completely.
 FLS 8/30/2007

(PS 9001)

1507

Richard D. Huffines
200 Robert Ave.
White House, TN 37188
Phone: (615) 417-2678

Hello,

I called your company and told them about what this firearm was doing and they explained to me to write this letter and return the gun.

Me and my 10 yr. old son were hunting at my Grandmothers and we was about to go to the woods, so we got every thing together and after doing so I preceeded to load the gun and when I chambered a shell as I was securing the ~~the~~ bolt into its position the gun discharged scaring me & my son we did not hunt with this gun that day and also since this time the safety sometimes will stick in the firing position and will not go to safety. So we have not used this gun since that day. I have several rifle's and I have never had one discharge that way. I don't know if

(PS 9002)

there is something wrong with the
bolt or firing mechanism or the
safety features. I just want to
make sure that it is corrected
and safe to use.

Thank you very much for
your time & attention when
I called your company.

Sincerely,
Richard Huffines

(PS 9003)

PrintDisplay

Page 1 of 3

Remington Arms Co., Inc.

Product Service

Legal Case #:1270

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
129031	5/9/2007	5/19/2007	5/10/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Jims Trading Post			#10 Southwest Plaza	Pine Bluff	AR	71613		W 870-534-8591

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Accidental Discharge	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Concern:1025			

As received we could not duplicate the concern. We did find the set screw positions were altered.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	A6554990	BQ	1/1/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS INC	SCOPE	U			
	SHREVEPORT LA	BASE,SCOPE,RINGS				
CONCERN:GONE OFF ON TWO DIFFERENT OCCASIONS						

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

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

BLM

(PS 9004)

PrintDisplay

Page 2 of 3

Program

Repair/Replacement Repair/Replacement
Cost Date

Clean action and install new TA under the bolt lock modification program. Quote \$20.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		5/10/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIG ASSM SET SCREWS ALTERED
Barrel	Description		22" 3006 SPR
	Date Code		BQ
	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	Slightly Worn; Functioning	
	Cut Condition	Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
		Slightly Worn;	

(PS 9005)

Locking	Lug Condition	Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	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
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,SCOPE,RINGS

(PS 9006)

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: **RE00129031** Serial: A8554990 Model: 700 Center Fire Caliber: 30-06 BDL Produced: 01/23/1978 Repairman: Robert Frink Status: ApprovalHold 5/11/2007 10:36:06 AM

Address Information

Customer: ☒ Received From Return To: ☒ Received From

Name: **JIM'S TRADING POST** **JIM'S TRADING POST**

Address 1: **#10 SW PLAZA** **#10 SW PLAZA**

Address 2: **PINE BLUFF** **PINE BLUFF**

City: **AR** Zip Code: **71603** Country: **US** State: **AR** Zip Code: **71603** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
5/7/2007 3:27:21	donovan	Repair Added		ApprovalHold
5/9/2007 8:57:30	valentis	Repair information change		5/11/2007 10:36:06 AM
5/9/2007 9:40:51	valentis	From: Check In	To:	frink
5/11/2007 8:07:4	pencerl	Repair Maintenance	Status: New	ApproveRack
5/11/2007 8:07:4	pencerl	From: Product Services	To: Repair Bench	Repair Location
5/11/2007 10:36	frinkre	Estimate Update	Status: ApprovalHold	ICN
5/11/2007 12:49	pencerl	From: Repair Bench	To: ApproveRack	Current Location
				ICN
				Transfer Number

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

supryl 5/11/2007 1:37 PM CASE NUM INS SDHL

start Inbox - Micros Arms Services Current Cases Microsoft Excel Microsoft Word Part Search by 1:37 PM

PS 9007

CAMO Sling
JIM'S TRADING POST

#10 Southwest Plaza • P. O. Box 1345
PINE BLUFF, ARKANSAS 71613

(870) 534-8591

129031

Date

5/01

20

Name

Remington

Address

City

Elton, New York

Number	Description	Price	Amount
	Rem. has gone		
	OFF ON two different		
	occassions.		
	It should be under		
	Safety Recall		
	program		
	Rem. 100		
	30-06		
	A6654990		
			Over

"Hunter's Headquarters"
Our 28th Year

(PS 9008)

1E0P31

Serial
Number:

A6554990

Model: 700



RE00129031

could not duplicate concern
T1219. ASSM. Set screws altered
replace TPA, check over, clean
under Bolt Lock program
Ron \$ 20.00

Quote

PS 9009

PrintDisplay

Page 1 of 2

Remington Arms Co., Inc.
Product Service
Legal Case #:1501

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
133369	8/30/2007	8/30/2007	8/30/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Peter	Kanter	925 Quaker Rd	East Aurora	NY	14052		H 716-652-6555

Incident Information

Claims

Codes

Repair Est. Medical Treatment Medical Status

PI

PD

Cause:4006 Altered Adjustments or Components

Unknown

S fires when safety pushed forward Concern:1007 Fired on Safe Release

C

8/31/07-correspondence from repair-gun fires when safety pushed forward.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	20000	A6818947	EV	10/16/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	MATHEWS/BOUCHER ROCHESTER NY	SCOPE,RINGS,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					

8/31/07-Replace TA under SMP as gesture of good will.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/30/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER PIECE AND SEARCAM NOT OF REM. MFG. TRIGGER ASSM SET SCREWS ALTERED
Barrel	Description		24" 300 WIN MAG
	Date Code		EV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9010

PrintDisplay

Page 2 of 2

	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	---Select---	NOT OF REM MFG
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG PIECE AND SEARCAM NOT OF REM. MFG.
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
Non-Remington Components	Description		SCOPE,RINGS,BASE,TRIGGER PIECE,SEARCAM

(PS 9011)

1190. 710 744 016

Receipt Of Firearm(s) Delivered to the Plant for Repair
Firearm Checked For Live Ammunition ☒

File 004716

Delivery Date 8/28/07Customer Name (Print) PETER M. KANTER DUM PHD.Address 925 QUAKER RD State NY Zip 14052
EAST AURORAPhone Number (716)-652-6555Fireman Description Model 700BDL Cal./Ga. 300Serial Number A6818947

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 24List additional accessories ☒ Scope, Sling, Gun case and description;Leupold Vari-X-IIICustomer request: GUN FIRES WHEN SAFETY PUSHED FORWARDReturn Process Return to Clark St. Ent. ☒ Return via UPS ☐

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

Signature [Signature]
person delivering firearmDate 8/28/07Signature [Signature]
security officerDate 8/28/07Signature [Signature]
arms service / CSRDate 8/30/07

Up Verification

red the above described firearm to the
lawfully possess a firearm in New York State.

Serial Number:

A6818947Model: **700****RE00133369**

ie same who delivered

RECEIVED

AUG 31 2007

BY: [Signature]Date / /

(PS 9012)

Domington
BARBER - Kinzer PPS GAL RE0008093

could not duplicate concern
TPA piece + search out of -011
Rem. mfg. can replace TPA
clean over + clean under
501 + 4041 Program 1
20.00 Quote

* PLEASE CALL
ME BEFORE
REPAIR.

EV 10/79
24"
2.5#

Status: ApprovalHold 8/30/2007 6:28:51 AM

Customer:

Received From

Return To:

Received From

Name: PETER KANTER

PETER KANTER

Address 1: 925 QUAKER ROAD

925 QUAKER ROAD

Address 2: _____ PO Box: _____

PO Box:

City: EAST AURORA

EAST AURORA

State: NY Zip Code: 14052

State: NY Zip Code: 14052 Country: US

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wmnt	Price	Disc	ExtAmt
F305570	P	700 X-MARK PRO TRIG A	1	1	0	1	0	Y			
4000116	S	GR-LABOR	20	20	0	0	0	N	1.00	0	20.00
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts: .00

Labor: 20.00

Ship/Handling: .00

Est State Tax: 1.40

Total:	21.40
--------	-------

☒ Change Taxes

Repair Search

Refresh

Close

PS 9013

Innovation

8/31/2007

1:57 PM

0495

NUM

15

1991

Start 2 Microsoft... 2 Internet ... P-touch Edit... Arms Servi... Serial Numb... Search for a ... FullShot 97

97% 1:57 PM

Remington Arms Co., Inc.
Product Service
Legal Case #:1345

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
130293	6/15/2007	6/18/2007	6/20/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		David	King	115 Log Rd	Smithfield	RJ	02917		H 401-231-4809

Incident Information

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

6/20/07-Correspondence from repair-fires on bolt closing and sometimes when the safety is released.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	6470889	DU	9/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	BERNARD GITLIN HARTFORD CONN		N			

CONCERN:FBC,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
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

6/20/07-Set screws altered, no trig return, trig assem dirty & sticky causing part to stick & bind. Replace TA, check over, clean under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/18/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPR
	Date Code		DU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9014

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	LIGHT CRATERING
	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	N/A
	Altered	True	SET SCREWS ALTERED NO TRIG RETURN
	Sub-Assembly	M/700 Bolt Lock	

(PS 9015)

DEAR SIR'S

1345

130293

on 9/7/22

I purchased this gun 30 years ago off of a friend. This gun has only been shot about 50 times its like new. I went on a hunting trip with it 20 years ago and lost out hunting because of this defective dangerous gun. I've since talked to several people who had the same gun same problem. When you put a shell in the gun and close the chamber the gun fires off and sometimes when you put the safety off it fires off. This is so dangerous it should be a RECALL. Thank god I'm very safe and always point my gun in a safe direction. Someone could have been killed. I have several other Remington guns that are great. I'm going on a Caribou hunt in early September and I need it back before then. Please fix this problem and check over the whole gun. This Caribou hunt was prepaid and cost me 50000 dollars.

I know you'll do me right. PS 9016

Thank you so much
 Love King
 Paul K.

over

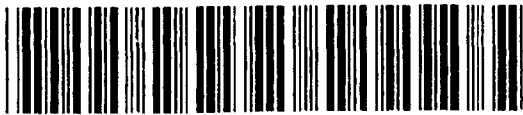
EP2021

SET SCREWS ALTERED - NO TROG.
RETURN. TROG. ASSW DILTY & STICKY
CAUSING PANT TO STICK & BIND.
Replace TPA, check over, clear
under bolt lock program
Ron # 20.00

Serial
Number:

6470889

Model: 700



RE00130293

(PS 9017)

BARBER - Kinzer PPS GAL RE0008099

Remington Arms Co., Inc.
Product Service
Legal Case #:1867

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138365	12/15/2007	12/17/2007	12/17/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Dan	LaRue	4844 Sherwin Trail	Bishop	Ca	93514		H 760-872-6140 E kdlarue@earthlink.net

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				

12/19/07-correspondence from repair-cust released the safety and the gun fired on its own.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/7MM REM MA		296972	WP	8/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner			
			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
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

12/19/07-quote sent to replace TA under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG SS
	Date Code		WP
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

(PS 9019)

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	SOME WEAR FROM LEAKING PRIMERS
	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

(PS 9020)

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: **RE00138365** Serial: 296972 Model 700 Center Fire Caliber: 7 Repairman: MM. REM. MAG. Status: Closed 12/15/2007 8:42:27 AM

Verify Repair: ☐

Address Information

Customer: ☐ Received From: ☒ Return To: ☐ Received From: ☐

Name: **DAN LA RUE** **DAN LA RUE**

Address 1: **4844 SHERWIN TRAIL** **4844 SHERWIN TRAIL**

Address 2: PO Box: PO Box:

City: **BISHOP** **BISHOP**

State: **CA** Zip Code: **93514** Country: **US** State: **CA** Zip Code: **93514** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
12/15/2007 8:38	Sanguinegi	Repair Added		<input type="checkbox"/> Shipping Hold Closed
12/15/2007 8:42	Sanguinegi	Closed at Expedite		<input type="checkbox"/> InterFace Hold 12/15/2007 8:42:27 AM
12/15/2007 12:0	ArmEmail	Repair Received	KDLARUE@EARTHLINK.NE	<input type="checkbox"/> Estimate Sent Sanguinegi
12/15/2007 12:0	ArmEmail	Receipt	KDLARUE@EARTHLINK.NE	<input type="checkbox"/> Parts Received Product Services
12/18/2007 7:50	suprytl	Returned to AS for repair	Bolt lock modification program	<input type="checkbox"/> Passed Inspection Repair Location ILN
				<input type="checkbox"/> Return As Received Current Location ILN
				<input type="checkbox"/> Has been Approved Transfer Number
				<input type="checkbox"/> Internal Repair

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

suprytl 12/18/2007 7:50 AM CAPS NUM INS SCRL

start Inbox - Microsoft Out... Microsoft Excel - P5 H... Arms Services Repair... 7:50 AM

(PS 9021)



General Repair Form

Back to Repair Services

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

Model Number: 700 7mm rem mag		Serial Number: 296972	
Name: dan la rue		Date of Purchase:	
Address (no PO Boxes): 4844 Sherwin Trail			
City: Bishop	State: ca	Zip: 93514	
Phone (Daytime): 760-872-6140		Fax:	
E-mail Address: kdlaue@earthlink.net			
Please describe your problem: i released the safety and the gun fired on it's own.			
448 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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. :: 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 ENSURED 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>			

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Visit Our Other Remington Websites

Other Sites

Remington

Serial Number:

296972

Model: 700



RE00138365

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

12/2/2007

Could not duplicate concern
 trig. set screws altered,
 replace TPA, check over/ clean
 under bolt lock program
 Ron \$20.00 + ship

Quote

(PS 9022)

24"55
 WP 8/67
 JH
 .009

Remington Arms Co., Inc.
Product Service
Legal Case #:1852

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138022	12/10/2007	12/11/2007	12/11/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Marino Firearms	John	Marino	95 East Front St	Hancock	NY	13783		
Incident		Edwin	Worzel	90 Benedict road	Hancock	NY	13783		H 607-637-4922

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				

12/12/07-correspondence from repair-cust loaded firearm and put it on fire and gun fired.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM08 REM	25855	D6615704	PY	6/18/2004 8:48:04 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	ACUSPORT (OH) CORPORATION	SCOPE BASE W/BOTTOM HALF REAR RING	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
35	12/12/2007

12/12/07-replace TA at n/c-goodwill.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/11/2007
	Product Type		RF

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1852&Type=Case>

12/13/2007

PS 9023

	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIG AND TRIG PIN RUSTY
Barrel	Description		22" 7MM08 REM
	Date Code		PY
	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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
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	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.014
	Notch	Like new; Functioning	
	Tests	Test Fired	False

Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	RUSTY TRIG AND PIN
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE W/BOTTOM HALF REAR RING

(PS 9025

1852

Per our conversation with your customer service rep today 11/28 we are returning this Remington 700 Mountain rifle 7mm-08 serial number D6615704. Rifle was purchased from us and has had NO work done to the trigger or on any of the trigger/bolt mechanisms. According to the customer after loading the firearm and then placing the safety in the fire position the gun will fire. This happened twice once almost causing harm to another person. We are currently in the middle of our deer season here in NY and he is now left without a rifle for the season. Please repair this at once. Customer name is Edwin Worzel, 90 Benedict Road, Hancock, NY 13783 phone number is 607-637-4922 if you need to speak directly with him.

6/04
6#
22"
014

© 2000 BROWNELLS, INC. Montezuma, IA 50171

ATTACH
TO GUNJOB 316254
NO.

Date Left 11/26/07 Date Promised _____
 Make REMINGTON Model 700 Mtn
 Value _____ Ser. # D6615704 Cal. 7mm08
 Owner Edwin H. Worzel
 Address 90 BENEDICT RD
 City HANCOCK
 State NY Zip 13783 Phone 637-4922

- ☐ Malfunction ☐ Broken Pts. ☐ Reblue
☐ Rebarrel ☐ Action Work ☐ Clean
☐ Scope Mounts ☐ Recoil Pad ☐ Refinish
☐ Other _____

Details rifle fires when
safety is pushed forward
very light pressure on
trigger dangerous

Call _____ Drop _____

Dress & Work Clothes
 Tuxedo Rentals • Georgia Boots
 Carhartt • Camo
 Hunting & Work Boots
 Rocky Boots
 Consignment Sales



Firearms (Buy • Sell • Trade)
 Hunting, Fishing & Camping Supplies
 Bait • Canoes & Boats
 Ammo • Sports Cards
 NY Fishing & Hunting Licenses
 Firearms Museum

MARINO'S OUTDOOR WORLD

95 East Front St. • Hancock, N.Y. 13783

607-637-3573

email: jmarino69@hancock.net

Don, Don or John Marino



"Two Rivers Run Through It and We're Right in the Middle of it... Hancock, NY"

Thank you,
 Marino Firearms Inc.
 John Marino
 President

Serial Number: **D6615704**Model: **700****RE00138022**

could not duplicate concern.
 Trig. + Trig. pin rusty. Replace
 TPA, check over, clean AT
 N/C to restore confidence in
 rifle, #23045

(PS 9026)

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: **RE00138022** Serial: D6615704 Model 700 Center Fire Caliber: 7 MM-08 REM Produced: 06/18/2004 Repairman: Status: New 12/10/2007 12:51:43 PM

Verify Repair

Address Information

Customer: ☒ Received From: ☐ Return To: ☐ Received From: ☐

Name: **MARIONO FIREARMS** **MARIONO FIREARMS**

Address 1: **95 EAST FRONT ST** **95 EAST FRONT ST**

Address 2: PO Box: PO Box:

City: **HANCOCK** **HANCOCK**

State: **NY** Zip Code: **13783** Country: **US** State: **NY** Zip Code: **13783** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
12/5/2007 3:06:1	williamsj	Repair Added		New
12/10/2007 12:5	valenids	Repair information change		12/10/2007 12:51:43 PM
12/10/2007 12:5	valenids	From: Check In	To:	valenids
12/11/2007 8:29	perncel	From: Product Services	To: Repair Bench	Repair Bench
				Repair Location
				ILN
				Current Location
				ILN
				Transfer Number

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

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

supryll 12/11/2007 8:54 AM CAPS NUM TINS SERB

start | Inbox - Microsoft Out... | Microsoft Excel | Current Cases - Micro... | Arms Services Repair... | 8:54 AM

(PS 9027)

Remington Arms Co., Inc.
Product Service
Legal Case #:1760

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137416	12/3/2007	11/13/2007	12/10/2007	11/9/2007	X		

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Claude	McAlhany		Bamberg	SC	29003		C 803-837-4115

Incident Information

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

11/13/07-cust claims safety was sticking. He switched it off and the rifle had a delayed fire. The gun jumped and hit his lip and front teeth, cracking two of them. He claims he does not want this rifle, wants \$1800 for dental and \$1500 for pain and suffering.lw 11/26/07-cust called, gun is on the way, he does not want it back. Two front teeth cracked when scope hit him in the mouth.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7mm Rem Ma	27480	E6509173	RS	11/17/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS	SCOPE BASE,FRONT HALF OF RING MOUNT	U			

CONCRN:NO CORRESPONDENCE

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
Replacement w/ 84016						
	Repair/Replacement Cost	Repair/Replacement Date				
	345	12/10/2007				

11/13/07-consumer group spoke to him first and sent out a box and ARS.lw 12/5/07-Called cust w/ findings. He does not want this gun. I offered replacement trigger n/c. He wants a different model gun, does not trust this one. He went to dentist today. I spoke w/ dentist who stated he could not verify that the cracks were due to the incident, everyone has cracks in their teeth. If there was damage to the root he could potentially have a root canal down the road. Dentist found no root fractures or fractures on the bone to indicate injury. The \$1800 estimate was a verbal estimate given by another dentist w/ no eval. He could release records to me if Claude gave permission. I explained this to Claude, he now says this is not his regular dentist, he will get info from his reg dentist. His wife's cousin is also a dentist who they first called. he has pictures of busted lip from incident.lw 12/10/07-offered new gun in exchange. Cust wanted Danny. Danny neg upgrade to CDL 84016.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/4/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		RS
	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	EXCESSIVE OIL IN ACTION,RUNNING OUT ON THE STOCK
	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	EXCESSIVE LUBE
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF OF FRONT RING

NOV-13-2007 12:00 FROM: _____

TO: 913365487801 P. 1/4

Remington.www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

FACSIMILE TRANSMITTAL SHEET

Date: November 12, 2007

To: Claude McAlhany Fax No.: 803-793-4433

Company: Neeley Heating & Air Phone No.: _____

Senders Name: Tan Hairston Senders Fax No.: 336-548-7801

Senders Phone No.: 800-243-9700

Number of pages including Cover Sheet: 3

CO NTS:

Factory Repair Form

cell #:
803-837-4115 >contact @ this #

Received Date: NOV 13 2007
CSR: Van
Response Date: _____
Response File: _____

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Thank You

(PS 9030

Factory Repair Form

1760

Remington.

Factory Repair Form

Return to Previous Page

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

Model Number: <i>Remington Model 700</i>		Serial Number: <i>E6 50 9173</i>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <i>Clay M. Kelly</i>		Date of Purchase: <i>1 year</i>	
Address (no PO Boxes):			
City: <i>Bromberg</i>		State: <i>SC</i>	Zip: <i>29003</i>
Phone (Daytime): <i>803-837-4115</i>		Fax: <i>803-793-4433</i>	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address:			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <i>Date occurrence happen on safety, act, as a trigger was 11/9/07 @ 5:30 p.m. when it disengaged, causing the gun to fire twice @ 2 different days.</i>			
500 characters left			
Ammunition Information:			
Manufacturer: <i>Hornady</i>		Type: <i>7MM Rem Mag</i>	
Other (i.e. bullet weight/type, shot size, powder): <i>139 gr BTSP</i>			
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: <i>outdoor gun cleaner solution for rifle</i>			
How often do you clean the bore? (Months or Number of rounds) <i>Before & After every use</i>			
How often do you clean the action? (Months or Number of rounds) <i>Before & After every use</i>			
How often do you clean the trigger assembly? (Months or Number of rounds) <i>Clean trigger assembly</i>			
Brand of lubricant used: <i>Ken oil - we teflon in case heat as I can as needed</i>			
How often do you lubricate the bore? (Months or Number of rounds) <i>every 2 weeks or after every round</i>			
How often do you lubricate the action? (Months or Number of rounds) <i>Before & after every use</i>			

PS 9031

NOV-13-2007 12:01 FROM:

TO: 913365487901

P. 3/4

Factory Repair Form

Page 2 of 2

How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>Before & after every use</i>
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?	<i>None</i>
What were the services performed?	<i>None</i>
<i>New gun been fired around 20 times @ the most.</i>	
NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.	
Ship your ENSURED 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 ENSURED 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. We process checks electronically through Check21	

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Other Sites

Remington.

(PS 9032)

NOV-13-2007 12:01 FROM:

TO: 913365487801

P. 4/4

November 12, 2007

To whom it may concern,

I, Claude F. McAlhany, Jr. went on a hunting trip. I used my 7mm rifle. As I was sitting in the tree stand, I saw a Buck. I went to fire my gun and it wouldn't fire. I put my gun on safety, and the gun went off! The scope on my gun hit me in my mouth hard. This busted my lip and cracked 2 top teeth in my mouth. This hurts bad. My dentist states it will be \$1,800 to repair my teeth.

I feel that because my life may have been threaten, I should receive a new 7mm rifle; for I would never be able to attempt to use this one again.

I feel that in good faith I should also receive \$1,800 to get my 2 front teeth repaired. And for pain, suffering, and ruining my trip because of a safety problem with my gun, I deserve \$1,500.

This happened on
Friday November 9, 2007

Sincerely,
Claude F. McAlhany Jr.

(PS 9033)

NOV-13-2007 11:55 FROM:

TO: 913365487801

Remington.www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

FACSIMILE TRANSMITTAL SHEET

Date: November 12, 2007

To: Claude McAlhany Fax No.: 803-793-4433

Company: Neeley Heating & Air Phone No.: _____

Senders Name: Tan Hairston Senders Fax No.: 336-548-7801

Senders Phone No.: 800-243-9700

Number of pages including Cover Sheet: 3

COMMENTS:

Factory Repair Form

Received Date: NOV 13 2007
CSN: Tan
Response Date: _____
Response Time: _____

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Thank You

(PS 9034)

Factory Repair Form

Page 1 of 2



Factory Repair Form

Return to Previous Page

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

Model Number: <i>Remington Model 700</i>		Serial Number: <i>E6 50 9173</i>	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <i>Clayton McElroy</i>		Date of Purchase: <i>1 year</i>	
Address (no PO Boxes):			
City: <i>Bramburg</i>		State: <i>SC</i>	Zip: <i>29003</i>
Phone (Daytime): <i>803-837-4115</i>		Fax: <i>803-793-4433</i>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address:			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <i>Date occurrence happens on safety, act, as a trigger was 11/9/07 @ 5:36 p.m. when it disengaged, causing the gun to fire times 2 different days. happened twice @ 2 different</i>			
500 characters left			
Ammunition Information:			
Manufacturer: <i>Hornady</i>		Type: <i>7MM Rem Mag</i>	
Other (i.e. bullet weight/type, shot size, powder): <i>139 gr BTSP</i>			
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: <i>outdoor gun cleaner solution for rifle</i>			
How often do you clean the bore? (Months or Number of rounds) <i>Before & after every use</i>			
How often do you clean the action? (Months or Number of rounds) <i>Before & after every use</i>			
How often do you clean the trigger assembly? (Months or Number of rounds) <i>Clean trigger assembly</i>			
Brand of lubricant used: <i>Ken oil - we teflon in can best as I can as needed</i>			
How often do you lubricate the bore? (Months or Number of rounds) <i>every 2 weeks or after every</i>			
How often do you lubricate the action? (Months or Number of rounds) <i>Before & after every use</i>			

PS 9035

NOV-13-2007 11:56 FROM:

TO: 913365487801

P. 3/3

November 12, 2007

To whom it may concern,

I, Claude F. McAlhany, Jr. went on a hunting trip. I used my 7mm rifle. As I was sitting in the tree stand, I saw a Buck. I went to fire my gun and it wouldn't fire. I put my gun on safety, and the gun went off! The scope on my gun hit me in my mouth hard. This busted my lip and cracked 2 top teeth in my mouth. This hurts bad. My dentist states it will be \$1,800 to repair my teeth.

I feel that because my life may have been threaten, I should receive a new 7mm rifle; for I would never be able to attempt to use this one again.

I feel that in good faith I should also receive \$1,800 to get my 2 front teeth repaired. And for pain, suffering, and ruining my trip because of a safety problem with my gun, I deserve \$1,500.

This happened on
Friday November 9, 2007

Sincerely,
Claude F. McAlhany Jr.

(PS 9036)

2:20 Dr. AUSARI

12/5

Inspected teeth today, X rays

- states everyone has cracks in their teeth
- Can't verify that this is due to the incident
- any object hitting teeth could cause them to turn grey & could need a root canal
- Can't say if this would happen or not
- \$1800 estimate was ~~oral~~ verbal est given by another dentist via phone
- He found no root fractures or fractures on bone to indicate injury
- Claude told Kim Remington to pay for consultation & X rays I explained we had no prior agreement
- Dr would release records to me if Claude gave permission
- Dr smiling faint as he sees them

(PS 9037)

12/5 Claude claims this dentist
has seen him but is not his
regular dentist.

- He'll get info from regular dentist
to me.

- wife's cousin is a dentist. That's
who they go to at first.

- has pictures of busted lip from
incident.

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair Number: RE00137416Serial: E6509173, Model 700, Center Fire, Caliber 7MM, REM MAG, SYN, Produced: 11/17/1998Repairman:Status: New 12/3/2007 11:23:17 AM

Address Information

Customer:Received From:Return To:Received From:

Name: CLAUDE MCALHANYCLAUDE MCALHANY

Address 1: 3633 FAUST ST3633 FAUST ST

Address 2:PO Box:PO Box:

City: BAMBERGBAMBERG

State: SCZip Code: 29003Country: USState: SCZip Code: 29003Country: US

FFL:

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Date	User ID	Desc1	Desc2		Current Status
11/27/2007 10:5	skinnerit	Repair Added		<input type="checkbox"/> Shipping Hold	New
11/27/2007 2:12	osteenrw	Consumer Contact for Repair		<input type="checkbox"/> Interface Hold	12/3/2007 11:23:17 AM
11/29/2007 11:5	ardenep	Consumer Contact for Repair		<input type="checkbox"/> Estimate Sent	valentds
12/3/2007 11:22	valentds	Repair information change		<input type="checkbox"/> Parts Received	Check In
12/3/2007 11:23	valentds	Repair information change		<input type="checkbox"/> Passed Inspection	Repair Location
12/4/2007 11:13	supiyfl	Placed in PS Back Rack	Holding for disposition	<input type="checkbox"/> Return As Received	ILN
				<input type="checkbox"/> Has been Approved	Current Location
				<input type="checkbox"/> Internal Repair	ILN
					Transfer Number

Repair Search

RefreshClose

supiyfl12/4/200711:13 AMILNNUMINSFSCPL

Start

Inbox - Microsoft OutlookMicrosoft Excel - PSArms Services RepairSearch for a Serial NumberCurrent Cases - Microsoft

11/13 AM

PS 9039

1760

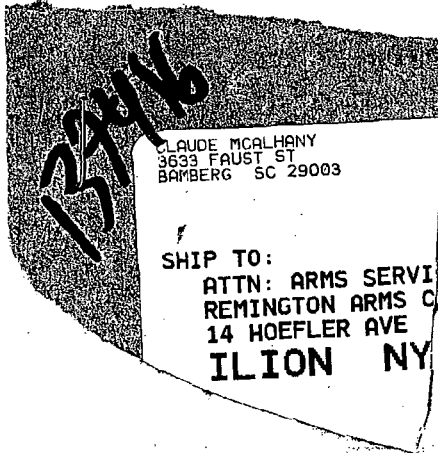
X

RS 11/98

4.5#

.013

24"



CLAUDE MCALHANY
3633 FAUST ST
BAMBERG SC 29003

SHIP TO:
ATTN: ARMS SERVI
REMINGTON ARMS C
14 HOFELER AVE
ILION NY

Serial
Number:

E6509173

Model: 700



RE00137416

No correspondence received with gun,
could not duplicate concern
Holding for disposition.

(PS 9040)

Supry, Fred L.

From: Watson, Laura M.
Sent: Tuesday, December 04, 2007 10:14 AM
To: Supry, Fred L.
Subject: RE00137416/ Claude McAlhany

Fred,
Can you or Bruce be sure to get to this one today.
This guy has called in almost every day. It's an FSR, gun jumped up and cracked his teeth.
I'm a bit suspicious because he wants new gun, medical, and then some.

Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Phone 800-243-9700 ext 8789
Fax 336-548-7890
Email laura.watson@remington.com

Received with no correspondence
fresh oil dripping out of stock &
under bolt slot in stock. (photos taken)
Could not duplicate concern.

12/5/07 talked to lawyer. but not retained
advised don't accept gun.
ask for money
\$1800 to be awarded

(PS 9041)

12/4/2007

Remington Arms Co., Inc.
Product Service
Legal Case #:1240

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128592	4/30/2007	5/1/2007	5/1/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Don	McDaniel	2320 N Adams	Odessa	TX	79761		H 432-332-2989

Incident Information

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

5/2/07-correspondence from repair-gun went off when chambering a round. Fired about 2 feet from his son. Gun will not hold the hammer back and when it does, it will fire when the safety is released.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	6761060	PY	6/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	SCHOELLKOPF SPTS DALLAS TEX	HARD CASE	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
Replace TA under SMP						
Repair/Replacement Cost	Repair/Replacement Date					

5/2/07-Trig very dirty & sticky. Trig is binding between side plates. Replace TA, check over, clean under bolt lock program for \$20. Quote sent.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/1/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER STICKS TO SIDE PLATES
Barrel	Description		22" 3006 SPR
	Date Code		PY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1240&Type=Case>

PS 9042

5/3/2007

	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	
	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---	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Safety	Sub-Assembly	Non-ISS	
	Lift	---Select---	.008
	Notch	Like new; Functioning	
Sear	Tests	Test Fired	False
		False	
Feeding Test	Condition	Slightly Worn; Functioning	DIRTY AND STICKY
	Pull	---Select---	10+#
	Altered	False	
Trigger	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		HARD CASE

1240

PY 6/74
104#
008
22"

To Remington arms:

I am an old man so you can imagine my fear when this gun went off as I chambered A round nearly killing my son, missed him about 2 feet.

I bought this gun in the early 1970's and it has allways been cased and cared for with the utmost love and care, I have owned many remingtons in the span of my lifetime, and presently own several shotguns, and A model 700 classic in 220 swift and have never at anytime had any problem with any of them, so you can imagine my disappointment in this gun and remington arms.

it simply will not hold the hammer (for want of a better word) back, and when it does it will fire when you release the safety-the gun is extremely dangerous and absolutely worthless.

thanks so much for your attention to this problem.

don mcdaniel
2320 n. adams
odessa, texas-79761
432 332 2989

Serial Number:

6761060

Model: 700



RE00128592

28592

RECEIVED
MAY 02 2007

BY: _____

TRIG. VERY DIRTY & STICKY.
TRIG. IS BINDING BETWEEN
SIDEPIECES. REPLACE TRIG. CHECK
EVERY CLEAN UNDER S&T WITH
PROGRAM BEN \$20.00
Quote

(PS 9044

If you cannot locate your Remington model number from the menus above, or if you need further assistance, please call our Consumer Services Department at 1-800-243-9700, Monday - Friday, 9:00AM - 5:00PM.

NAN 4-9-07

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Other Sites

Remington Arms Co.

attn
ARM-SVC
14 Hoefler Ave
FLORIDA
N.Y. 13357

ADA
Phone

called about
1000. ~~2006~~ gun
700 BDR P
30.06 W P

Talked with
Mr. Reason 1282
I think was his
name at the

1800-243-9700
NAN
GAVE
ME TO
SOME
MAN

my husband was ^{CA}
not injured
But he ~~has~~ is
a heart patient
and is still
battered mentally
I should God, but
Please help us
with this gun
we give us our money
back

PS 9045

About : Hunting / Shooting

CBS News Targets Remington M700

From Russ Chastain,
Your Guide to Hunting / Shooting.
FREE Newsletter. Sign Up Now!

CBS News Targets Remington M700

On February 7, 2001, CBS News aired a segment about a possible defect in Remington Model 700 rifles - alleging they can fire by disengaging the safety. This is something hunters and shooters should know about, but not necessarily because the guns any more dangerous than any other firearm - any gun, just like any motor vehicle, can kill.

The basis of the story - a so-called "accident" which resulted in the death of a nine-year-old boy due to his mother's mishandling of a Model 700 rifle - is a very sad tale, but it serves as a better example of gross negligence than of mechanical failure. I feel sympathy for the family involved, to a point. I sympathize with them for the death of their son, but not for the lack of common sense that caused it.

As anyone as jaded as I (with the liberal slant of most major news outlets) would expect, CBS's treatment of this story leaves much to be desired. Nowhere did I read or hear mention of the keystone of all gun safety rules - always keep any gun pointed in a safe direction. No mention was made of the mother's gross mistake in pointing the rifle at her son, although she is quoted as saying, "I know basic gun safety, keep the gun pointed down..." She is given credit for being safe with a gun, yet she is responsible for the shooting death of her son, and she is not taken to task for her mistakes... a lack of logic that only a liberal anti-gunner could appreciate. In discussion of an internal Remington memo, CBS News picked out only the pieces that suited their needs and ignored the rest, including what Remington has done about the problem.

Details of the "accident" were omitted from today's program. I found more information on the CBS News Web site, and all quotes used in this article are taken from there. I tried some links to "full interviews" with the parents and others. Two of the three links worked, but the third did not. I personally don't believe that the transcripts on their website are "full" interviews - they read like well-edited interviews. I suspect they are full transcripts of the portions of the interviews that made it on the air.

The following is a brief outline of the incident, (quoted from the CBS News interview with the parents, the mother is speaking):

"I stood in front of the horse trailer with the gun pointed down and proceeded to open the bolt to unload it and the bolt wouldn't open. The kids were still on the horse at the back of the trailer. I went to open the bolt, it wouldn't open. I looked down and seen the safety was on, I pulled the safety off and it fired.

"The gun went off, my finger was nowhere near the trigger, I had an open hand. I ran around the back side of the trailer. (Our daughter) Shanda at that point I seen her she was with her horse and I yelled, 'Where's Gus? Where's Gus?' and he was on the other side of the horse trailer. The bullet had hit him through his hand and through his abdomen. He had just gotten off the horse."

(The bolt on many Remington Model 700 rifles can't be opened when the safety is engaged.)

The boy bled profusely and subsequently died in the hospital that day, despite timely action and transport by his parents.

What we have here is a very sad story that didn't have to be. Let's presume that the mother did not touch the trigger, and that the rifle fired upon disengaging the safety. She said, "I stood in front of the horse trailer with the

gun pointed down..." (emphasis added). Then she "pulled the safety off and it fired." Somewhere along the line she ceased to point that gun at the ground - but CBS neglects to observe this fact.

This incident was *not* an accident. There is no such thing as an accident - everything is someone's fault, barring natural disasters. The shooting of that boy was a case of severe negligence by the boy's mother. If we concede that the safety on the gun acted as a trigger, we must also consider that she, who said she "know[s] basic gun safety," did *not* keep the gun pointed at the ground and instead had it pointed at her child. Two major rules of gun safety were omitted from the story, and were broken in the incident:

- 1) *Always* keep a gun pointed in a safe direction.
- 2) *Never* depend on the safety.

Has personal accountability eroded to the point where we will ignore such facts? Mistakes are mistakes, and no one can change that.

One of the goals of the family involved in this tragedy is to increase public awareness of the alleged defect with Remington M700 rifles, and I think that's an honorable and worthwhile goal. Sportsmen need to know if there's a problem with their firearms, and this may indeed be a problem. But if handled properly, no firearm really needs a safety - as long as it's never pointed at something that you're not willing to destroy, it will never kill anyone or anything "accidentally."

Now on to the mechanical side of things. Are all Remington Model 700 rifles susceptible to this problem? The answer is disturbing.

See Page 2 of 2 > Remington M700 - Friend or Foe?

- Russ Chastain

1

2

Next

PS 9047

About : Hunting / Shooting

Remington M700 - Friend or Foe?

From Russ Chastain,
Your Guide to Hunting / Shooting.
FREE Newsletter. Sign Up Now!

Remington M700 - Friend or Foe?

February 7, 2001

Continued from Page One.

"...there are about 20,000 rifles out there which can be tricked. That's a lot of rifles, if you ask me."

This is page two of an article concerning recent allegations by CBS News that the Remington Model 700 rifle possesses an inherent flaw - that its safety can act as a trigger, and cause the gun to fire when it's disengaged.

According to attorney Rich Miller (who has handled many cases against Remington), all Remington bolt-action rifles - not just the Model 700 - built since 1950 contain a trigger group known as the Walker Fire Control System. Miller says "At one time, and maybe still today, the Remington 700 was the world's best selling bolt action rifle. They knew from day one they had a fatal flaw. The downside is that the same mechanism can fail and that was recognized on the face of Walker's patent in 1950 that if you don't do this right the gun might fire on safety release."

According to an internal Remington memo, the actual sequence required to make a gun malfunction, or "trick," is to place the safety between the "safe" and "fire" positions, pull the trigger, and then place the safety in the "fire" position - which causes affected guns to fire. I can't make my model 700 fire in this manner, but it is allegedly possible.

CBS News had a link to the patent document in .pdf format, but it is unreadable. Even if Remington wasn't aware of the alleged flaw from the beginning, however, evidence exists which indicates that they have known about this problem since the mid-1970s at the latest. Here's what Miller has to say on this:

"They [Remington] started analyzing the problem in '75 because they were getting some additional returns from the field. They realized the Walker fire control system with this trigger connector [sic] and on January 2nd, 1979, there was a meeting with the product safety subcommittee and a decision was made. The 700 at that time was the world's best selling bolt action rifle, may still be today. They knew they'd made 2 million of them at that time — they were doing about 100,000 a year — and they had studied that gun over the last 3 or 4 years and deciding what to do. And their estimates[sic] of the 700 problem was only 1% can go off.

"And so they decided on the 700 'we're not going to recall'. 2 million guns is too many guns if you have only 20,000 bad ones. And that was the decision — it was an economic decision.

"Now the key thing to understand here is this: every single 700 has the Walker fire control system with a trigger connector in it. If you own a 700, you've got it. And that is the problem — all of these guns have this design defect in it.

"And such things as age, wear, contaminates [sic] lubricant, things like that will enhance over time, so that the older guns will tend to have more problems than the newer ones."

Miller has an internal memo from Remington (dated January 2, 1979) which states their decision not to recall the guns. I have read the memo, which states that "Remington is confident because of the checks instituted in 1975,

4-9-07 1200
He has several Remington guns
XAN
Repair
700 BDL
30.06
Remington

that bolt action rifles made during and after 1975 will not trick."

According to this memo, during the period of time between June, 1978 and January, 1979, Remington received for service some five hundred post-1975 Model 700 rifles, and none could be tricked. During that same time frame, they dealt with two hundred pre-1975 Model 700s, two of which could be tricked - one due to a warped connector, and one due to insufficient clearance between sear and connector (one of the design changes made in 1975 was increased clearance between sear and connector).

Based on the above two out of two hundred, Remington guessed that 1% of their older (pre-1975) rifles were affected. Remington instituted a recall on Model 600 rifles, which were found to have a 50% occurrence of tricking before post-1975 Model 700 standards were used to correct this. While two hundred out of two million is not what I'd call a huge cross-section, if we accept Remington's estimates then in 1979 there were about 20,000 rifles out there which could be tricked. That's a lot of rifles, if you ask me.

There is merit in Remington's viewpoint in their 1979 memo, that "an attempt to recall all bolt action rifles would undercut the message we plan to communicate to the public concerning proper gun handling. It would indicate that the answer to accidental discharge can be found entirely within the gun, when in reality only proper gun handling can eliminate injuries resulting from such occurrences."

That sounds a bit like what I said earlier in this article, and it is worth considering. I think I will stand with Remington whether they recall or not, now that I have read this memo. I'd like to see them recall those older guns, but unless I learn something more about Remington's handling of this case, I believe their redesign of the 700 and recall of the 600 is sufficient. What do you think?

Page 1 of 2 > CBS News Targets Remington M700

- Russ Chastain

More Articles

Product Reviews

Previous

1
2

(PS 9049)

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: RE00128592	Serial: 6761060 Model 700 LH Center Fire Caliber: 30 -06 Produced: 09/10/1974	Repairman: _____	Status: New 4/30/2007 10:34:23 AM						
Verify Repair: High Priority									
Address Information									
Customer: _____	<input checked="" type="radio"/> Received From _____	Return To: _____	<input checked="" type="radio"/> Received From _____						
Name: DON MCDANIEL	DON MCDANIEL								
Address 1: 2320 N ADAMS	2320 N ADAMS								
Address 2: _____ PO Box: _____	_____ PO Box: _____								
City: ODESSA	ODESSA								
State: TX Zip Code: 79761 Country: US	State: TX Zip Code: 79761 Country: US								
FFL: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>									
Contact / Condition	Problems	Estimate	History / Status						
Problems Reported <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Code</th> <th>Desc</th> </tr> </thead> <tbody> <tr> <td>M123</td> <td>FORWARD TO PRODUCT SE</td> </tr> <tr> <td>M992</td> <td>MISFIRES/ PLEASE SEE NO</td> </tr> </tbody> </table>		Code	Desc	M123	FORWARD TO PRODUCT SE	M992	MISFIRES/ PLEASE SEE NO	Repair Notes <div style="border: 1px solid black; height: 150px; width: 100%;"></div>	
Code	Desc								
M123	FORWARD TO PRODUCT SE								
M992	MISFIRES/ PLEASE SEE NO								
Problems Found <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Code</th> <th>Desc</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>		Code	Desc			Repairman's Comments <div style="border: 1px solid black; height: 100px; width: 100%;"></div>			
Code	Desc								
CSR Comments <div style="border: 1px solid black; height: 100px; width: 100%;"></div>									
Repair Search		Refresh	Close						

PS 9050

BARBER - Kinzer PPS GAL RE0008131

Remington Arms Co., Inc.
Product Service
Legal Case #:1684

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135400	10/24/2007	10/25/2007	10/25/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Les	McLaughlin	2210 Walnut Grove Lane	Richmond	TX	77469		H 281-341-9635 W 713-590-7049

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				

10/26/07-correspondence from repair-delayed fire and fired on safe release.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	20000	A6719387	EV	10/8/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	LM BURNEYS LAMESA TX	TWO PIECE SCOPE BASE,BOTTOM HALF OF RINGS,HARD CASE	U			

CONCERN: FF - 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				

10/26/07-quote sent to replace TA under SMP \$20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/25/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIG ASSM DIRTY/STICKY
	Description		24" 7MM REM MAG
	Date Code		EV
	Bore Plugged	False	
	Bulged	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1684&Type=Case>

10/29/2007
PS 9051

1684

October 8, 2007

6#
EV 10/79
24"
012

Remington Arms Company,

I am sending this Model 700 7MM RM (A6719387) at the request of Pete in the historical data group after our conversation on 10-5-07.

This rifle was purchased by my father-in-law in 1982 for his hunt of a lifetime in Montana. When he saw the largest whitetail he had ever seen the gun would not fire when he pulled the trigger. It was about 20 degrees. After ejecting shell and trying again and still no fire he raised barrel and the gun fired. The outfitter tried to shoot the gun with the same results of a delay of firing of almost a minute. I believe that the gun was returned to the factory at that time and the cause was believed to be excess packing grease on the firing pin. That was the last day of his last hunt. The gun has spent all these years in his gun cabinet until my wife got it this year.

I had waited all these years thinking this rifle needed to shoot at least one deer to fulfill its purpose. Deciding to upgrade the scope I pulled it out of the cabinet in preparation to take it to the gunsmith, I ran the bolt to check the trigger pull. During this it fired without the trigger being pulled as I moved the safety back and forth. Being baffled I returned it to the cabinet. Later I decided to check if there had been a recall and pulled it out to get the serial number and ran the bolt again, this time it fire as the bolt was locked down. After Pete's request for it to be sent in so it could be looked at, I ran the bolt again and it fired again as the bolt was put down.

I am sending UPS with return shipping papers included.

Contact Information:

Les McLaughlin
2210 Walnut Grove Lane
Richmond Texas 77469
H- 281-341-9635
W-713-590-7049

Thanks for any help you can provide. I have several of your rifles and never had a problem. But this one is not safe to use and either needs to find out what is wrong or go into the lake so no one will get hurt.

Les McLaughlin
Les McLaughlin

could not duplicate concern
trng. Assm. very dirty/sticky.
replace TPA, check over, clean
under bolt. Lock program
for \$ 20.00

quote

Serial Number:

A6719387

Model: **700**

PS 9052



RE00135400

RECEIVED
OCT 26 2007
BY: *[Signature]*

PS 9053

Remington Arms Co., Inc.
Product Service
Legal Case #:1756

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
136391	11/12/2007	11/13/2007	11/13/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Shooters Choice	Justin	Messick	5105 N Dupont Hwy	Dover	DE	19901		

Incident Information

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

11/16/07-correspondence from repair-gun fires when safety is switched to fire. Trigger is broken.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700/50 CAL	27580	ML218252	KS	5/18/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION	SCOPE,TWO PIECE BASE,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
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	11/16/2007				

11/16/07-replace ta at n/c.lw

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/13/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4013	Broken or Missing Parts	CONNECTOR BROKEN
Barrel	Description		22" 50 CAL ML SS
	Date Code		KS
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9054

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	AFTER MKT
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	AFTER MKT NIPPLE
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	---Select---	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	CONNECTOR BROKEN
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE, TWO PIECE BASE, RINGS

(PS 9055)

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: **RE00136391** Serial: ML218252 Model 700ML Center Fire Caliber: 50 SYN Produced: 05/19/1998 Repairman: **Bruce Travis** Status: **Shipped 11/13/2007 4:00:02 PM**

Verify Repair

Address Information

Customer: **SHOOTERS CHOICE** Received From: **SHOOTERS CHOICE** Return To: **SHOOTERS CHOICE**

Name: **SHOOTERS CHOICE**

Address 1: **5105 N DUPONT HWY** Address 2: **5105 N DUPONT HWY** PO Box:

City: **DOVER** City: **DOVER** PO Box:

State: **DE** Zip Code: **19901** Country: **US** State: **DE** Zip Code: **19901** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
11/13/2007 7:20	pencerl	From: Check In	To: Repair Bench	Shipped
11/13/2007 8:51	Travisbw	Repair Maintenance	Status: Estimating	11/13/2007 4:00:02 PM
11/13/2007 8:53	Travisbw	Estimate Update	Status: PartsHold	System
11/13/2007 8:55	System	Immediate SAP Allocation		Packing
11/13/2007 9:24	Travisbw	From: Repair Bench	To: Final Inspect	Repair Location
11/13/2007 9:24	Travisbw	Final Inspection	Warranty	ILN
11/13/2007 11:0	kanedg	Packed		Current Location
11/13/2007 4:00	System	Pitney Bowes File	121148130300067461.470	ILN
				Transfer Number

Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☐ Parts Received ☒ Passed Inspection ☒ Return As Received ☐ Has been Approved ☐ Internal Repair ☐

Repair Search Refresh Close

star 11/13/2007 4:19 PM CAPS NUM INS SERL

Inbox - Microsoft Outlook Arms Services Repair PS Hold Guns AS Microsoft Word 4:19 PM

RECEIVED

NOV 15 2007

BY: *[Signature]*

PS 9056

Date:

11-12-07

1756

KS 5/98
22"

Randolph Porton

302-284-3992

Dear Sirs:

The firearm described below is being sent to you because of a customer complaint.

Make:

Remington

Model:

700 ML

Serial #:

ML218252

The complaint is as follows:

Gun Fires when Safety is switched
to Fire. trigger is broken

Please repair and return as soon as possible. If you have any questions regarding this matter, please feel free to contact me at anytime at 302-736-1785.

Sincerely,

Justin Messick

Shooters's Choice

36391

connector broken.
replace TPA, check over, clean.
AT N/L # 230145

Serial
Number:

ML218252

Model: 700ML



RE00136391

PS 9057

Remington Arms Co., Inc.
Product Service
Legal Case #:1882

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138428	12/17/2007	12/18/2007	12/18/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Timothy	Mielnicki	2135 Frink St Lot #51	Cayce	SC	29033		H 803-939-9603 E timny.sc.z@aol.com

Incident Information

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

12/19/07-correspondence from repair-fires when safety is switched off. safety seems stiff.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25793	F6256119	CX	4/30/2003 4:52:33 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICK S SPORTING GOODS		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
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	12/19/2007				

12/19/07-replace TA at n/c .lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/18/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER AND TRIGGER PIN RUSTED
Barrel	Description		22" 3006 SPR
	Date Code		CX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9058

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: **RE00138428** Serial: F6256119 Model 700 Center Fire Caliber 30 06 SPRG. Produced: 04/30/2003 Repairman: **Bruce Travis**
 Verify Repair Status: **Partshold 12/18/2007 8:22:55 AM**

Address Information

Customer: ☒ Received From Return To: ☒ Received From

Name: **TIMOTHY MIELNICKI** **TIMOTHY MIELNICKI**

Address 1: **2135 FRANK ST. LOT #51** **2135 FRANK ST. LOT #51**

Address 2: PO Box:

City: **CAYCE** **CAYCE**

State: **SC** Zip Code: **29033** Country: **US** State: **SC** Zip Code: **29033** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

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

Date	Code	User ID	Desc1	Desc2		Current Status
12/17/2007 10:4	New	sanguinegl	Repair Added		<input type="checkbox"/> Shipping Hold	Partshold
12/17/2007 10:5	Expedite	sanguinegl	From: Check In	To:	<input type="checkbox"/> InterFace Hold	12/18/2007 8:22:55 AM
12/17/2007 10:5	Update	sanguinegl	Repair information chang		<input type="checkbox"/> Estimate Sent	Travisbw
12/17/2007 12:0	EmailSent	ArmEmail	Repair Received	TIMNYSCZ@AOL.COM	<input type="checkbox"/> Parts Received	Check In
12/17/2007 12:0	EmailVerifie	ArmEmail	Receipt	TIMNYSCZ@AOL.COM	<input type="checkbox"/> Passed Inspection	Repair Location
12/18/2007 8:22	Estimate	Travisbw	Estimate Update	Status: Partshold	<input type="checkbox"/> Return As Received	ILN
					<input type="checkbox"/> Has been Approved	Current Location
					<input type="checkbox"/> Internal Repair	ILN
						Transfer Number

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

Start 12/18/2007 8:31 AM CAPS NUM IN9 SCRL

Inbox - Microsoft Out... Microsoft Excel - PSH... Arms Services Repair... Case Monit - Microsof...

(PS 9059)

Remington

Factory Repair Instructions

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

Model Number: 700 BDL "Cost Do"		Serial Number: F6256119	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Timothy Mielnicki		Date of Purchase: 2003	
Address (no PO Boxes): 2135 Frank St. Lot #51			
City: Cayce		State: S.C.	Zip: 29033
Phone (Daytime): 803-939-9603		Fax: 803-939-9603	
E-mail Address: Timmy502@AOL.com			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
Fires when safety is switched off.			
- Safety seems a little stiff when bolt is in and locked down. Switching from fire to safe.			
- Attached is a more descriptive summary.			
Ammunition Information:			
Manufacturer: Winchester		Type: Super X - 30-06 Sprg/EXP2	
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: Klean Bore (Formula 3 Gun Conditioner)			
How often do you clean the bore? (Months or Number of rounds) every shot at Days End			
How often do you clean the action? (Months or Number of rounds) after shooting			
How often do you clean the trigger assembly? (Months or Number of rounds) once a year			
Brand of lubricant used: Klean Bore (Formula 3 Gun Conditioner)			

could not duplicate concerns.
Trig. + Trig. pin rusted
by bore tool, which caused it to
not fire. #2 solved.

(PS 9060)

OK 4/03
8th
: 014
22"

} never let
sitting
dirty

How often do you lubricate the bore? (Months or Number of rounds)	3 times a year or after cleaning
How often do you lubricate the action? (Months or Number of rounds)	3 times a year or after shooting
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1 year
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	
Comments: I always clean and lub after shooting / hunting season and before I store away until next season.	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed? Never	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave 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 (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.</p>	

(PS 9061)

Remington

MODEL 700™ BDL "CUSTOM DELUXE"
BOLT ACTION RIFLE
22" BARREL / 30-06

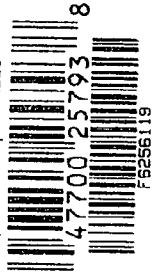
ASK FOR THE PACKING CARTON

- INSTRUCTION BOOK 3509

201207 LOCK KEY ASSEMBLY (2)

74 FORM 1444

proof of purchase



owner registration sticker



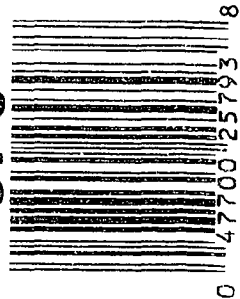
ORDER NO. 25793

BARREL LENGTH 22"

CAPACITY 5

F6256119

UPC



PS 9062

1882

28 November, 2007

Problem Description

I would like to first say, Thanks to the Remington Model 700 Bdl I have shot my First Buck, 9 point 148 lbs. This hunting season. I have owned the gun for nearly 4 years now and have not shot it more than 6 times including the buck. I clean the gun barrel after every use.

Before this hunting season I had taken it out of its hard case and made sure it was in working order. Upon dry firing once, I proceeded to open the bolt then I closed it only to find out that when I closed it, the pin had fired. I opened it back up and closed it again. Everything seemed fine until I took the safety off, then it fired again. I proceeded to close the bolt several times and flicked the safety to fire and it would fire. I did this maybe 10 times and it continue to fire while flicking the safety off.

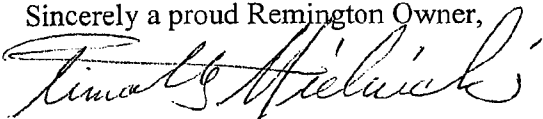
I decided to break the gun down completely and clean everything I could think of cleaning. I can't begin to think it was that dirty since I have fired it so little and it has always been kept clean, but I did. I reassembled the gun and Dry fired it 10 times according to the manual. When doing so it continued to fire when releasing the safety for the first couple of times, then would you know it, it started working Normally again.

I then started pushing the safety back and forth and realized when the bolt is engaged the safety seems a little hard to move back from the fire position, Is that Normal?

So I got back on the phone with Remington and they had told me to send it in anyway even if it is not tricking at the moment. I hope you're able to find the problem and maybe I'm the problem. Am I doing something I shouldn't? I can't imagine that this Rifle is just that sensitive I need to keep it in a climate controlled dust free environment.

I do thank you in advance for trouble shooting this mystery and I hope we have a positive solution. I know this is a little winded I just had no other way to describe the problem, I can only hope I properly did.

Sincerely a proud Remington Owner,



Timothy Mielnicki

Serial Number: F6256119

Model: 700



RE00138428

Return to:

2135 Frink St. Lot #51

Cayce South Carolina

29033

(PS 9063)

PrintDisplay

Page 1 of 3

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	5/25/2007	1/6/2007			

Customer Information

Type	Business	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	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing			
PD Hole through house			U	
S				
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 except 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 2/21/07-faxed copy of file to Dale Wills for Williams case.lw 5/18/2007 reopened for damage settlement - Mike was deposed in the Williams case and Dale Wills asked us to settle with him on the house damage fls.

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	Reim. Date	(
						1

(PS 9064)

PrintDisplay

Page 2 of 3

Replace
TA at n/c

Y

5/22/2007

Settlement APV /

1800.00

5/2

Repair/Replacement Repair/Replacement**Cost****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
 2/9/2007. 5/18/2007 Dale Wills called yesterday and asked me to call Mike and make a settlement
 agreement on the damages. Mikes estimates were \$2370 for all the repairs - we agreed to \$1800.
 release will be mailed today fls. 5/25/2007 executed release received (signed but not notarized) -
 issued at Ilion fls.

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.

PS 9065

PrintDisplay

Page 3 of 3

	Handle	Slightly Worn; Functioning	Sluggish movement due to some sticky residue.
	Stop	Slightly Worn; Functioning	
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---	
	Notch	Slightly Worn; Functioning	
		Condition	Slightly Worn; Functioning
Pull	Trigger	---Select---	4.0 lbs
Altered		False	
Non-Remington Components	Description		Scope Base

PS 9066



18 May 2007

Michael Miller
5144 Chateaugay Drive
Mason, OH 45040

RE: House damage from accidental discharge

Dear Michael,

Per our telephone conversation this morning, I have enclosed a release that needs to be signed, notarized, and returned to my attention. Once we have the executed release we will issue the paperwork needed to get a check in the amount of \$1800 processed and sent to your home address.

I have included an addressed FedEx envelope for you to return the executed release to my attention. If you have any questions please feel free to contact me directly.

Sincerely,

A handwritten signature in cursive script, appearing to read "Fred Supry".

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefer Avenue
Ilion, NY 13357

Phone: 315-895-3606
E-mail: fred.supry@remington.com

RELEASE

KNOW ALL PERSONS BY THESE PRESENTS:

That I, Michael Miller, of Mason, OH 45040 being of full age, in consideration of and upon receipt of Eighteen Hundred and 00/100's Dollars (US\$1,800.00), 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 January of 2007 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 Michael Miller, 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

(PS 9068)

FedEx US Airbill
Express

 FedEx
Tracking
Number

8558 6730 0421

1 From Please print and press hard.

Date _____ Sender's FedEx Account Number 0132-0110-2

Sender's Name MIKE MILLER / FRED SUPRY Phone (315) 895-3606

Company REMINGTON ARMS

Address 14 HOEFLER AVE

City ILION State NY ZIP 13357-1888

2 Your Internal Billing Reference

First 24 characters will appear on invoice. 882050119132

3 To

Recipient's Name FRED SUPRY Phone (315) 895-3606

Company Remington Arms Company

Address 14 HOEFLER AVE

We cannot deliver to P.O. boxes or P.O. ZIP codes.

Address _____

To request a package be held at a specific FedEx location, print FedEx address here.

City ILION State NY ZIP 13357

0324965766


Schedule a pickup at fedex.com

Simplify your shipping. Manage your account. Access all the tools you need.

 Form ID No. 0215 Sender's Copy

4a Express Package Service

☐ FedEx Priority Overnight
Next business morning* Friday
shipments will be delivered on Monday
unless SATURDAY Delivery is selected.

☒ FedEx Standard Overnight
Next business afternoon*
Saturday Delivery NOT available.

Packages up to 150 lbs.

☐ FedEx First Overnight
Earliest next business morning
delivery to select locations.*
Saturday Delivery NOT available.

☐ FedEx 2Day
Second business day.* Thursday
shipments will be delivered on Monday
unless SATURDAY Delivery is selected.

☐ FedEx Express Saver
Third business day.*
Saturday Delivery NOT available.

FedEx Error rate not available. Minimum charge: One-pound rate.

* To most locations.

4b Express Freight Service

☐ FedEx 1Day Freight*
Next business day.* Friday
shipments will be delivered on Monday
unless SATURDAY Delivery is selected.

☐ FedEx 2Day Freight
Second business day.* Thursday
shipments will be delivered on Monday
unless SATURDAY Delivery is selected.

Packages over 150 lbs.

☐ FedEx 3Day Freight
Third business day.*
Saturday Delivery NOT available.

* Call for Confirmation.

** To most locations.

5 Packaging

☒ FedEx Envelope*

☐ FedEx Pak*
Includes FedEx Small Pak,
FedEx Large Pak, and FedEx Sturdy Pak.

☐ FedEx Box

☐ FedEx Tube

☐ Other

* Declared value limit: \$500.

6 Special Handling

☐ SATURDAY Delivery
NOT Available for
FedEx Standard Overnight,
FedEx First Overnight, FedEx Express
Saver, or FedEx 3Day Freight.

☐ HOLD Weekday
at FedEx Location
NOT Available for
FedEx First Overnight.

☐ HOLD Saturday
at FedEx Location
Available ONLY for
FedEx Priority Overnight and
FedEx 2Day to select locations.

 Does this shipment contain dangerous goods?
Unit box must be checked.

☒ No ☐ Yes
As per attached
Shipper's Declaration.

☐ Yes
Shipper's Declaration
not required.

☐ Dry Ice
Dry ice, 5, UN 1845 x _____ kg
☐ Cargo Aircraft Only

Dangerous goods (inc. using dry ice) cannot be shipped in FedEx packaging.

7 Payment Bill to:

Enter FedEx Acct. No. or Credit Card No. below.

☐ Sender
Acct. No. in Section
1 will be billed.

☐ Recipient

☒ Third Party

☐ Credit Card

☐ Cash/Check

FedEx Acct. No. 1714-7644-6

Exp. Date _____

Total Packages 1

Total Weight 1/2

Total Declared Value* \$.00

*Our liability is limited to \$100 unless you declare a higher value. See back for details. By using this Airbill you agree to the service conditions on the back of this Airbill and in the current FedEx Service Guide, including terms that limit our liability.

FedEx Use Only

8 NEW Residential Delivery Signature Options

If you require a signature, check Direct or Indirect.

☒ No Signature
Required
Package may be left with-
out obtaining a signature
for delivery.

☐ Direct Signature
Anyone at recipient's
address may sign for delivery.
Fee applies.

☐ Indirect Signature
If no one is available at
recipient's address, anyone
at a neighboring address may
sign for delivery. Fee applies.

519

Rev. Date 8/05-Part #15279-©1994-2005 FedEx-PRINTED IN U.S.A.-SRS

PULL AND RETAIN THIS COPY BEFORE AFFIXING TO THE PACKAGE. NO POUCH NEEDED.

fedex.com 1800.GoFedEx 1800.463.3339

BARBER - Kinzer PPS GAL RE0008150

PS 9069

BARBER - Kinzer PPS GAL RE0008150

ORIGINAL

Remington Arms Company, Inc.

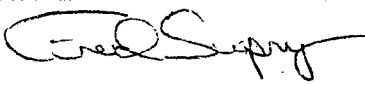
Madison, North Carolina 27025-0700

Purchase Order No. Fred Supry Seller's Invoice No. _____ Seller's Invoice Date _____
 Name of Person Originating APV Ilion - 3606 Pay To: Michael Miller
 Location/Extension of Originator 05/25/07 Street and No. 5144 Chateaugay Drive
 Date Prepared _____ City Mason State OH Zip Code 45040

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

Vendor Code _____
 Pmt Method _____

Description	Total	
	Dollars	Cents
Cash settlement reached on a property damage claim. Reference Michael Miller file in Product	1,800	.00
Service, R&E #: 124661, and claim #: 924.		
Copy of release with social security number (009-44-0163) attached.		

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:  Signed: _____ Date: <u>5/25/2007</u>	Gross	1,800.00
		Discount	
		Net	
			1,800.00

For Treasury Use Only	
Date Paid	_____
Reference No.	_____
Bank Acct	_____
USD Amt (If in Foreign Currency)	_____

(PS 9070)

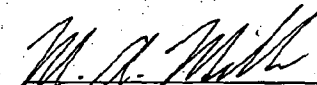
RELEASE

KNOW ALL PERSONS BY THESE PRESENTS:

That I, Michael Miller, of Mason, OH 45040 being of full age, in consideration of and upon receipt of Eighteen Hundred and 00/100's Dollars (US\$1,800.00), 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 January of 2007 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 Michael Miller, 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 22nd day of MAY, 2007 at 2:06 PMMASON OH
Signature009-44-0163
Social Security Number5144 Chateaugay Dr.
AddressMASON OH 45040
City, State, Zip

(PS 9071)

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: **RE00124661** Serial: 249889 Model: 700 Center Fire with 22" rich barrel Caliber: 270 WIN ADL Repairman: Dale Lewis Status: Shipped 2/14/2007 4:00:02 PM

Verify Repair: **High Priority**

Address Information

Customer: ☐ Received From Return To ☐ Received From

Name: **MICHAEL MILLER** **MICHAEL MILLER**

Address 1: **5144 CHATEAUGAY DRIVE** **5144 CHATEAUGAY DRIVE**

Address 2: PO Box: PO Box:

City: **MASON** **MASON**

State: **OH** Zip Code: **45040** Country: **US** State: **OH** Zip Code: **45040** Country: **US**

FIL

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

Date	User ID	Desc1	Desc2		Current Status
2/13/2007 12:41	pencert	From Gallery	To: Final I	<input type="checkbox"/> Shipping Hold	Shipped
2/14/2007 8:12:5	dekanekcg	Final Inspection	Warranty	<input type="checkbox"/> InterFace Hold	2/14/2007 4:00:02 PM
2/14/2007 9:47:5	kanedg	Packed		<input type="checkbox"/> Estimate Sent	System
2/14/2007 4:00:6	System	Pitney Bowes File	1211481	<input checked="" type="checkbox"/> Parts Received	Packing
2/14/2007 5:05:6	ArmEmail	Shipped	MAM_KC	<input checked="" type="checkbox"/> Passed Inspection	Repair Location
2/14/2007 5:05:1	ArmEmail	Repair Complete	MAM_KC	<input type="checkbox"/> Return As Received	ILN
5/25/2007 1:22:4	supryll	Settlement APV issued (\$1800) at Ilion		<input type="checkbox"/> Has Been Approved	Current Location
				<input type="checkbox"/> Internal Repair	ILN
					Transfer Number

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

supryll 5/26/2007 1:23 PM CAPS NUM INS SCBL

start Inbox - Microsoft Out Arms Services Repair Closed Cases - Micro Microsoft Excel 1:23 PM

(PS 9072)

Remington Arms Co., Inc.
Product Service
Legal Case #:1791

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137445	11/27/2007	11/28/2007	12/4/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mobile Shooting Center	Mobile Shooting		9170-c Airport Blvd	Mobile	AL	36608		W 251-633-8629

Incident Information

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

12/4/07-correspondence from repair-when you close the bolt, it fires.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	6749000	KY	5/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	PERRY SHANKLE SAN ANTONIO TX	SLING,SOFT CASE	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				

12/4/07-quote to replace trigger under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/28/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED
Barrel	Description		22" 3006 SPR
	Date Code		KY
	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	
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	SCRATCHES,MARS,RUST
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SLING,SOFT CASE

RECEIVED
DEC 03 2007
BY: *[Signature]*

BARBER - Kinzer PPS GAL RE0008156

MOBILE SHOOTING CENTER

9170-C Airport Blvd.
MOBILE, AL 36608
(251) 638-8629

STYX RIVER SHOOTING CENTER

24775 Water World Rd.
ROBERTSDALE, AL 36567
(251) 960-1173

1791

1010 KY 5/14
224
2.5#

CUSTOMER'S ORDER NO.		PHONE		DATE	
NAME		ADDRESS		11-13-07	
Kawington 700		30-06		Ser # 6749000	
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MOSE. RET'D.
QTY	DESCRIPTION			PRICE	AMOUNT
	Attn: Repair Dept.				
	When you close the bolt on this gun it fires. Please repair or replace and return to				
	Any questions, please call us.				
	Trig. Assm set screws altered will follow down. Trig. Assm very dirty. Replace TRG, check over clean under bolt lock program ROR \$20.00				
	(Trig Guard Dent)				

Serial

6749000

Model: 700



RE00137445

Thank You

PS 9076

Remington Arms Co., Inc.
Product Service
Legal Case #:1370

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
130960	6/28/2007	6/29/2007	6/29/2007	5/28/2007			

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Jason	Mooney	1615 South 6th Street	Richmond	IN	47374		H 765-939-2372 E jsn_mooney@yahoo.com

Incident Information

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

7/10/07-correspondence from repair-fired on safe release.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/243 WIN		6821963	BZ	1/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
			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
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

7/10/07-quote sent to replace TA under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/29/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1370&Type=Case

PS 9077

7/10/2007

Cause	4006	Altered Adjustments or Components	SET SCREWS ALTERED ON TPA
Barrel	Description		24" 243 WIN HB
	Date Code		BZ
	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	Missing	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.006
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

1370



BZ 1/75
25#
24"
006

Factory Repair Form

Return to Previous Page

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

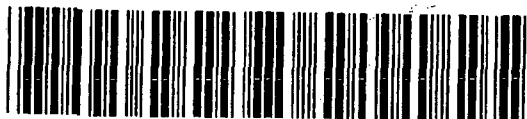
Model Number: 700 BDL	Serial Number: 6821963
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: Jason L Mooney	Date of Purchase: December 2006
Address (no PO Boxes): 1615 South 6th Street	
City: Richmond	State: IN Zip: 47374
Phone (Daytime): (765) 939-2372	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) jsn_mooney@yahoo.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: 28 MAY 2007 While attempting to unload this weapon it accidentally discharged when safety selector was moved from safe to fire. I would also like to have the barreled action, including bolt, re-finished with the matte finish as supplied on the "EXPRESS" guns while you already have it. IF POSSIBLE I DO NOT WANT THE NEW (ISS) bolt shroud installed. Set new trigger to 3.0lbs	
212 characters left	
Ammunition Information:	
Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	
Handload Information:	
Powder Used: Vrgt	Powder Weight: 41.2 grain
Case/Hull Used: Winchester	Primer Used: CCI
Bullet Type/Shot Size: 75 gr V-Max	Reloader Used: RCBS
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: Montana Extreme	
How often do you clean the bore? (Months or Number of rounds) 100 rounds or less	

How often do you clean the action? (Months or Number of rounds)	100 rounds or less
How often do you clean the trigger assembly? (Months or Number of rounds)	500 rounds
Brand of lubricant used:	Brownells Action Plus
How often do you lubricate the bore? (Months or Number of rounds)	100 rounds or less
How often do you lubricate the action? (Months or Number of rounds)	100 rounds or less
How often do you lubricate the trigger assembly? (Months or Number of rounds)	500 rounds
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/>	
YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? never	
What were the services performed?	
<p>NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.</p> <p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p> <p><i>Trigger set screws altered. Fire pin will follow down. Replace TPA. Check over under bolt locking program. Ron \$20.00. Quote for refinishing pen request.</i></p> <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. :: 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.</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 (American Express, Visa, MasterCard, Discover). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount</p>	

Serial Number:

6821963

Model: 700



RE00130960

Legal Notices

RECEIVED

JUL 10 2007

BY: *[Signature]*

Remington

(PS 9080)

actory_repair_form.asp

5/29/2007

700 BDL VARMINT .243 WINCHESTER

Replace Trigger / re-finish matte black finish incl. box

- set new trigger to 3.0 lbs please -

SN / 6821963

Please e-mail quote on refinish and
available finishes. If possible I DO NOT
want the new (ISS) style bolt shroud installed.
JSN - MOONEY @ YAHOO. com
(765) 939-2372

PS 9081

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair Number:RE00130960Serial:5921963 Model:700 Center Fire Caliber:243 WIN. BARREL ACTION ONLYRepairman:Status:New 5/28/2007 2:34:09 PM

Address Information

CustomerReceived FromReturn ToReceived From

Name:JASON L. MOONEYJASON L. MOONEY

Address 1:1615 SOUTH 6TH STREET1615 SOUTH 6TH STREET

Address 2:PO Box:PO Box

City:RICHMONDRICHMOND

State:INZip Code:47374Country:USState:INZip Code:47374Country:US

FFL

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Date	Code	User ID	Desc1
6/28/2007 2:34:0	New	sanguinegl	Repair Added
6/28/2007 2:38:8	Expedite	sanguinegl	From: Check In
6/28/2007 5:05:3	EmailSent	AimEmail	Repair Received
6/28/2007 5:05:2	EmailVerified	AimEmail	Receipt

☐ Shipping Hold☐ InterFacs Hold☐ Estimate Sent☐ Parts Received☐ Passed Inspection☐ Return As Received☐ Has been Approved☐ Internal Repair

Current Status

New

6/28/2007 2:34:09 PM

sanguinegl

Product/Service

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair SearchRefreshClose

supply6/29/20077:57 AMCAPSNUMINSEGBR

startInbox - Microsoft OutArms Services Repair7:57 AM

PS 9082

PrintDisplay

Page 1 of 3

Remington Arms Co., Inc.

Product Service

Legal Case #:1252

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128891	5/3/2007	5/3/2007	5/3/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mountain Sport Shop			W6530 20th Drive	Wautoma	WI	54982		W 620-787-3815

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	30 years ago the rifle fired on safe release	Fired on Safe Release	Unknown	
C	Concern:1007			

Gun shop sent rifle in for the original owner. He stated to them that the rifle fired once on safety release when it was new - being aware of it he was extremely careful with the rifle and it did not happen again.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/270 WIN		21764 AO	3/1/1977
Date Purchased	Where Purchased	Accessories	Original Owner		
		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. Ca: Date Da APV AP

PS 9083

PrintDisplay

Page 2 of 3

BLM
Program

Repair/Replacement Repair/Replacement

Cost

Date

65.00

5/7/2007

We could not duplicate concern, trigger assembly set screw positions were altered. Clean action and install a new TA under the bolt lock modification program. Quote \$20. fls

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/3/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	Trigger set screw positions altered. fls
Barrel	Description		22" 270 WIN
	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	
	Condition	Slightly Worn; Functioning	

PS 9084

Extractor	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	---Select---	N/A
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE



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: 21764	
Name: Mountain Sport Shop	Date of Purchase: ?? very early	
Address (no PO Boxes): W6530 20th Drive		
City: Wautoma	State: WI	Zip: 54982
Phone (Daytime): 9207873815	Fax:	
E-mail Address: mthman@network2010.net		
Please describe your problem: This rifle should qualify for the safety recall/upgrade. My shop is sending this rifle in for the original owner. He has experienced the rifle shooting upon releasing the safety. This occurred basically from when the rifle was new, but being aware of it was always extremely careful. Please repair under the recall procedure. My FFL should be on file from previous transactions. Thank you, Gerald Kraus DBA Mountain Sport Shop		
54 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 9086

Legal Notices



Serial Number:

21764

Model: 700



RE00128891

could not duplicate concern w.
 trig. set screws altered up face
 TPA, check over clean under
 Bolt Lock Program for 2000

Quote

Remington Arms Co., Inc.
Product Service
Legal Case #:1858

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/11/2007					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Robert	Nikolas	1896 Spring Grove Rd	Bloomfield Hills	MI	48304	84	H 248-852-7575

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot van	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C				

12/11/07-cust loaned gun to a friend a few weeks ago. Friend pushed the bol and the gun went off and shot van. Cust quoted info from injuryboard.com Feb 7, 2001 claiming we have a problem with our triggers.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7mm Rem Ma	20000	6560642		1/1/1900
Date Purchased	Where Purchased	Accessories	Original Owner			
	JOHN BIEWER ST CLAIR MICH		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				

12/12/07-Sending box, ars, ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------

PS 9087

1855

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/11/07				
Customer Information				
	Reporter (Age 84)		Incident (Age)	
Name	Robert NIKOLAS			
Address	1896 Spruce Grove Rd			
City, St Zip	Blount Co. TN 37604			
Home	248-352-7575			
Cell				
Work				
Incident Information				
Personal Injury	<input type="checkbox"/>	Property Damage	<input checked="" type="checkbox"/>	Safety <input checked="" type="checkbox"/> Concern <input type="checkbox"/>
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident: Couple weeks ago				
M/ 700 purch used for yrs ago loaned to friend put room				
friend pushed bolt gun went off & shot him				
Injury board.com Feb 7, 2001				
BDS. 88-351				
ACS-✓				
Firearm Information				
Manufacturer	Type of Action	Model/Caliber/Ga	Serial Number	Date of Incident
Rem	B/A	700 TMC 11.6	6560642	
Date Purchased		Where Purchased	Original Owner	
Ammunition Information				
Manufacturer	Caliber/Gauge		Factory or Reloads	
Bullet type	Bullet wt.		Lot#	
Additional Ammo Info:				
Other Products Information				

PS 9088



December 12, 2007

Robert Nikolas
1896 Spring Grove Rd
Bloomfield Hills, MI 48304

Subject: Model 700 Serial #6560642
RE: Case #1858

Dear Mr. Nikolas,

We were sorry to learn about the unfortunate incident your friend experienced with your Model 700 rifle. We are certainly glad that no one was injured, and we appreciate you contacting us so we can evaluate your firearm.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. 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 firearm 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,

A handwritten signature in cursive script that reads "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 Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

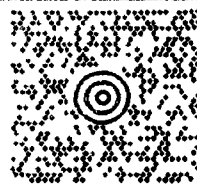
(PS 9089)

ROBERT NIKOLAS
1896 SPRING GROVE RD
BLOOMFIELD HILLS MI 48304

10 LBS
RS

1 OF 1

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

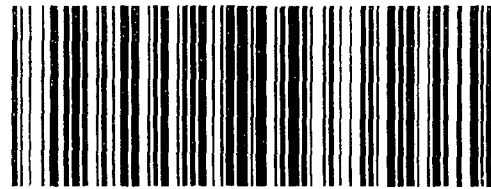


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6735 4951



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: ROBERT NIKOLAS/LW
REF 2: ATTN: SERVICE DEPT/REF# 6560642
US 9.0.49

LP2844 72.0R 10/2007



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 conventions, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Overlaid controls to U.S. law prohibited. For shipping please call 1-800-752-7562. United Parcel Service of America, Inc.

PS 9090

PrintDisplay

Page 1 of 2

Remington Arms Co., Inc.
Product Service
Legal Case #:1457

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
132243	8/8/2007	8/8/2007	8/9/2007	7/30/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Dennis	O'Brien	908-B Liberty Street	Belvidere	NJ	07823		H 908-797-2951 W 908-475-3322

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Firing pin engages when bolt locks down	Concern:1008 Fired on Bolt Closing	Unknown	
C				

8/13/07-correspondence from repair-Firing pin automatically engaging when bolt locked down. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006	26259	T6256820	XU	12/12/2000 2:56:41 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT INC		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 at discount						
Repair/Replacement Cost	Repair/Replacement Date					

8/13/07-occasional follow down did not duplicate during exam. Excessive oil build up on underside & receiver and on TA. lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		8/8/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4015	Improper Maintenance	
Barrel	Description		Model 700 3006 Stainless
	Date Code		XU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while		

PS 9091

	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	some build up of excess oil
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 coated with dried excess oil.
	Bulged	False	
Safety	Description		700 style safety - non bolt lock
	Function	Slightly Worn; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
	Trigger	Condition	Abused; Functioning
---		---	3.0 lbs
---		False	
---		M/700 Non-Bolt Lock	
Pull	Trigger		
Altered			
Sub-Assembly			
Non-Remington Components	Description		rear scope base

(PS 9092)

1457

3 lbs.

Serial
Number:

T6256820

Model: 700



RE00132243

REMINGTON ARMS
14 Hoefler Avenue
Ilion, New York 13357
800.243.9700


Re: Service

Dear Arms Services:

Enclosed please find my Remington Model 700, Serial #T6256820 chambered in a .30-06 cal. Recently, after shooting several rounds of ammunition on July 30, 2007, the firing pin was automatically engaging once I locked the bolt down. After the first incident, I then worked the bolt, unloaded of course, and discovered within a period of 14 times working the bolt open and then locking it closed for firing, the pin automatically engaged 6 times as if the trigger was pulled.

I was fortunate to have this happen at an unoccupied shooting range while the barrel was pointed down range. Please make every effort to have this problem corrected. I may be reached directly at (908) 797-2951.

Sincerely,


Dennis O'Brien
908-B Liberty Street
Belvidere, New Jersey 07823
(908) 797-2951
(908) 475-3322

Occasional follow down
did not duplicate during exam.
Excessive oil buildup on
underside of Receiver and on TA.
Install new TA at 42% off
MSP (\$50)

132243

FLS 8/9/2007

(PS 9093)

PS 9094

Remington Arms Co., Inc.
Product Service
Legal Case #:1426

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
132066	8/1/2007	8/2/2007	8/2/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Michael	Ogorman	1026 East Hill Rd	Middlesburgh	NY	12122		H 518-322-8323

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Action failure-uninitiated discharge			

8/6/07-correspondence from repair-Action Failure-uninitiated discharge.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/243 WIN	20000	6435872 OW	7/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner		
	JERRYS SPT SHP OLYPHANT PA	TWO PIECE SCOPE BASE	U		

CONCERN:UNINTENTIONAL DISCHARGE

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				

8/6/07-Replace TA under SMP. Quote for \$20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/2/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4015	Improper Maintenance	TRIGGER ASSM VERY DIRTY/STICKY TRIGGER IS BINDING
Barrel	Description		24" 243 WIN HB
	Date Code		OW
	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY/STICKY
	Pull	---Select---	7#

	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

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

File. 004680

Delivery Date 07/27/07Customer Name (Print) Michael McGovernAddress 1026 EAST Hill Rd State NY Zip 12172Phone Number (518) - 322-8323Fireman Description Model 700 Cal./Ga. 243Serial Number 6435872

Stock/ Fore-end Condition circle the description

(Excellent, Good, Fair, Poor, Fancy, Plain, Synthetic, Wood)Comments on Stock/ Fore-end condition UN Damaged

Metal Condition circle the description

(Excellent, Good, Fair, Poor, Fancy, Plain Stainless Steel)

Comments on Metal condition UN Damaged

Barrel Type (VT. Rib; Plain; Deer; Stainless Steel) Barrel length _____

List additional accessories IE Scope, Sling, Gun case and description:

Scope bracketsCustomer request: ACTION FAILURE - UNLIMITED DISTANCEReturn Process Return to Clark St. Ent. [] Return via UPS ☒

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

Signature [Signature] Date 7/27/07

person delivering firearm

Signature Ryan Fluke Date 7/27/07

security officer

Signature [Signature] Date 7/27/07

arms service / CSR

Customer Pick Up Verification

ed the above described firearm to the
wfully possess a firearm in New York State.

Date 7/27/07 PS 9098

e same who delivered

Date 7/27/07 RECEIVED

urning the firearm

Remington

BARBER - Kinzer PPS GAL RE0008179

Serial Number:

6435872

Model: 700



RE00132066

Receipt Of Firearm
Date 6/1/07

TRIG. ASSM DIRTY / STICKY
TRIG. IS BINDING AND
NOT ACTUALLY FIRING
TPA check over 1000
under bolt lock
825.00
Q note

7#
OW 7/28
24"
008

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: **RE00132066** Serial: 8435872 Model 700 Center Fire with 24 inch barrel Caliber: 243 WIN VARMINT BDL Produced: 01/07/1972 Repairman: Dale Lewis Status: ApprovalHold 8/2/2007 3:22:06 PM

Address Information

Customer: ☐ Received From: ☐ Return To: ☐ Received From:

Name: **MICHAEL OGORMAN** **MICHAEL OGORMAN**

Address 1: **1026 EAST HILL ROAD** **1026 EAST HILL ROAD**

Address 2: PO Box: PO Box:

City: **MIDDLEBURGH** **MIDDLEBURGH**

State: **NY** Zip Code: **12122** Country: **US** State: **NY** Zip Code: **12122** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
8/2/2007 8:29:48	ReOpened	pencerl		ApprovalHold
8/2/2007 8:26:53	Expedite	pencerl	From: Product Services	8/2/2007 3:22:06 PM
8/2/2007 3:16:06	Estimate	lewisdb	Estimate Update	lewisdb
8/2/2007 3:20:04	Repairing	System	Immediate SAP Allocation	ApproveBack
8/2/2007 3:21:17	Estimate	lewisdb	Estimate Update	Repair Location
8/2/2007 3:21:29	Expedite	pencerl	From: Repair Bench	JLN
8/2/2007 3:22:06	Estimate	lewisdb	Estimate Update	Current Location
8/2/2007 4:24:52	ApprovalHold	BatchJob	Quotation Control	JLN
				Transfer Number

supryl 8/3/2007 8:39 AM CAPS NUM INS SCR

start Inbox - Microsoft PS Hold Guns AS Arms Services Rep. Z - Microsoft Office Microsoft Word 8:39 AM

(PS 9099)

Remington Arms Co., Inc.
Product Service
Legal Case #:1695

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135931	10/26/2007	10/29/2007	10/29/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		James	Orton	1225 Sheppard Rd	Rockton	IL	61072		H 815-624-0219 E bluewolfjo@charter.net

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				

10/31/07-correspondence from repair-rifle discharged when safety was put from safe to fire. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	27482	E6520132	XS	12/30/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
7/15/2007	GO SPORTSMENS SUPPLY INC		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
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35.00	10/31/2007				

10/31/07-replace ta at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/29/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM SET SCREWS ALTERED

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1695&Type=Case>

11/1/2007

PS 9100

Barrel	Description		24" 300 WIN MAG
	Date Code		XS
	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	BBL CHANNEL ALTERED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

RECEIVED
OCT 31 2007
BY: *[Signature]*

PS 9102

1695



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: E6520132	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: James Orton		Date of Purchase: July 15, 2007	
Address (no PO Boxes): 1225 Sheppard Rd.			
City: Rockton		State: IL	Zip: 61072
Phone (Daytime): 815-624-0219		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) bluewolfjo@charter.net			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: 10/07/2007, with bolt locked and one round in rifle & chambered, rifle discharged when safety was put from safe to fire, with finger outside of trigger guard. Trigger pull seems to be very short. Other than that rifle shoots ok. Thanks, James Orton <div style="text-align: center; margin-top: 10px;"> <i>could not duplicate concern. trig-set screws altered. replace TPA, check over, clean. At 1/2 non mkt cost. Good-will gesture. Go-Ahead</i> </div>			
250 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: core-lokt 300 win mag	
Other (i.e. bullet weight/type, shot size, powder): 180 gr.			
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) every 10 rounds			
How often do you clean the action? (Months or Number of rounds) every 10 rounds			
How often do you clean the trigger assembly? (Months or Number of rounds) every 6 months			
Brand of lubricant used: Hoppes			
How often do you lubricate the bore? (Months or Number of rounds) every 10 rounds			
How often do you lubricate the action? (Months or Number of rounds) every 10 rounds			

 XS 12/98
 2.5H
 .015

e

How often do you lubricate the trigger assembly? (Months or Number of rounds) every 6 months
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? not known
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, ed.) damage. box. Shipments without a proper Remington is not responsible for se insurance from your carrier. you C.O.D. (To avoid C.O.D. Charges, please include your detailing the nature of the repair, applicable taxes and shipping. can be paid by check, money order, or credit card (American expedite repairs over \$75.00 by setting a pre-authorized amount onically through Check21.

Serial Number: **E6520132**

Model: **700**



RE00135931

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Remington

visa # 4060-3240-8292-3478

Exp. Date 07/2010

Name James R. Orton

cid # 114

I authorize you to charge me for repairs
on this credit card up to \$300.00
signed X. *[Signature]* James Orton

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

10/10/2007

PS 9104

Remington Arms Co., Inc.
Product Service
Legal Case #:1443

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131992	8/3/2007	8/6/2007	8/7/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ralph	Page	18 Vicksburg Station	St Charles	MO	63303		H 314-691-0508 E rick-page@sbcglobal.net

Incident Information

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

8/7/07-correspondence from repair-gun sometimes discharges when bolt is closed. Sending in \$20 for SMP.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/3006		6800205	EY	10/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
		Scope Bases	U			

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				

Bolt lock Modification Program

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		8/6/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Unable to cause accidental discharge during examination. Trigger set screw positions have been altered. The trigger pull is below factory minimum.
Barrel	Description		Model 700 22 inch 3006
	Date Code		EY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

(PS 9105)

	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Worn; Functioning	
	Shroud	Worn; Functioning	
	Face	Worn; Functioning	
	Handle	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---	
Magazine	Condition	Slightly Worn; Functioning	
	Box 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		Cross bolt
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Trigger	Condition	*Modified
			Trigger set screw positions have been altered.
Pull	Trigger	---Select---	2.5 lbs.
Altered		True	
Sub-Assembly		M/700 Bolt Lock	
Non-Remington Components	Description		two-piece scope base

PS 9106

Arms Services Repair & Estimate System

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

Repair Inquiry

Repair Number: **RE00131992** Serial: 6800205 Model: 700 Center Fire Caliber: 3006
 Verify Repair: ☐ Repairman: ☐ Status: New 8/3/2007 1:53:39 PM

Address Information

Customer: ☐ Received From: ☒ Return To: ☐ Received From: ☐

Name: **RALPH PAGE** **RALPH PAGE**
 Address 1: **18 VICKSBURG STATION** **18 VICKSBURG STATION**
 Address 2: PO Box:
 City: **ST CHARLES** **ST CHARLES**
 State: **MO** Zip Code: **63303** Country: **US** State: **MO** Zip Code: **63303** Country: **US**

REF:

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

Date	User ID	Desc1	Desc2
7/31/2007 10:54	skinnerl	Repair Added	
7/31/2007 12:05	ArmEmail	Repair Received	RICK.PAGE@SBCGLOB
7/31/2007 12:05	ArmEmail	Receipt	RICK.PAGE@SBCGLOB
8/3/2007 1:53:39	valentds	Repair information change	
8/3/2007 1:54:23	valentds	From: Check In	To:
8/6/2007 10:31:03	supyfl	Address, Billing, or Ship Method Ch	from Approval Screen
8/6/2007 10:32:33	supyfl	Returned to Arms Service for repair	Bolt Lock Modification Pr

☐ Shipping Hold
☐ InterFace Hold
☐ Estimate Sent
☐ Parts Received
☐ Passed Inspection
☐ Return As Received
☐ Has been Approved
☐ Internal Repair

Current Status
 New
 8/3/2007 1:53:39 PM
 valentds
Product Services
 Repair Location:
 Current Location:
 Transfer Number:

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

start | supyfl | 8/6/2007 | 10:32 AM | CARS | NUM | RMS | SCPL | Enter New Case - M...

1443

Returned to Arms Service for
 bolt lock modification program 8/6/07

RECEIVED
 AUG 07 2007

BY: AW

(PS 9107)

1443

2.5 lbs



General Repair Form

Back to Repair Services

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

Model Number: Remington 700		Serial Number: 6800205	
Name: Ralph W. Page, Jr.		Date of Purchase: November 1980	
Address (no PO Boxes): 18 Vicksburg Station			
City: St. Charles	State: MO	Zip: 63303	
Phone (Daytime): 314-691-0508		Fax:	
E-mail Address: rick-page@sbcglobal.net			
Please describe your problem:			
Gun Sometimes discharges when bolt is closed.			
Check# 5857 \$20.00			
PS I have enclosed \$ 20.00 to participate in the Safety Program.			
Thanks, RWP			
366 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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> <ul style="list-style-type: none"> 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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Remington

Install new TA, clean Action
under the bolt lock modification
program. Pre-paid by customer.

FLS 8/6/2007

Serial Number:

6800205

Model: 700



RE00131992

PS 9108

Remington

General Repair Form

Back to Repair Services

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

Model Number: Remington 700		Serial Number: 6800205	
Name: Ralph W. Page, Jr.		Date of Purchase: November 1980	
Address (no PO Boxes): 18 Vicksburg Station			
City: St. Charles		State: MO	Zip: 63303
Phone (Daytime): 314-691-0508		Fax:	
E-mail Address: rick-page@sbcglobal.net			
Please describe your problem: Gun sometimes discharges when bolt is closed.			
455 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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131997

(PS 9109)

Remington Arms Co., Inc.
Product Service
Legal Case #:1415

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131747	7/25/2007	7/26/2007	7/26/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		David	Pitts	95796 Cape Ferrelo Road	Brookings	OR	97514		H 541-412-1907 W 541-661-3596

Incident Information

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

7/30/07-correspondence from repair-gun would fire when cycling the bolt. Also fired when taking off safety.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	6853496	KZ	5/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	WESTERN HOEGEE GLENDALE CA	SLING	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
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

7/30/07-Replace TA, check over, clean under SMP for \$20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/26/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER ASSM VERY DIRTY/RUSTY TRIGGER BINDING WILL FOLLOW DOWN
Barrel	Description		22" 3006 SPR
	Date Code		KZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9110

	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/RUSTY TRIG BINDING
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SLING

PS 9111

1915

4th
KZ 5/75
008
22"

July 22, 2007

Dear Remington Arms Company

This Remington 700 BDL was mine, my daughter showed interest in wanting to go hunting so I decided to give it to her for her birthday last year.

I wanted to shoot it and have it ready to go but found that every time I cycled the bolt it would fire! Even when I placed it on safety it was fine but when I took aim and took the rifle off of safety it fired without touching the trigger.

There is no way I can give a weapon to anyone especially my daughter that is unsafe. A dear friend who is President of a California Safari Club down in Sacramento told me to send it back to you for a bolt replacement because there was a recall on this action.

I thank you for your time and appreciate you time in this matter.

Thank you

David G. Pitts
95796 Cape Ferrelo Road
Brookings Oregon 97514

(541) 412 1907
(541) 661-3596

Serial Number:

6853496

Model: 700



RE00131747

[Handwritten signature: David G. Pitts]

Refers
Ser. # 6853496

30.06 BDL

*will follow down. Trig Assm.
is dirty + rusty Trig. is
binding. replace TPA, check
over, clean under bolt
recall program for 8/22/00
quote*

RECEIVED
JUL 30 2007

BY: *[Signature]*

PS 9112

BARBER - Kinzer PPS GAL RE0008194

Remington Arms Co., Inc.

Product Service

Legal Case #:1781

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/20/2007					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		DJ	Rayner	367 Davis Jones Rd	West Monroe	LA	71292		C 318-381-4456

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	fired on bolt closing Concern:1008 Fired on Bolt Closing			
C				

11/20/07-cust claims rifle has not been used since it was replaced on Re69492 in 2003. Claims he shot his toe off back then when rifle had FSR. Took it out of sight in and on the 18th shot the gun went off when the bolt closed. He had not oiled it so it took out the allenheads to oil the trigger assembly. Wants new gun or new trigger assembly.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 Win	25791	G6293061		2/14/2003 10:52:53 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DARYL RAYNER		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
	Repair/Replacement Cost	Repair/Replacement Date				

11/26/07-sending ars & ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 9114

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/20/07				
Customer Information				
	Reporter (Age)	Incident (Age)		
Name	D J RAYNOL			
Address	367 Davis Jones Rd			
City, St Zip	West Monroe, LA 71392			
Home				
Cell	318-381-4456			
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident: 700 FSK				
Shot for oil				
we replaced in 2003				
took out this year				
17" + 18" shot went off when bolt closed				
took all barrels out to oil				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
			36293001	
Date Purchased	Where Purchased		Original Owner	
Ammunition Information				
Manufacturer	Caliber/ Gauge		Factory or Reloads	
Bullet type	Bullet wt.		Lot #	
Additional Ammo Info:				
Other Products Information				

PS 9115



November 26, 2007

DJ Rayner
367 Davis Jones Rd
West Monroe, LA 71292

Subject: Model 700 Serial #G6293061
RE: Case #1781

Dear Mr. Rayner,

We were sorry to learn that your replacement rifle from RE69492 fired when you closed the bolt. As I understood, this was the first time you had taken this rifle out since it was replaced back in 2003.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm 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 firearm 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,

A handwritten signature in cursive script that reads "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 Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

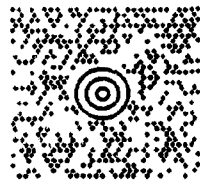
(PS 9116)

DJ RAYNER
367 DAVIS JONES RD
WEST MONROE LA 71292

10 LBS
RS

1 OF 1

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

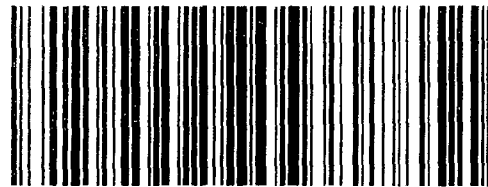


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6773 4166



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:DJ RAYNER/LW
REF 2:ATTN: SERVICE DEPT/REF# G6293061

WS 9.0.49

LP2844 69.0A 07/2007



International Shipping Notice - Cargo 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 conventions, technology or software were reported from the U.S. in accordance with the Export Administration Regulations. Original carrier is U.S. Air carrier. For more information, call 1-800-752-7862. United Parcel Service, Louisville, KY

PS 9117

Remington Arms Co., Inc.
Product Service
Legal Case #:1797

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137162	11/28/2007	11/29/2007	11/29/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Deborah	Roberson	7301 Tredavon Road	Balto	MD	21220		H 443-600-3472 W 410-335-7541

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				

12/4/07-correspondence from repair-fires on safe release.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/50 CAL	27572	ML221048	PS	6/4/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	SEE THRU SCOPE BASE AND AFTER MKT SIGHT BASES	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
Repair at discount						
	Repair/Replacement Cost	Repair/Replacement Date				

12/4/07-quote sent to replace trigger at discount.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/29/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER ASSM VERY RUSTY AND DIRTY CAUSING TRIGGER AND SEAR CAM TO BIND
	Description		24" 50 CAL ML
	Date Code		PS
	Bore Plugged	False	
	Bulged	False	

PS 9118

Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Worn; Not Functioning	RUSTY
	Shroud	Worn; Not Functioning	RUSTY
	Face	Worn; Functioning	RUSTY
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Overall	Exterior Condition	Worn; Not Functioning	RUSTY/DIRTY BORE RUSTED/PITTED
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	RUSTY
	Bulged	False	
Safety	Description		STANDARD M/700 ML SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Scar	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	RUSTY
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	RUSTY/DIRTY
	Pull	---Select---	8#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SEE THRU SCOPE BASE,AFTER MKT SIGHT BASES

PS 9119

RECEIVED
DEC 03 2007
BY: *[Signature]*

PS 9120

1797

Remington

Factory Repair Instructions

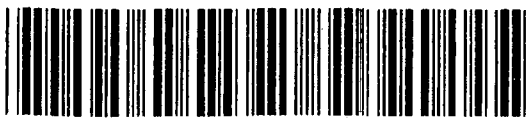
(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 ML		Serial Number: ML 221048	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Deborah Roberson		Date of Purchase: 10/03	
Address (no PO Boxes): 7301 Tredawn Rd			
City: Balto.		State: Md.	Zip: 21220
Phone (Daytime): 4436003472		Fax: 4103357541	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: Last winter I took this to Valley Gun Shop, the firearm won't engage in the bolt until you turn off the safety then when you turn off the safety it fires. They told me they sent it to the factory and charged me \$125.00 and now it still does the same thing. This is the 4th Remington I have purchased and have never had a problem			
Ammunition Information:			
Manufacturer: Remington		Type: .50 caliber Sabot	
Other (i.e. bullet weight/type, shot size, powder):		275 gr JHP	
Handload Information:			
Powder Used: peridot pellets		Powder Weight: 100 gr	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: Breakfree Powder Blast			
How often do you clean the bore? (Months or Number of rounds)		3-4 rounds	
How often do you clean the action? (Months or Number of rounds)		3-4 rounds	
How often do you clean the trigger assembly? (Months or Number of rounds)		1 per yr.	
Brand of lubricant used: Rem oil			

PS 9121

How often do you lubricate the bore? (Months or Number of rounds)	1 per yr
How often do you lubricate the action? (Months or Number of rounds)	1 per yr
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1 per yr.
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Comments: I have had guns my whole life and keep them clean	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? 12/06	
What were the services performed? they claim to have fixed the trigger the same problem I am now sending to you	
Ship your INSURED firearm by either UPS or Parcel Post to: <p style="text-align: center;"> REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357 </p>	
<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. :: 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. </p> <p>st. Remington is not responsible for purchase insurance from your carrier.</p> <p>elines:</p> <p>ned to you C.O.D. (To avoid C.O.D. Charges, please your gun)</p> <p>imate detailing the nature of the repair, applicable taxes in estimate. Repairs can be paid by check, money order, or VISA). If you wish, you can expedite repairs over billed to your credit card.</p>	

Serial Number:

ML221048Model: **700ML****RE00137162**

Trig. Assm is rusted + dirty
 causing trigger + sear arm
 to bind. replace TRA, check down, up +
 clean at 1/2 normal cost.

Quote

(PS 9122)

Remington Arms Co., Inc.
Product Service
Legal Case #:1629

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135005	10/10/2007	10/11/2007	10/11/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Don	Roberts	4266 County Road MM	Orland	CA	95963		W 530-865-8188 E stwtorpedo@snowcrest.net

Incident Information

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

10/15/07-correspondence from repair-safety moved to off position, gun would not fire, cust touched safety and it then fired.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	20000	B6500397	ED	10/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	WILLIAMS SHTR SUP QUINCY IL		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
Repair at discount						
	Repair/Replacement Cost	Repair/Replacement Date				

10/15/07-quote sent to replace TA at 1/2 normal cost.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/11/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM DIRTY AND STICKY
Barrel	Description		24" 300 WIN MAG
	Date Code		ED
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

PS 9123

	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	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	WORKS SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

(PS 9124)

1629

4.5H
ED 10/83
24"
.013

27 September 2007

Dear Remington Arms Service,

Please find enclosed my customer's 700, caliber 300 WIN MAG, serial number B6500397. The customer indicates that three times in the recent past the rifle has fired unexpectedly. His scenario states that the sequence of events is: (1) cartridge chambered and prepared to fire; (2) moved safety lever to the OFF position; (3) trigger pull would not release striker; (4) subsequent touching of the safety lever to ensure it being fully forward in the FIRE position caused the rifle to immediately fire. I have been unable to duplicate the symptoms. A discussion of the problem with technician Josh Cutlip resulted in him stressing that Arms Service definitely needed to see the rifle.

Please inspect and give a quote for repairs. Thanks much and best regards,



Don W Roberts
Shoot The Works, Inc
4266 County Road MM
Orland, CA 95963
530-865-8188 Shop and Fax
stwtorpedo@snowcrest.net

Serial Number:

B6500397

Model: 700



RE00135005

could not duplicate concern.
Trig. Assm. dirty & sticky
seam work suggest
check over, clean, replace
TPA At 1/2 normal cost.
Quote

PS 9125

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: **RE00135005** Serial: 86500397 Model 700 Center Fire Caliber 300 WIN MAG Produced: 10/20/1983 Repairman: **Chuck Dekaneck**
 Verify Repair: Status: **ApprovalHold:10/12/2007 10:22:27 AM**

Address Information

Customer: **SHOOT THE WORKS** Received From: **SHOOT THE WORKS** Return To: **SHOOT THE WORKS** Received From:

Address 1: **4266 COUNTY ROAD MM** Address 2: **4266 COUNTY ROAD MM**
 City: **ORLAND** PO Box: PO Box: State: **CA** Zip Code: **95963** Country: **US** State: **CA** Zip Code: **95963** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
10/5/2007 10:45	New	skinnertl	Repair Added	ApprovalHold
10/5/2007 12:05	EmailSent	ArmEmail	Repair Received	10/12/2007 10:22:27 AM
10/5/2007 12:05	EmailVerified	ArmEmail	Receipt	dekaneckg
10/10/2007 11:1	Update	valentids	Repair information change	Repair Bench
10/10/2007 11:1	Expedite	valentids	From: Check In	Repair Location
10/10/2007 11:1	Update	valentids	Repair information change	ILN
10/11/2007 9:37	Expedite	pencerl	From: Check In	Current Location
10/12/2007 10:1	Estimate	dekaneckg	Estimate Update	ILN
				Transfer Number

☐ Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

Repair Search Refresh Close

suprfl 10/12/2007 10:35 AM CAPS NUM INS SCRL

start Inbox - Microsoft Out Microsoft Excel Search for a Serial Number Arms Services Repair 10:35 AM

(PS 9126)

PrintDisplay

Page 1 of 2

Remington Arms Co., Inc.
Product Service
Legal Case #:1702

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135795	10/29/2007	10/30/2007	10/30/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Rocky Mtn discount Sports	Michael		709 North Federal Blvd	Riverton	WY	82501		W 307-856-7687 F 307-857-5438

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				

10/31/07-correspondence from repair-gun goes off when safety is taken off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	27095	G6571672	AA	3/24/2006 10:53:19 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	MT SPORTS, LLC	SCOPE,RINGS,BASE	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
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35.00	10/31/2007				

10/31/07-Replace TA as gesture of goodwill.lw

Examination[Remington/CF/BA]

PS 9127

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/30/2007
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 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	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

PS 9128

Return Send Back Form

Item REM 700 - SCOPE - Date 10-16-07

Serial # G6571672

Customer RMS

Phone

Shipping

Serial
Number:

G6571672

Model: **700**



RE00135795

Returned To:

REMINGTON
14 HOFFER AVE
WILLOW NY 13357

RA #

could not duplicate concern.
replace + PA, check over, clean
AT N/C Good-will gesture.
to restore confidence in
rifle.

423045

Reason For Return

GUN GOES OFF WHEN
SAFETY IS TAKEN OFF REPAIR
AND RETURN
Michael Chen

Please Send Back To:

Rocky Mountain Discount Sports

709 North Federal Blvd.

Riverton, Wyoming 82501

PHONE 307-856-7687

FAX 307-857-5438

135795

(PS 9129)

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: **RE00135795** Serial: **G6571672** Model: **700** Center Fire Caliber: **30-06 SPRG ADL SYN** Produced: **03/24/2006** Repairman: **valenids** Status: **New 10/29/2007 10:28:23 AM**

Verify Repair

Address Information

Customer: **ROCKY MOUNTAIN DISCOUNT SPORTS** Received From: **ROCKY MOUNTAIN DISCOUNT SPORTS**

Name: **ROCKY MOUNTAIN DISCOUNT SPORTS** Return To: **ROCKY MOUNTAIN DISCOUNT SPORTS**

Address 1: **709 NORTH FEDERAL BLVD.** Address 2: **709 NORTH FEDERAL BLVD**

City: **RIVERTON** PO Box: City: **RIVERTON** PO Box:

State: **WY** Zip Code: **82501** Country: **US** State: **WY** Zip Code: **82501** Country: **US**

FFL:

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

Date	Code	User ID	Desc1	Desc2		Current Status
10/24/2007 2:12	New	williamsj	Repair Added		<input type="checkbox"/> Shipping Hold	New
10/29/2007 10:2	Update	valenids	Repair information change		<input type="checkbox"/> Interface Hold	10/29/2007 10:28:23 AM
10/29/2007 10:2	Expedite	valenids	From: Check In	To:	<input type="checkbox"/> Estimate Sent	valenids
10/30/2007 10:0	Maint	pencerl	Repair Maintenance	Status: New	<input type="checkbox"/> Parts Received	Product Services
10/30/2007 10:0	Comment	supryll	Returned to AS for repair		<input type="checkbox"/> Passed Inspection	Repair Location
					<input type="checkbox"/> Return As Received	Current Location
					<input type="checkbox"/> Has been Approved	Transfer Number
					<input type="checkbox"/> Internal Repair	

Repair Search Refresh Close

start | supryll | 10/30/2007 | 10:10 AM | CAPS | NUM | INS | SCRI |

Inbox - Microsoft Ou... | PS Hold Guns As | Arms Services Repal... | Search for a Serial N... | Part Search by Mate... | 10:10 AM

RECEIVED

OCT 31 2007

BY: *[Signature]*

(PS 9130)

PrintDisplay

Page 1 of 2

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	Business	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	Cause:4006 Altered Adjustments or Components		Unknown	
S	Fires on bolt closing Concern:1008 Fired on Bolt Closing			
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 5/29/07-bbl assem ordered for this RE n/a. Ordered 27391 as replacement. Cust ok w/ diff style(ADL to BDL).lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	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
	Description		20" 7MM-08 REM
	Date Code		AW
	Bore Plugged	False	
	Bulged	False	

PS 9131

Barrel	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	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	RUST ON TRIGGER PIN
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED

PS 9132

Remington Arms Co., Inc.
Product Service
Legal Case #:1166

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
127298	3/30/2007	4/2/2007	4/2/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Karl	Seidler	610 Beckon Rd	Pellston	MI	49769		H 231-539-8803 E karlfarmer@aol.com

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				

4/3/07-correspondence from repair-Gun went off when safety was released. I radjusted trigger, gave it a heaveier pull & put in a little backlash. It is not my favorite trigger. I don't like having backlash. I want safety modification.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	A6887381	OA	7/18/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPT HQ WILLOWBROOK IL	TWO PIECE SCOPE BASE	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
Replace TA under SMP						
Repair/Replacement Cost	Repair/Replacement Date					

4/3/07-Could not duplicate concern. Trig set screws altered. Replace TA, check over, clean under SMP for \$20. Quote sent.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/2/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIG ASSM SET SCREWS ALTERED. We could not duplicate the FSR concern. We did notice that the sear engagement was minimal. fls 4/2/2007.
	Description		22" 270 WIN
	Date Code		OA
	Bore Plugged	False	
	Bulged	False	

PS 9133

Barrel	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---	.008
	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

(PS 9134)



OA 7/80
3#
22"
004

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 L.H.		Serial Number: A6887381	
Name: KARL Seidler		Date of Purchase: Sept 19, 1980	
Address (no PO Boxes): 610 Beckon Rd			
City: Pellston, Mich		State: Michigan	Zip: 49769
Phone (Daytime): 231-539-8803		Fax:	
E-mail Address: KARL.FARMER@AOL.COM			
Please describe your problem:			
<p>Gun went off when safety was released. I readjusted trigger - gave it a heavier pull & put in a little backlash. It is not my favorite trigger - I don't like having backlash. I WANT SAFETY modification</p>			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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. 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.</p>			

127298

RECEIVED
APR 03 2007

BY: [Signature]

Serial Number:

A6887381

Model: 700



RE00127298

Legal Notices

Could not duplicate concern.

TRIG. SET SCREWS TIGHTENED
REPLACE TPA, CHECK OVER, CLEAN
UNDER BOLT LOCK PROGRAM
ROR \$20.00

Quote { PS 9135

Remington Arms Co., Inc.
Product Service
Legal Case #:1527

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
134231	9/26/2007	9/10/2007	9/27/2007	9/8/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		George	Smith	2003 Dalloz Rd	Columbia	SC	29204		W 803-788-5520 x 311 C 803-331-3979

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				

9/10/07-cust bought rifle from CEO of his company who got it from a family member. Rifle fired on safe release. No injuries or property damage. customer very upset, doesnt like old style safety. Offered to replace it with new for \$20. He became irate that he would have to pay anything. I then offered to waive the charge.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG		242635	EN	10/1/1966
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE SCOPE BASE	N			

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
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	9/28/2007				

9/10/07-sending box, ars, & ltr.lw 9/28/07-Replace TA at n/c as goodwill gesture.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/27/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		EN
	Bore Plugged	False	
	Bulged	False	

PS 9136

	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

PS 9137

1521

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
9/10/07	9/8/07			
Customer Information				
	Reporter (Age)	Incident (Age)		
Name	GEORGE SMITH			
Address	2003 David Rd.			
City, St Zip	Columbia, SC 29204			
Home				
Cell	803-331-3979			
Work	803-788-5520 x 311			
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input checked="" type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident:				
FSR				
box- 865227				
wine change				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem.	BA	700/30-06	242035	4.06.07
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 9138



September 10, 2007

George Smith
2003 Dalloz Rd.
Columbia, SC 29204

Subject: Model 700 Serial #242635
RE: Case #1527

Dear Mr. Smith,

We were sorry to hear that your rifle fired when you released the 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. Normally we do charge \$20 to update an older firearm with a new trigger assembly; however as a gesture of goodwill, **we will replace your trigger assembly at no charge.** 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,

A handwritten signature in cursive script that reads "Laura Watson".

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

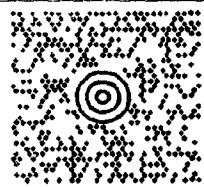
Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

GEORGE SMITH
2003 DALLOZ RD
COLUMBIA SC 29204

12 LBS
RS

1 OF 1

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

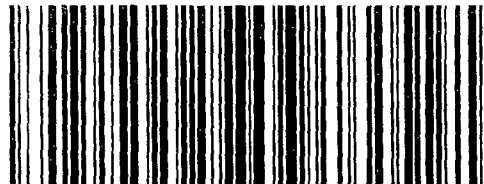


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6576 5216



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:GEORGE SMITH/LW
REF 2:ATTN: SERVICE DEPT/REF# 242635

MS S.O. 49

LP2844 69.0A 07/2007



International Shipping Notice: Carriage is subject to the rules relating to liability and other terms and 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 conventions, including the liability rules, are subject to the U.S. Department of Transportation Regulations. Domestic shipping is U.S. law protected. For shipping prices, call 1-800-751-7527.

PS 9140

Remington®

1527

22"
EN 10/66
3#
1007

September 10, 2007

George Smith
2003 Dalloz Rd.
Columbia, SC 29204

Serial Number: **242635**

Model: **700**



RE00134231

Subject: Model 700 Serial #242635
RE: Case #1527

Dear Mr. Smith,

We were sorry to hear that your rifle fired when you released the 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. Normally we do charge \$20 to update an older firearm with a new trigger assembly; however as a gesture of goodwill, **we will replace your trigger assembly at no charge.** 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
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 over, clean
under bolt lock program
~~Remington~~ AT N/C
#230145

Remington

Factory Repair Instructions

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

Model Number: 700		Serial Number: 242635	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: George Smith		Date of Purchase: 11-2006	
Address (no PO Boxes): 2003 Dalloz Rd.			
City: Columbia		State: SC	Zip: 29204
Phone (Daytime): 803-788-5520 x311		Fax:	
E-mail Address:			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. <i>gunman@bellsouth.net</i>			
Please describe your problem:			
Rifle Discharged upon Disengagement			
of Safety.			
Ammunition Information:			
Manufacturer: Federal		Type: Power-Shok	
Other (i.e. bullet weight/type, shot size, powder):		180 grain bullet	
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: <i>Firearm 22 New to me, recent purchase</i>			
How often do you clean the bore? (Months or Number of rounds) 11			
How often do you clean the action? (Months or Number of rounds) 11			
How often do you clean the trigger assembly? (Months or Number of rounds) 11			
Brand of lubricant used: <i>Ren oil</i>			

(PS 9142)

How often do you lubricate the bore? (Months or Number of rounds)	<i>Recent purchase</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>11</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>11</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>I don't know.</i>	
What were the services performed?	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave 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 (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.</p>	

PS 9143

(PS 9144)

Remington Arms Co., Inc.
Product Service
Legal Case #:1849

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138016	12/10/2007	12/11/2007	12/11/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Smithkin	41 Church St.	Verona	VA	24482		

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				

12/13/07-correspondence from repair-clicked safety off and gun fired.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WSM	27331	G6470824	LZ	2/17/2005 10:13:31 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S - BONITZ BROTHERS		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
Replace TA at n/c-goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	12/13/2007				

12/13/07-replace TA at n/c to restore confidence in rifle.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/11/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1849&Type=Case>

PS 9145

12/13/2007

Barrel	Description		24" 270 WSM
	Date Code		LZ
	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	
	Sub-Assembly	Non-ISS	
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	
	Sub-Assembly	M/700 Non-Bolt Lock	

(PS 9146)

PS 9147

L22/05
5.5[#]
24"
=012

Factory Repair Instructions

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

Model Number: 700		Serial Number: G6470824	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: John Smithkin		Date of Purchase: Fall 2006	
Address (no PO Boxes): 41 Church St			
City: Verona		State: VA	Zip: 24482
Phone (Daytime):		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: Clicked Sassy off and gun fired			
Ammunition Information:			
Manufacturer: Remington		Type: 270 WSM	
Other (i.e. bullet weight/type, shot size, powder):		130gr Core Lock PSP	
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
13801			
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used:			
How often do you clean the bore? (Months or Number of rounds) After Shooting			
How often do you clean the action? (Months or Number of rounds) After Hunting Season			
How often do you clean the trigger assembly? (Months or Number of rounds) After Hunting Season			
Brand of lubricant used: Hoopes / Outcros			

138016

PS 9148

Duer

How often do you lubricate the bore? (Months or Number of rounds)	After Shooting & Cleaning
How often do you lubricate the action? (Months or Number of rounds)	After Shooting
How often do you lubricate the trigger assembly? (Months or Number of rounds)	When it is out in wet weather or when cleaned & put away
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Comments: -	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? NA	
What were the services performed? NA	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave 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>	

ed to you C.O.D. (To avoid C.O.D. Charges, please your gun)

mate detailing the nature of the repair, applicable taxes estimate. Repairs can be paid by check, money order, or VISA). If you wish, you can expedite repairs over illed to your credit card.

Serial Number:

G6470824

Model: 700



RE00138016

could not duplicate concern.
As a Good-Will gesture
replace TPA at N/K to
restore confidence in rifle

PS 9149

Remington Arms Co., Inc.
Product Service
Legal Case #:1808

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138306	12/15/2007	12/3/2007	12/17/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jeff	Snipes	114 Old Waterworks Road	Lancaster	SC	29720		H 803-283-9128 W 803-313-2327 C 803-246-5056

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD truck	Cause:4014 Defective Parts		Unknown	
S Fired on safe release	Concern:1007 Fired on Safe Release			
C				

12/3/07-email from Fred Supry- cust claims that his ML fired when he released the safety. Damaged his truck.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27586	ML057942	AR	3/27/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION		U			

CONCERN:FIRES WITH SAFETY ON

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						
	Repair/Replacement Cost	Repair/Replacement Date				
	35.00	12/19/2007				

12/3/07-sending box, ars, ltr.lw 12/19/07-replace TA at n/c safety switch broken.lw

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4014	Defective Parts	SAFETY BROKEN
Barrel	Description		24" 50 CAL ML
	Date Code		AR
	Bore Plugged	False	
	Bulged	False	

PS 9150

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	---Select---	NOT OF REM MFG
	Shroud	---Select---	
	Face	---Select---	
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
Locking	Block Condition	---Select---	
	Lug Condition	---Select---	
	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; Not Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	2.5#
	Altered	True	PULL SCREW ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		AFTER MKT FIRING PIN AND NIPPLE

(PS 9151)

New 12/14/2007 11:03:45 AM

Received From

JEFF SNIPES

2777 KNOTTY PINE DRIVE

LANCASTER

State: SC

Country: US

FFL

Close

Remington

Factory Repair Instructions

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

Model Number: 700 ML		Serial Number: ML 057942	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO		gun was purchased at gun shop	
Name: Jeff Snipes		Date of Purchase: not sure gun is about 3 yrs old	
Address (no PO Boxes): 2777 Knotty Pine Dr			
City: Lenoir		State: S.C.	Zip: 29720
Phone (Daytime): 313-2327 (shop)		Fax: 313-2327	
E-mail Address: 803-246-5054 (cell) 803-283-9128 (Home)			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: Gun fired with safety on!			
the only thing that has been done to rifle is			
change cover to shop 209 shot gun primer			
That was done when gun was new never had			
any problem with gun firing till now!			
Ammunition Information: 245 grain Sabot 160 grains of powder			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used: 209 shot gun primer	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: Hopp			
How often do you clean the bore? (Months or Number of rounds) 2 or 3 times after gun is fired			
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: Remington oil			

PS 9153

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? <input type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?

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

REMINGTON ARMS CO., INC

ATTN: Arms Service Division

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 will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please with your gun)

estimate detailing the nature of the repair, applicable taxes
 repair estimate. Repairs can be paid by check, money order,
 rd, or VISA). If you wish, you can expedite repairs over
 be billed to your credit card.

Serial
Number:

ML057942

Model: **700ML**



RE00138306

*Safety Switch Broken
 Replace TPA, check over clean
 AT N/C #230145*

(PS 9154)

1900
Watson, Laura M.

From: Supry, Fred L.
Sent: Monday, December 03, 2007 9:36 AM
To: Watson, Laura M.
Subject: Jeff Snipes

12/3/2007

Laura,

Please send a box and ARS label to retrieve a Model 700 ML to:

Jeff Snipes
114 Old Waterworks Road
Lancaster, SC 29720

His phone number is 803-313-2327. He claims that the ML fired with the safety on when he release the safety. He also said he damaged his truck. I told him we would send the box, the label, and a letter. He did not have the rifle with him so I wasn't able to get the serial number. Thank you.

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

12/3/2007

(PS 9155)



December 3, 2007

Jeff Snipes
114 Old Waterworks Road
Lancaster, SC 29720

Subject: Model 700ML
RE: Case #1808

Dear Mr. Snipes,

We were sorry to learn about the unfortunate incident you experienced with your Model 700ML. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

Per your discussion with Fred Supry, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. 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 firearm 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,

A handwritten signature in cursive script that reads "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 Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

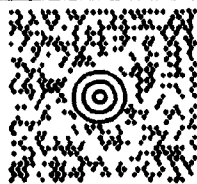
PS 9156

JEFF SNIPES
114 OLD WATERWORKS RD
LANCASTER SC 29720

10 LBS
RS

1 OF 1

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

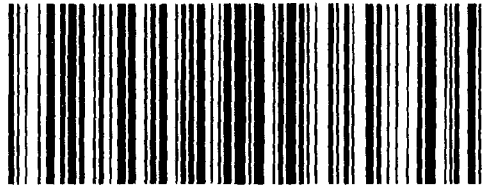


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6671 2735



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: JEFF SNIPES/LW
REF 2: REF#: 700ML

HS 9 0 49

LP2442 69 0A 07/2007



International Shipping Notice: Shipments from the U.S. may be subject to the rules relating to liability and other terms and 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 conventions, protocols or software were approved from the U.S. in accordance with the Export Administration Regulations. Shipments containing U.S. law restricted items, For shipping details, call 1-800-750-7062.

PS 9157

PrintDisplay

Page 1 of 2

Remington Arms Co., Inc.
Product Service
Legal Case #:1460

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
132110	8/9/2007	8/9/2007	8/9/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ronald	Sonnentag	5472 Hwy 8	Laona	WI	54541		H 715-674-4333

Incident Information

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

8/14/07-correspondence from repair-when the safety is moved to the firing position, the firing pin releases. gunsmith couldnt correct it.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700ML/.50	27572	ML235721	BV	1/17/2001 4:26:28 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	MELS TRADING POST INC		U			

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 discount						
	Repair/Replacement Cost	Repair/Replacement Date				

8/14/07-replace TA at 42% discount.\$89.64.lw

Examination[Remington/CF/BA]

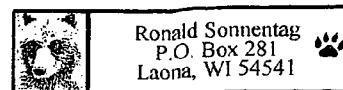
Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		8/9/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4006	Altered Adjustments or Components	Trigger adjustment screw was back out to the point that the spring could not reliably return the trigger under the sear.
Barrel	Description		Model 700 ML .50 Caliber
	Date Code		BV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while		

PS 9158

	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	---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		700 style safety - non bolt lock
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
	Pull Altered Sub-Assembly	Trigger	Condition
---Select---			not measured
True			
M/700 Non-Bolt Lock			

(PS 9159)

1460



Ronald Sonnentag
P.O. Box 281
Laona, WI 54541

5472 HWY 8

July 28, 2007

TO: Remington Arms Service Dept.

Dear Sir:

The problem that I am having with my Rem 700 ML (serial #235721) is that when the safety is moved to the firing position, the firing pin releases. (It won't stay cocked.)

I took the gun to a gunsmith who was unable to correct the problem. He called your service department and was told to send the gun to you.

I believe the gun was purchased in 2002. It has been fired approximately 200 times.

Please make the necessary repairs ASAP. I am leaving on September 5th for an elk hunting trip in Colorado.

Sincerely,

Ronald J. Sonnentag

Ronald J. Sonnentag

715-674-4333

Serial Number: **ML235721**

Model: **700ML**



RE00132110

*Altered adjustments
install new TPA at
42% off MSP.*

FLS 8/9/2007

(PS 9160)

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: **RE00132110** Serial: **ML235721** Model: **700ML** Center Fire Caliber: **50.SYN** Produced: **01/17/2001** Repairman: Status: **New 8/8/2007 1:49:44 PM**

Verify Repair

Address Information

Customer: ☒ Received From: ☐ Return To: ☐ Received From: ☐

Name: **RONALD SONNENTAG** **RONALD SONNENTAG**

Address 1: **5472 HWY 8** **5472 HWY 8**

Address 2: **PO Box 281** **PO Box 281**

City: **LAONA** **LAONA**

State: **WI** Zip Code: **54541** Country: **US** State: **WI** Zip Code: **54541** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

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

Date	Code	User ID	Desc	Desc
8/2/2007 4:01:22	New	skinnerl	Repair Added	
8/8/2007 1:49:44	Update	valentds	Repair information change	
8/8/2007 1:51:22	Expedite	valentds	From: Check In	To:
8/9/2007 10:49:31	Comment	supryll	Returned to Arms Service for repair	

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

Current Status
New
8/8/2007 1:49:44 PM
valentds
Product Services
Repair Location
ILN
Current Location
ILN
Transfer Number

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

supryll 8/9/2007 10:49 AM BARS NUM INS SCRI

start Inbox - Microsoft O... Arms Services Reba... Microsoft Word Microsoft Excel - PS... Enter New Case - M... 10:49 AM

Remington Arms Co., Inc.
Product Service
Legal Case #:1672

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
136477	11/9/2007	10/22/2007	11/12/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		David	Southwick	4840 N Forest Way	Idaho Falls	ID	83401		H 208-526-2227 E southdd@juno.com

Incident Information

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

10/22/07-email through Right Now-Cust purch rifle new in 1974. Back in 1974, rifle fired on safe release and shot truck. Loaned rifle to relative recently and gun fired on safe release. Wants assistance fixing this.lw 10/24/07-cust said incident happened about a year ago.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	6675077 EX	10/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner		
	UDISCO SALT LAKE CITY UTAH	TWO PIECE SCOPE BASE,HARD CASE	Y		

CONCERN:WILL FIRE INTERMITTENTLY WHEN SAFETY IS MOVED

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				

10/22/07-left msg for cust to call.lw 10/24/07-sending ARS & ltr. Offered to replace TPA under SMP.lw 11/13/07-quote sent to replace ta under smp.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/12/2007
	Product Type		RF

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1672&Type=Case>

PS 9162

11/14/2007

	Action Type	A	
	Assigned To	F.SUPRY	
Cause	4015	Improper Maintenance	TRIGGER ASSM DIRTY/RUSTY TRIGGER BINDS
Barrel	Description	22" 3006 SPR	
	Date Code	EX	
	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	FINISH CRACKS FRONT AND REAR OF TRIGGER GUARD
	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	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/RUSTY
	Pull	---Select---	6.5#

	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,HARD CASE

(PS 9164)

Reference # 071019-000060
Status Unresolved
Assigned to Not specified
Topic Firearms
SLA Not specified
Queue CSR
Date Created 10/19/2007 02:32 PM
Initial Response None
Last Updated 10/19/2007 02:32 PM
Customer SmartSense +1 (on -3 to +3 scale)
Staff SmartSense 0 (on -3 to +3 scale)

Help with BDL 30.06

Discussion Thread

Customer (David Southwick)

10/19/2007 02:32 PM

In the summer of 1974 I purchased a new Remington BDL 30.06 rifle. That fall, after a day of hunting, I approached my dad's truck and started to unload the gun. When I switched the safety off, the gun fired into the pickup. I assumed that I must have bumped the trigger, causing the gun to go off. Luckily, no one was near and the only damage was to the pickup. I have never carried the gun with a bullet in the chamber since. Recently, I loaned the gun to a relative. When he returned it, he asked me if I was aware that the gun had a defect. He explained that sometimes, when the safety is switched off, the firing mechanism activates. I have experimented with the rifle and found that if the trigger is touched, while the safety is on, that switching the safety off will sometimes cause the firing mechanism to fire. I am extremely thankful that no one was ever injured by the gun but now am wondering if Remington would be willing to help me get the gun repaired. Thanks for your consideration. Dave.

Primary Contact

First Name: David
Last Name: Southwick
Organization:
Login: soutdd@juno.com
Password: dds12new
Title:
Contact Type:
Email: soutdd@juno.com
Email - Alternate #1: dd@south.myrf.net
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street:
City:
State/Province:
Postal Code:
Country:

Additional Information

Model_Number: BDL 30.06 manufactured about 1974

4840 N Forest way
 Idaho Falls, ID 83401
 208-526-2227

10/22 11:50 AM

PS 9165

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_sid=... 10/19/2007



October 24, 2007

David Southwick
4840 N Forest Way
Idaho Falls, ID 83401

Subject: Model 700 Serial #6675077
RE: Case #1672

Dear Mr. Southwick,

We were sorry to learn about the problem you experienced with your Model 700 rifle. We appreciate you contacting us so we can evaluate your firearm and help resolve this matter for you. As I understand it, the rifle fired on two different occasions without you pulling the trigger.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. We can offer to replace your trigger assembly under our Safety Modification program for a charge of \$20 plus tax. We can send you a quote once we have the opportunity to evaluate your firearm.

I have also included a copy of this letter to put inside the shipping box. 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,

A handwritten signature in cursive script that reads "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 9166)

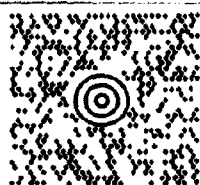
Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

DAVID SOUTHWICK
4840 N FOREST WAY
IDAHO FALLS ID 83401

12 LBS
RS

1 OF 1

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

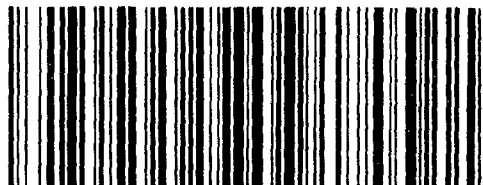


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6510 8579



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:DAVID SOUTHWICK/LW
REF 2:REF#: 6675077

45 9.0.49 LP2442 69 0A 07/2007



International Shipping Notice - Cargo handlers may be subject to the rules relating to liability and other terms and conditions established by the Convention by the Underlying of Carriage 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 conditions apply to all goods shipped from the U.S. in accordance with the Export Administration Regulations. Universal Carriers (U.S. law prohibits). For shipping prices, call 1-800-732-7862.

4XX596 OCT 24, 2007 ALL CURR USD 1 OF 1
SERVICE GND COM ACT UT 12.0 LBS
TRACKING# 1Z4XX5969065108579
REF 1:DAVID SOUTHWICK/LW
REF 2:REF#: 6675077

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DG 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 11.59 PUB+HANDLING 11.59

PS 9167

RECEIVED
NOV 13 2007
BY: _____

PS 9168

Remington®

1672
October 24, 2007

David Southwick
4840 N Forest Way
Idaho Falls, ID 83401

Subject: Model 700 Serial #6675077
RE: Case #1672

Dear Mr. Southwick,

We were sorry to learn about the problem you experienced with your Model 700 rifle. We appreciate you contacting us so we can evaluate your firearm and help resolve this matter for you. As I understand it, the rifle fired on two different occasions without you pulling the trigger.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. We can offer to replace your trigger assembly under our Safety Modification program for a charge of \$20 plus tax. We can send you a quote once we have the opportunity to evaluate your firearm.

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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
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789

Fax: 336-548-7890

E-mail: laura.watson@remington.com

Serial Number: **6675077**
Model: **700**

RE00136477

TRIG. ASSM. DIRTY/RUSTY
TRIGGER BINDING. REPLACE
TPA, check over, clean
under BOLT work program
for \$ 20.00
Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

(PS 9169)

Remington

Factory Repair Instructions

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

Model Number: BDL 700		Serial Number: 6675077	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: DAVID D. Southwick		Date of Purchase: Summer of 74	
Address (no PO Boxes): 4840 N. Forest Way Idaho Falls, Id 83401			
City: Idaho Falls		State: ID	Zip: 83401
Phone (Daytime): (208) 526-2227		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: With a bullet chambered, the safety ON, the trigger then touched (pulled), the gun will fire intermittently when the safety is moved to "OFF" position.			
Ammunition Information:			
Manufacturer: VARIOUS		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
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)			
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: Outers			

(PS 9170)

How often do you lubricate the bore? (Months or Number of rounds) } prior to string gun.

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? — Hasn't been.

What were the services performed?

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

REMINGTON ARMS CO., INC

ATTN: Arms Service Division

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 9171

Remington Arms Co., Inc.
Product Service
Legal Case #:1874

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138297	12/15/2007	12/17/2007	12/17/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Sportsman Outfitters	Sportsman Outfi		526 East State St	Knox	PA	16232		W 814-797-5253 F 814-797-5777

Incident Information

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

12/19/07-correspondence from repair-stock cracked on cheek piece. Rifle fires wehn safe is pushed to fire position.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25851	D6612987	AY	3/1/2004 4:51:41 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
3/9/2004	CULBERSONS SPORTSMEN OUTF		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 n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35.00	12/19/2007				

12/19/07-replace TA at n/c to restore faith in rifle.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		AY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9172

AY3/04
7A
22"
017

Factory Repair Instructions

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

Model Number: 700 Mountain DM		Serial Number: D6612987	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		Dealer	
Name: Sportsman Outfitters		Date of Purchase: Shipped to us 3-9-07	
Address (no PO Boxes): 526 East State St			
City: Knoxville		State: TN	Zip: 37902
Phone (Daytime): 8147975253		Fax: 8147975777	
E-mail Address:			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: Stock is cracked on Cheek Piece Rifle fires when safe is pushed to fire position, with out pulling trigger			
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: 140gr cracked stock could not dupl. cast	
Care (Cleaning and Lubrication):			

could not dupl, write concerns
replace TPA, check overy clean
AT N/C. #230145
to restore confidence in rifle

Serial Number:

D66 12987

Model: 700



RE00138297

of rounds)	70 lustone confidence, spite
of rounds)	
or Number of rounds)	

(PS 9173)

P.O. Box 306 526 E. State Street
KNOX, PA 16232
(814) 797-5253

AME Remington Arms

ADDRESS

QTY.	DESCRIPTION	PRICE	AMOUNT
------	-------------	-------	--------

27022

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

THANK YOU

\$75.00 by setting a pre-authorized amount that can be billed to your credit card.

ed repairman/gunsmith?

C

THE SAME BOX WITH THE
SEND SPENT SHELLS PLEASE
IP CODE), TELEPHONE AND

handling. Preferably,

without a proper

responsible for
in your carrier.

Avoid C.O.D. Charges, please

ure of the repair, applicable taxes
be paid by check, money order,
you can expedite repairs over

PS 9175

Remington Arms Co., Inc.
Product Service
Legal Case #:1725

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137215	11/29/2007	11/6/2007	11/30/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jerry	Swore	113 Marshall St.	Boone	IA	50036		H 515-432-6393 C 515-212-9155 E jdswore@hotmail.com

Incident Information

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

11/6/07-fired on safe release several times.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 Cal.	27572	ML205461	BS	1/12/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
9/1/2002	GO SPORTSMENS SUPPLY INC		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
Replace TA at discount						
Repair/Replacement Cost	Repair/Replacement Date					

11/06/07-sending ars, ltr, box.lw 12/4/07-quote sent to replace TA at discount.lw

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/30/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER BINDING
Barrel	Description		24" 50 CAL ML
	Date Code		BS
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

(PS 9176)

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	---Select---	
	Handle	Slightly Worn; Functioning	
	Stop	---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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIGGER BINDS
	Pull	---Select---	7.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

(PS 9177)

RECEIVED
DEC 03 2007
BY: *[Signature]*

PS 9178

Remington®

1725

24"
35 1/48
7.5#

November 7, 2007

Jerry Swore
113 Marshall St.
Boone, IA 50036

Serial Number: **ML205461**

Model: **700ML**



RE00137215

Subject: Model 700ML Serial #ML205461
RE: Case #1725

Dear Mr. Swore,

We were sorry to learn of the accidental discharge that you experienced with your Model 700ML. We appreciate you getting in touch with us so we can determine the cause of the incident.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. 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 firearm 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
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789

Fax: 336-548-7890

E-mail: laura.watson@remington.com

Trig. Assm dirty and causing
Taco. to BIND, not return.
replace TPA, check over, clean
AT 1/2 normal changes.
A note

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

(PS 9179)

Remington

Factory Repair Instructions

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

Model Number: 700ML		Serial Number: ML 205461	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Jerry D. Swore		Date of Purchase: Sept. 2002?	
Address (no PO Boxes): 113 MARSHALL ST.			
City: BOONE		State: IOWA	Zip: 50036
Phone (Daytime): 515-212-9155		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: I WAS OUT DEER HUNTING ON THE NIGHT OF 10/13/2007. IT WAS RAINING OUT AND I SHOT AT A BUCK. I COULD NOT GET THE SAFETY TO GO BACK ON. FINALLY THE SAFETY WENT BACK ON. THE NEXT MORNING WHEN I WENT TO CHECK AND SEE IF IT WAS WORKING, THE GUN WENT OFF. THIS HAPPENED 4 MORE TIMES AFTER THAT. IT WAS LOADED EACH TIME. EVERY TIME			
Ammunition Information: I PUSHED THE SAFETY OFF. GUN FIRED.			
Manufacturer: Buffalo Bullet Co.		Type: Prelubricated Bullets	
Other (i.e. bullet weight/type, shot size, powder): 50 CALIBER 385 GRAIN HOLLOW POINT. 100 GRAINS OF HODGON PYRODEX			
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: Cabela's Black Powder Solvent			
How often do you clean the bore? (Months or Number of rounds) EVERY 4 or 5 ROUNDS			
How often do you clean the action? (Months or Number of rounds) SAME			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used: TC Bore butter, oates gun oil			

(PS 9180)

How often do you lubricate the bore? (Months or Number of rounds)	Every 3 or 4 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?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> 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 Division 14 Hoefler Ave 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 (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.</p>	

(PS 9181)

Reference # 071019-000057
Status Updated
Assigned to Administrators Laura
Topic Firearms Muzzleloaders
SLA Not specified
Queue CSR
Date Created 10/19/2007 02:23 PM
Initial Response None
Last Updated 10/28/2007 07:12 PM
Customer SmartSense +1 (on -3 to +3 scale)
Staff SmartSense 0 (on -3 to +3 scale)

Remington muzzle loader**Discussion Thread****Customer (Jerry Swore)**

10/28/2007 07:12 PM

I sent this e-mail on 10/19/2007 and as of today 10/28/2007, I have not heard anything from anybody. I would really like a reply. Thanks again Jerry

Customer (Jerry Swore)

10/19/2007 02:23 PM

My rifle shoots when I take the safety off all by itself. Almost shot myself twice. Who do I talk to about getting this fixed. Thanks

Primary Contact**First Name:** Jerry**Last Name:** Swore**Organization:****Login:** jdsware@hotmail.com**Password:****Title:****Contact Type:****Email:** jdsware@hotmail.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:** 700ML**Serial Number:** ML205461

11/6/07 lmsg 2:35

- Safety off + gun went off
- No trigger work
- blistered thumb

113 Marshall St

Boone, IA 50036

515-432-6393H

515-212-9155C

- box 877890

- ARS



November 7, 2007

Jerry Swore
113 Marshall St.
Boone, IA 50036

Subject: Model 700ML Serial #ML205461
RE: Case #1725

Dear Mr. Swore,

We were sorry to learn of the accidental discharge that you experienced with your Model 700ML. We appreciate you getting in touch with us so we can determine the cause of the incident.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. 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 firearm 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,

A handwritten signature in cursive script that reads "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 Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

(PS 9183)

BARBER - Kinzer PPS GAL RE0008264

PS 9184

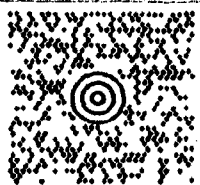
JERRY SWORE
113 MARSHALL ST
BOONE IA 50036

12 LBS
RS

1 OF 1

SHIP TO:

ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFER AVE
ILION NY 13357

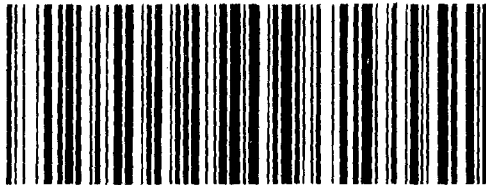


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6517 9850



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: JERRY SWORE/LW
REF 2: REF#: ML205461

WS 9.0.49

LP2442 69.0A 07/2007



International Shipping Notice: Shipments in this category may be subject to the rules relating to liability and other terms and 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 Liability for the International Carriage of Goods by Road (the "CMR Convention"). These companies, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Division controls to U.S. are prohibited. United Parcel Service of America, Inc.

Remington Arms Co., Inc.
Product Service
Legal Case #:1481

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
132698	8/17/2007	8/20/2007	8/20/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Texas Gun Shop	Texas Gun		4518 South Padre Island Drive	Corpus Christi	TX	78411		W 361-854-4424

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	fires on bolt closing			
C	Concern:1008 Fired on Bolt Closing			

8/21/07-correspondence from repair-rifle fires when bolt is closed.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN		30387	DJ	9/1/1962
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				

8/21/07-replace TA under smp. sent quote for \$20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/20/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
			PS 9185

Cause	4015	Improper Maintenance	TRIG ASSM VERY DIRTY AND STICKY
Barrel	Description		20" 243 WIN
	Date Code		DJ
	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	MARS AND SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	TWO PIECE SEAR
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY AND STICKY
	Pull	---Select---	8.5#
	Altered	False	

PS 9186

	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

(PS 9187)

PURCHASE ORDER

FROM:

TEXAS GUN SHOP, INC. 1481

PHONE A/C 361 • 854-4424
4518 SOUTH PADRE ISLAND DRIVE
CORPUS CHRISTI, TEXAS 78411

PURCHASE ORDER NO. 001360

IMPORTANT ABOVE NUMBER MUST APPEAR ON ALL
CORRESPONDENCE, INVOICES, SHIPPING PAPERS AND
PACKAGES.

DATE 7-31-07 DATE WANTED ASAP

TERMS _____ F.O.B. _____

SHIP VIA _____

SHIP TO _____

TO: REMINGTON ARMS COMPANY
ATTN: ARMS SERVICE DIV/REPAIRS
14 HOFER AVE
ILION, NY 13357

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
	PLEASE FIND ENCLOSED ONE		
	MODEL 700		
	S/N 30387		
	RIFLE FIRES WHEN BOLT IS		
	CLOSED. REPAIR OR REPLACE		
	AS NECESSARY		

THANK YOU

MIKE DELIBON

could not duplicate concern

TEIG. ASSM VERY dark + sticky

upon a TPA, check only, clean

under bolt could progress RAR

to 20.00

10.00

Serial Number:

30387

Model: 700



RE00132698

FAX 361-854-6920

PS 9188

ORDERED BY

PS 9189

Remington Arms Co., Inc.

Product Service

Legal Case #:1476

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
132522	8/17/2008	8/20/2007	8/20/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Harold	Thomas	PO Box 68 3919 Sugarloaf Dr.	Monrovia	MD	21770		H 301-765-9230 C 301-514-1274

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				

8/21/07-correspondence from repair-safety will not go in the safe position. when bolt is opened and closed the gun will fire.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM08 REM	25616	C6653555	KL	6/3/1991
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		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 discount							
Repair/Replacement Cost	Repair/Replacement Date						

8/21/07-Replace Ta, check over, clean at 1/2 normal cost.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/20/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER ASSM DIRTY/STICKY SEAR BINDING TO

PS 9190

			SIDE PLATES
Barrel	Description		22" 7MM08 REM
	Date Code		KL
	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	2.5#
	Altered	False	

PS 9191

	Sub-Assembly	M/700 Non-Bolt Lock
--	--------------	---------------------

(PS 9192)

REMINGTON ARMS CO 1476

THE ENCLOSED RIFLE SAFETY
IS IN THE FIRE POSITION AND WILL
NOT GO ON THE SAFE POSITION
WHEN BOLT IS OPENED AND CLOSED
THE GUN WILL FIRE

.015
2.5"
22"
KLS/91

132522

HAROLD THOMAS
P O BOX 68
3919 SUGARLOAF DR
MONROVIA MD 21770

HOME 301 865 9230
CELL 301 514 1274

Serial
Number:

C6653555

Model: 700



RE00132522

TRIG. ASSM. IS CONTAMINATED WITH A
PARTIALLY DRIED & STICKY LUBRICATION
RESIDUE, CAUSING SEATS TO STICK TO
SIDE PLATES. REPLACE TPA, check over,
clean at 1/2 normal cost.

Quate

RECEIVED
AUG 21 2007

BY: *[Signature]*

(PS 9193)

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: **RE00132522** Serial: **G6653555** Model: **700** Center Fire Caliber: **7MM-08 REM** Produced: **06/03/1991** Repairman: Status: **New 8/16/2007 2:26:39 PM**

Verify Repair

Address Information

Customer: Received From: Return To: Received From:

Name: **HAROLD THOMAS** **HAROLD THOMAS**

Address 1: **3919 SUGARLOAF DR** **3919 SUGARLOAF DR**

Address 2: PO Box: PO Box:

City: **MONROVIA** **MONROVIA**

State: **MD** Zip Code: **21770** Country: **US** State: **MD** Zip Code: **21770** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

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

Date	Code	User ID	Desc1	Des	Shipping Hold	Current Status
8/10/2007 5:24:5	New	skinner1	Repair Added		<input type="checkbox"/>	New
8/15/2007 4:35:4	Comment	poindexterj	Consumer Contact for Repair Status		<input type="checkbox"/>	8/16/2007 2:26:39 PM
8/16/2007 2:26:3	Update	valentds	Repair information change		<input type="checkbox"/>	valentds
8/16/2007 2:27:4	Expedite	valentds	From: Check In	To:	<input type="checkbox"/>	Product/Services
8/20/2007 9:35:5	Comment	ardenep	Consumer Contact for Repair Status		<input type="checkbox"/>	Repair Location
8/20/2007 11:09:5	Comment	supryfl	Returned to Arms Service for repair		<input type="checkbox"/>	ILN
					<input type="checkbox"/>	Current Location
					<input type="checkbox"/>	ILN
					<input type="checkbox"/>	Transfer Number

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

supryfl 8/20/2007 11:10 PM C4PS NUM INS SCR

start Inbox - Micros Arms Services Enter New Cas Search for a S Microsoft Word Microsoft Excel 11:10 PM

PS 9194

Remington Arms Co., Inc.
Product Service
Legal Case #:1834

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137677	12/6/2007	12/7/2007	12/7/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jason	Thomas	2866 Cross Creek Drive	Cumming	GA	30040		H 678-776-6064 F 678-513-7414 E jtcobra93@aol.com

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				

12/10/07-correspondence from repair-switching from safe to fire, the gun goes off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	26039	E6741165	KV	5/8/2001 6:12:31 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
12/1/2003	BANGERS LP		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
Replace TA at discount						
Repair/Replacement Cost	Repair/Replacement Date					

12/10/07-trig assem rusty & sticky. Replace TA at 1/2 normal cost.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/7/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER ASSM RUSTY AND STICKY CAUSING PARTS TO STICK/BIND
Barrel	Description		24" 7MM REM MAG
	Date Code		KV
	Bore Plugged	False	
	Bulged	False	

PS 9195

	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	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	RUSTY AND STICKY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

(PS 9196)

PS 9197

1834

Remington

Factory Repair Instructions

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

Model Number: 700		Serial Number: E6741165	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO Brand New In Raffle			
Name: Jason Thomas		Date of Purchase: Christmas 2003	
Address (no PO Boxes): 2866 Cross Creek Drive			
City: Cumming		State: GA	Zip: 30040
Phone (Daytime): 678-776-6064		Fax: 678-513-7414	
E-mail Address:			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. JTCobra93@AOL.com			
Please describe your problem:			
When you fire the gun and the pin stays in after you chamber another shell you eject the good shell and chamber the third shell and switch from safety to fire the gun goes off.			
NOT SAFE!			
Ammunition Information:			
Manufacturer: Remington		Type: 700	
Other (i.e. bullet weight/type, shot size, powder):			
137677			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication): Barely Used			
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:			

KUS/01
4.5#
24"
013

(PS 9198)

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? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>Never</i>
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to:
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave 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 (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over billed to your credit card.</p>

Serial Number:

E6741165Model: **700****RE00137677**

could not duplicate concern

TRIG ASSM. RUSTY + STICKY CAUSING
PANTS TO STICK/BIND.
Replace TPA, check over, clean.
AT 1/2 NORMAL COST (PS 9199)
Quote

Remington Arms Co., Inc.
Product Service
Legal Case #:1388

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
130863	7/6/2007	7/9/2007	7/9/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Michael	Turner	137 JR Ballard Ln	Bardstown	KY	40004		H 502-460-0769 E michael.turner@wku.edu

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				

7/11/07-correspondence from repair-rifle fired when safety released.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN		C6298768	DI	9/20/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENTERPRISES		U			

CONCERN:FIRES WHEN SAFETY IS MOVED

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 1/2 price						
	Repair/Replacement Cost	Repair/Replacement Date				

7/11/07-Quote sent for \$84.70.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/9/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		DI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

(PS 9200)

	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	
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	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARED M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
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	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

(PS 9201)

130863

1388

June 22, 2007

D1 9/81
S.5H
.013
22

To Whom It May Concern:

I have had a problem with the included Remington Model 700 Bolt Action, .270 Caliber, and Serial Number C6298768. I have recently had a problem with the rifle not firing when the safety is in the fire position and the trigger is pulled completely back. When I release the trigger and push the safety into the safe position then pull the safety back to the fire position, the rifle will fire without me pulling the trigger. As you know, this is extremely dangerous and I had to change my pants many times! Also, and this may be the source of the problem, the trigger on the rifle is very hard to pull back. I do not know the exact poundage, but I have never had a rifle with such a heavy trigger pull. Please set the trigger pull at the factory spec minimum. Thank you for your time and work.

Thank you,

Michael Turner

Contact Information:

Michael Turner
137 JR Ballard Ln.
Bardstown, KY 40004

Phone Number:
(502 460-0769

Email Address:
michael.turner@wku.edu

Serial Number:

C6298768

Model: 700



RE00130863

TRIG-ASSM. SET SCREWS
ALTERED. TRIG-ASSM. DIRTY
& STICKY. REPLACE TPA
CHECK OVER, CLEAN AT 1/2
NORMAL CHANGE.
Quote

{ PS 9202 }

Remington Arms Co., Inc.
Product Service
Legal Case #:1869

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138330	12/15/2007	12/17/2007	12/17/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Bob Ward & Sons	Bob Ward		3323 Dredge Dr.	Helena	MT	59601		H 406-443-2138
Incident		Danny Trissel							C 406-202-0357

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot hole in truck floorboard	Cause:4038 Could Not Duplicate Concern			
S	Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	
C accidental discharge				

12/19/07-correspondence from repair-accidental discharge. bolt not engaged.lw 12/21/07-cust claims rifle blew hole in floorboard of truck, fired while bolt was open.lw He opened the bolt, pulled back abt 1/2" and rifle fired.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	27363	G6680093	WB	8/13/2007 8:15:37 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	MASCHMEDT & ASSOCIATES, I		U			

CONCERN:ACCIDENTAL DISCHARGE

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						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	12/19/2007				

12/19/07- replace TA at n/c.lw 12/21/07-cust requested reimbursement for truck damages. Asked him to send estimate so we can review.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		24" 3006 SPR
	Date Code		WB

Barrel	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 X-MARK PRO SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/20/07				
Customer Information				
	Reporter (Age)		Incident (Age)	
Name	Danny Trissel			
Address				
City, St Zip				
Home				
Cell	406-202-0357			
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident:	Shot gun in my hand - when bolt open - blew bolt in back of my head.			
DE 135330 See Jimmy V. memo.				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Date Purchased	Where Purchased		Original Owner	
Ammunition Information				
Manufacturer	Caliber/ Gauge		Factory or Reloads	
Bullet type	Bullet wt.		Lot #	
Additional Ammo Info:				
Other Products Information				

(PS 9206)

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: **RE00138330** Serial: **G6680093** Model: **700** Center Fire Caliber: **30 06 SPRG** Produced: **08/13/2007** Repairman: Status: **Closed 12/15/2007 4:53:37 AM**

Verify Repair

Address Information

Customer: **BOB WARD AND SONS** Received From: **BOB WARD AND SONS** Return To: **BOB WARD AND SONS** Received From:

Address 1: **3323 DREDGE DR** Address 2: P.O. Box:

City: **HELENA** State: **MT** Zip Code: **59601** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
12/15/2007 4:49	New	Sanguineg	Repair Added	
12/15/2007 4:53	Closed	Sanguineg	Closed at Expedite	
12/18/2007 8:26	Comment	supryll	Returned to AS for repair	

Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair ☐

Current Status: **Closed** 12/15/2007 4:53:37 AM

Product Services: **Sanguineg**

Repair Location: **ILN**

Current Location: **ILN**

Transfer Number:

Repair Search Refresh Close

supryll 12/18/2007 8:26 AM CAPS NUM IINS SCRL

start Inbox - Microsoft Out... Microsoft Excel - PS H... Arms Services Repair Case Maint - Microsof

X- Mark Pro Trigger
no fault found - could not duplicate
concern.

(PS 9207)

BOB WARD**& Sons**

Missoula • Hamilton • Helena • Butte • Bozeman

No. 28329

Date: 11/18/07

Select one:

☐ Store Stock Repair Order☐ Customer Repair OrderCustomer Name: Don RussellAddress: 1334 E. CascadeCity: Helena State: MT Zip: 59601

E-mail Address: _____

Phone: 202 0357

Item Description

Brand: Komington

Style #: _____

Style Name: Model 700 SPS

Color: _____

Size: 30-06 Springfield 50 G6680093Repairs Needed: Accidental Discharge. Bolt not engaged.Sales Associate: TJLContact Person: Amie

Bob Ward & Sons - Returns Department

☐ 3015 Paxson St.
Missoula, MT 59801
(406) 728-3220☐ 3011 Max Ave.
Bozeman, MT 59715
(406) 586-4381☒ 3323 Dredge Dr.
Helena, MT 59601
(406) 443-2138☐ 1925 Dewey Blvd.
Butte, MT 59701
(406) 494-4452☐ 1120 N. First Ave.
Hamilton, MT 59840
(406) 363-6204

Charges Assessed: _____

ATTACH TO ITEM

Serial Number:

G6680093Model: **700****RE00138330**

could not duplicate concern
~~the~~ replace TPA, check over,
 clean AT N/C
 warranty

(SAVE TPA FOR P.S.)

[PS 9208]

X Mark Pro trigger
no fault found - could not duplicate
concern.

PS 9209

BOB WARD

& Sons

SPORTING GOODS CENTERS
Missoula • Hamilton • Helena • Butte • Bozeman

No. 28329

Date: 11/19/07

Select one:

☐ Store Stock Repair Order☒ Customer Repair OrderCustomer Name: Danny RussellAddress: 1334 E. G. HallCity: Helena State: MT Zip: 59601

E-mail Address: _____

Phone: 202-0357

Item Description

Brand: Remington

Style #: _____

Style Name: Model 700 SPS

Color: _____

Size: 30-06 Spring field 5# G6680093Repairs Needed: Accidental Discharge. Bolt not
engaged.Sales Associate: DJJContact Person: Anna

Bob Ward & Sons - Returns Department

☐ 3015 Paxson St.
Missoula, MT 59801
(406) 728-3220☐ 3011 Max Ave.
Bozeman, MT 59715
(406) 586-4381☒ 3323 Dredge Dr.
Helena, MT 59601
(406) 443-2138☐ 1925 Dewey Blvd.
Butte, MT 59701
(406) 494-4452☐ 1120 N. First Ave.
Hamilton, MT 59840
(406) 363-6204

Charges Assessed: _____

ATTACH TO ITEM

Serial Number:

G6680093

Model: 700



RE00138330

opened bolt +
pulled back 1/2"
blow hole in floorboard
exhaust.

could not duplicate concern
~~the~~ replace TPA, check over,
clean AT N/C
warranty

(PS 9210)

(SAVE TPA FOR P.S.)

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/20/07				
Customer Information				
	Reporter (Age)		Incident (Age)	
Name	Danny Trissel			
Address				
City, St Zip				
Home				
Cell	406-202-0357			
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident: Sent gun in - misfired - when bolt open -blew hole in floor board of truck -				
PE 138330				
Sent through Bob Ward -				
Firearm Information				
Manufacturer	Type of Action	Model/Cal or Ga	Serial Number	Date of manuf
Date Purchased		Where Purchased	Original Owner	
Ammunition Information				
Manufacturer	Caliber/Gauge		Factory or Reloads	
Bullet type	Bullet wt.	Lot #		
Additional Ammo Info:				
Other Products Information				

(PS 9211)

PrintDisplay

Remington Arms Co., Inc.
Product Service
Legal Case #:1323

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
129931	6/6/2007	6/7/2007	6/7/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain	Steve	Weems	2100 S Randall Rd	Geneva	IL	60134		H 630-845-0505
Incident		Michael	Maxstadt	48W551 Perry Road	Maple Park	IL	60151		H 630-660-5639

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				

6/13/07-corresp from repair-gun was chambered live with the safety on. Upon moving the safety to the off position the gun fired w/o being triggered.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	B6739903	WF	8/1/1985
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HQ INC 30336	BELL AND CARLSON STOCK	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 discount						
Repair/Replacement Cost	Repair/Replacement Date					

6/14/07-Quote sent to replace TA, clean at 1/2 normal cost. \$77.43.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/7/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIG ASSM SET SCREWS ALTERED
	Description		22" 270 WIN
	Date Code		WF
	Bore Plugged	False	

PS 9212

PrintDisplay

Barrel	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	---Select---	NOT OF REM MFG
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED MIN TENTION ON RETURN SPRING
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		BELL AND CARLSON STOCK

PS 9213



DERMTN™

Service Request
Service Order # 4950

SHIPPED TO VENDOR/STORE:

Remington
14 Hoefler Ave.

Ilion, NY 13357

Attn: Repairs

Date Shipped: 05/29/2007

Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, #Error

Attn: Gun Parts Dept.

2100 S. Randall Rd.

Geneva, IL 60134

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Model: 700

Type: Rifle

Cal/Ga.: .270cal

Serial Number: B6739903

Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

Model 700 .270cal serial no. B6739903

REASON FOR RETURN:

Being sent to Remington at customer request--his instructions are in box--rifle only--no scope or other accessories.--he states this is for warranty work.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Steve Weems

(630) 845-0505

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:

SHIP TO ABOVE ADDRESS

Forward all invoices to:

Gander Mountain

Attn: Cindy Kilbride

180 E. Fifth Street Suite 1300

St. Paul, MN 55101

(PS 9214)

1323

129931

22"
WF 8/45
2.54
012

May 25, 2007

Remington Arms Inc.
Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357

Re: Remington .270 cal Model 700
Serial B6739903

Serial
Number:

B6739903

Model: 700



RE00129931

Dear Sirs,

In January 2007 the gun was chambered live with the safety on. Upon moving the safety to the off position the gun fired without being triggered.

Your assistance in diagnosing and correcting this problem is greatly appreciated.

I can be contacted with any questions or concerns at trophybucs4@aol.com or at the address and telephone listed below.

Sincerely,

Michael Maxstadt
48W551 Perry Road
Maple Park, IL 60151
(630)660-5639

could not duplicate concern
Trig-set screws altered.
check over completely.
Replace TPA, clear at
1/2 normal cost. Quote

RECEIVED
JUN 13 2007

BY: (PS 9215)

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSRToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair Number: RE00129931Serial: 86739903 Model 700 Center Fire Caliber 270 WIN Produced: 09/11/1985Reparman:Status: New 6/6/2007 11:50:27 AM

Verify Repair

Address Information

Customer:GANDER MOUNTAIN-284Received From:GANDER MOUNTAIN-284

Name:GANDER MOUNTAIN-284

Address 1:ATTN CINDY KILBRIDE2100 S RANDALL RD

Address 2:180 E FIFTH ST SUITE 1300PO Box:PO Box

City:ST PAULGENEVA

State:MNZip Code:55101Country:USState:ILZip Code:60134Country:US

FFL

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Date	User ID	Desc1	Desc2
5/31/2007 5:40:2	donovands	Repair Added	
6/6/2007 11:50:2	valentids	Repair information change	
6/6/2007 11:54:2	valentids	From: Check In	To:
6/8/2007 7:48:32	penceil	From: Product Services	To: Repair Bench

☐ Shipping Hold
☐ Interface Hold
☐ Estimate Sent
☐ Parts Received
☐ Passed Inspection
☐ Return As Received
☐ Has been Approved
☐ Internal Repair

Current Status

New
6/6/2007 11:50:27 AM
valentids
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search

RefreshClose

SupplE/8/20078:27 AMCAPSNUMINS6CR

StartInbox - Microsoft OutArms Services RepairMicrosoft Excel - PS HCurrent Cases - Micro

6/8/2007 8:27 AM

Remington Arms Co., Inc.
Product Service
Legal Case #:1701

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135839	10/29/2007	10/30/2007	10/30/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jeff	Wells	2560 Angelyn Dr.	Murfreesboro	TN	37129		W 615-364-8793 E jeff@wellslandscaping.com

Incident Information

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

10/31/07-correspondence from repair-in Jan, rifle discharged when the safety was moved to fire.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	B6224707	PA	6/5/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENT PLYMOUTH MI	TWO PIECE SCOPE BASE	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
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

10/31/07-quote sent to replace TA under SMP \$20.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/30/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
			PS 9217

Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED
Barrel	Description		22" 3006 SPR
	Date Code		PA
	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	SCRATCHES
	Stock Condition	Slightly Worn; Functioning	SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Scar	Lift	---Select---	.011
	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
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

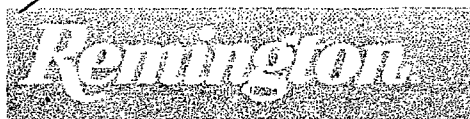
PS 9218

Factory Repair Form

Page 1 of 2

135839

1701


 .091
 PA 6/80
 2.5#
 22"

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: B6224707	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Jeffery S. Wells		Date of Purchase:	
Address (no PO Boxes): 2560 Angelyn Dr.			
City: Murfreesboro	State: TN	Zip: 37129	
Phone (Daytime): 615-364-8793	Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) jeff@wellslandscaping.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: In January of this year (2007), on consecutive deer hunts the rifle discharges when the safety was move to the fire position in order to unload the gun at the end of the hunt. could not duplicate concern. trying - Set screws are red. replace TPA under bolt lock program, check over & clean. for \$20.00 Quote			
326 characters left			
Ammunition Information:			
Manufacturer: Winchester		Type: XF	
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: Rem Action Cleaner			
How often do you clean the bore? (Months or Number of rounds) Min. 1x month			
How often do you clean the action? (Months or Number of rounds) Min. 1x month			
How often do you clean the trigger assembly? (Months or Number of rounds) 4x year			
Brand of lubricant used: Rem Oil			
How often do you lubricate the bore? (Months or Number of rounds) Min. 1x month			
How often do you lubricate the action? (Months or Number of rounds) Min. 1x month			

PS 9219

How often do you lubricate the trigger assembly? (Months or Number of rounds) Min. 1x month
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input type="checkbox"/> 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
<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. :: 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.</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 (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. We process checks electronically through Check21.</p>

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Visit Our Other Remington Websites
Other Sites

Serial
Number:

B6224707

Model: 700



RE00135839

(PS 9220)

RECEIVED
OCT 31 2007
BY: *[Signature]*

PS 9221

Remington Arms Co., Inc.
Product Service
Legal Case #:1540

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
133687	9/12/2007	9/13/2007	9/13/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Leray	White	32485 Mavies Co. Rd 319	Belle	MO	65013		

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				

9/17/07-correspondence from repair-work the bolt, take off safe, gun fires.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	25787	F6242486	XW	12/11/2002 6:10:05 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SIMMONS GUN SPECIALTIES I		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
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35.00	9/17/2007				

9/17/07-replace TA at n/c. Follows down, trigger binding from rusty pin.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/13/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER BINDING FROM RUSTED TRIGGER PIN
Barrel	Description		22" 243 WIN
	Date Code		XW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9222

	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	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIGGER PIN BINDING
	Pull	---Select---	10+#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

(PS 9223)

Remington

Factory Repair Instructions

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

1540

22"
10+#
2011
X 12/02

Model Number: 700 BDL DELUXE <small>CUSTOM</small>		Serial Number: F6242486	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: LE RAY WHITE		Date of Purchase: FALL OF 2006	
Address (no PO Boxes): 32485 MARIES CO RD 319			
City: BELE		State: MO	Zip: 65013
Phone (Daytime):		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: put GUN ON SAFETY THEN WORK THE BOLT CLOSE BOLT TAKE SAFETY OFF GUN FIRES WITHOUT PULLING TRIGGER			
133687			
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:			

Follows down
129. binding from
AUSTY TRAC
up to AT
CLEAR AT # 231188

Serial Number: **F6242486**

Model: **700**

RE00133687

ounds)
f rounds)
Number of rounds)

(PS 9224)

How often do you lubricate the bore? (Months or Number of rounds)	EVERY TIME I USE IT
How often do you lubricate the action? (Months or Number of rounds)	EVERY TIME I USE IT
How often do you lubricate the trigger assembly? (Months or Number of rounds)	SAME
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
Ship your INSURED firearm by either UPS or Parcel Post to: <div style="text-align: center;"> REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357 </div>	
<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 (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.</p>	

PS 9225

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: **RE00133687** Serial: F6242486 Model: 700 Center Fire Caliber: 243 WIN Produced: 12/11/2002 Repairman: Status: New 9/12/2007 12:37:32 PM

Verify Repair: ☐

Address Information

Customer: ☐ Received From: ☒ Return To: ☐ Received From: ☐

Name: **LERAY WHITE** **LERAY WHITE**

Address 1: **32485 MAVES CO RD 319** **32485 MAVES CO RD 319**

Address 2: PO Box: PO Box:

City: **BELLE** **BELLE**

State: **MO** Zip Code: **65013** Country: **US** State: **MO** Zip Code: **65013** Country: **US**

FBI: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
9/10/2007 10:55	New	championij	Repair Added	
9/12/2007 12:37	Update	valentds	Repair information change	
9/12/2007 12:38	Expedite	valentds	From: Check In	To:

Current Status: New
9/12/2007 12:37:32 PM
valentds

Product Services:
Repair Location: IEN
Current Location: ILN
Transfer Number:

☐ Shipping Hold
☐ InterFace Hold
☐ Estimate Sent
☐ Parts Received
☐ Passed Inspection
☐ Return As Received
☐ Has been Approved
☐ Internal Repair

Repair Search Refresh Close

supryll 9/13/2007 8:45 AM CAPS NUM INS SERL

start Inbox: Microsoft Outlook PS Hold Guns AS Arms Services Repair 8:45 AM

(PS 9226)

Remington Arms Co., Inc.
Product Service
Legal Case #:1416

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131622	7/25/2007	7/26/2007	7/26/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Brian	Williamson	134 McCarragher St	Wilkes Barre	PA	18702		H 570-592-5692 E bpw127@psu.edu

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				

7/30/07-correspondence from repair-gun fired when safety taken off on several occasions.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	F6254469	LX	2/21/2003 6:54:02 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
9/7/2003	JERRY S SPORT INC	TWO PIECE SCOPE BASE	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 cost						
Repair/Replacement Cost	Repair/Replacement Date					

7/30/07-could not duplicate, trig & trig pins rusted. Replace TA, check over, clean at 1/2 cost-good will gesture.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/26/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIG AND TRIG PIN RUSTED
Barrel	Description		22" 270 WIN
	Date Code		LX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

(PS 9227)

	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	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG AND PIN RUSTED
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

(PS 9228)

To Whom It May Concern,

I am sending this rifle to you because of a malfunction that occurred during the start of the 2006 deer season. I bought this rifle from J and S Sporting goods in Wilkes Barre, Pennsylvania on August 14, 2003. Here is the series of events that took place with my rifle.

I sat down to take a couple shots with my rifle at the shooting bench to sight in. As I proceeded to take the safety off the gun went off. I figured I had bumped the trigger but it turned out that when I went to take my second shot I took the safety off and the gun went off again. I knew what had happened at that point. The next time I did the same thing with no bullet in the gun at all and flicked the safety off. When I did that you could see the firing pin at the end of the bolt go in as soon as I took the safety off. This occurred two more times. Then it just stopped doing it without a bullet in the gun. So I went to take a live shot and everything was fine. I took five shots after that and it never happened. The gun has not did it since. But, this is obviously a safety issue. So if you can please look at my gun and see maybe what caused this to occur. If you need to get in touch with me my phone number is 570-592-5692. My email address is bpw127@psu.edu. My rifle is a Model 700 ADL synthetic.

Also I have one more question. Is it possible on my rifle to have a detachable magazine box or a floor plate put on my rifle instead of the one I have now which does not have a floor plate. If so how much would it cost to have it done and who would be doing it.

Here is my mailing address:

Brian Williamson
134 McCarragher St
Wilkes Barre, PA 18702

haver,

Contact customer to let him know that we cannot fit floor plate or detachable magazine to an ADL Receiver.

FRED

Thanks,

Brian Williamson

could not duplicate malfunction.
TRG 4.700g pin is installed.
by hand TRG, check over, with
at 1/2 cost. good with Gorman.

Quote

Serial Number: **F6254469**

Model: **700**



RE00131622

RECEIVED
JUL 30 2007

BY: *AW*

(PS 9229)



INVOICE

254 WILKES-BARRE TWP. BLVD.
ROUTE 309
WILKES-BARRE, PA 18702
(570) 824-4610

NAME	KAT WILLIAMSON
ADDRESS	
TELEPHONE	824 2817

SALESMAN	PS	DATE	9-7-03
----------	----	------	--------

QUAN.	DESCRIPTION	PRICE	AMOUNT
	270 rifle		400.00
	1 Leupold 3x9-40 scope		210.00
	11 Base & Ring 2 Pcs		40.00
	Butler Creek Fluo Co. Ds		14.00
	Fluor Bear Hard Case		20.00
	Butler Creek Gun Sling		15.00
	Sling Swivel S		8.00
	Butler Creek 1st & 2nd B.W. H.R.S		13.00
	Mount & Box S.H.E. Co. H.R.		N.C.
	1 Box 270 130gr. Bullet		N.C.
			720.00
		14	43.20
			763.20
		Pics	5.00
		Tax	768.20

1. NO CASH REFUND, CREDIT ONLY, WITHIN 10 DAYS OF PURCHASE WITH ORIGINAL PACKAGE AND SALES RECEIPT.
2. LAY-A-WAY POLICY: 15% OF PURCHASE PRICE DOWN. NON-REFUNDABLE; NON-TRANSFERABLE; 90 DAYS TO PAY. PLAN WILL BE TERMINATED WITHOUT NOTICE AFTER 90 DAY TERM.
3. NO RETURNS ON GUNS OR BOWS. ALL SALES ARE FINAL.
4. ALL WARRANTIES ARE HANDLED BY MANUFACTURER, NOT J.S. SPORTING GOODS, INC.
5. ANY ITEMS LEFT WITH US, WE WILL NOT BE RESPONSIBLE FOR AFTER 30 DAYS.
I UNDERSTAND THE ABOVE

[Signature]

(PS 9230

Arms Services Repair & Estimate System

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

Repair Inquiry

Repair Number: **RE00131622** Serial: F6254469 Model 700 Center Fire Caliber 270 WIN SYN Produced: 02/21/2003 Repairman: Status: New 7/25/2007 1:55:47 PM

Verify Repair

Address Information

Customer: Received From: Return To: Received From:

Name: **BRIAN WILLIAMSON** **BRIAN WILLIAMSON**

Address 1: **134 MCCARRAGHER STREET** **134 MCCARRAGHER STREET**

Address 2: **PO Box** **PO Box**

City: **WILKES BARRE** **WILKES BARRE**

State: **PA** Zip Code: **18702** Country: **US** State: **PA** Zip Code: **18702** Country: **US**

FEL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc	Current Status
7/23/2007 12:23	New	skinnertl	Repair Added	New
7/23/2007 12:35	EmailSent	ArmEmail	Repair Received	7/25/2007 1:55:47 PM
7/23/2007 12:35	EmailVerified	ArmEmail	Receipt	valentids
7/25/2007 1:55:4	Update	valentids	Repair information change	Product Services
7/25/2007 1:55:3	Expedite	valentids	From: Check In	Repair Location
7/26/2007 8:46:1	Comment	supiyll	Returned to Arms Service for repair	ICN
				Current Location
				ICN
				Transfer Number

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair ☐

Repair Search Refresh Close

start | 7/26/2007 | 8:46 AM | DARS | NUM | NWS | SCR |

Inbox - Microsoft Out... | Microsoft Word | Arms Services Repair | 8:46 AM

PS 9231

Remington Arms Co., Inc.
Product Service
Legal Case #:1369

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
130650	6/27/2007	6/28/2007	6/28/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Whatcom County Sheriff's Office	Dpty. Bryan	Collins	Public Safety Building 311 Grand Ave	Bellingham	WA	98225		W 360-676-6650 x50723 C 360-815-4433

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				

7/2/07-correspondence from repair-Rifle discharged while taking the safety off. Could not duplicate. Trigger feels rough.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25739	G6400371	EY	10/15/2004 8:16:53 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	TERRITORIAL SUPPLIES, INC	TWO PIECE SCOPE BASE,HARD CASE	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 n/c						

Repair/Replacement Cost	Repair/Replacement Date
65.00	6/28/2007

7/2/07-replace ta at n/c as good will gesture.lw

Examination[Remington/CF/BA]

PS 9232

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/28/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	RIFLE HAS A 40X TRIG ASSM INSTALLED
	Description		20" 308 WIN FLUTED

Barrel	Date Code		EY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	HAS BEEN CAMO PAINTED
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD M/40X SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.011
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	40X TRIG ASSM
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,HARD CASE

(PS 9233)

WHATCOM COUNTY
SHERIFF'S OFFICE

BILL ELFO
SHERIFF

PUBLIC SAFETY BUILDING
311 Grand Avenue
Bellingham, WA 98225-4078



1369

CAREY JAMES
UNDERSHERIFF
JEFF PARKS
CHIEF DEPUTY
KEVIN MOYES
CHIEF DEPUTY
WENDY JONES
CHIEF OF CORRECTIONS

.011
3.5A
EY 10/04
20"

Remington Arms Company
Attn: Product Services
14 Hoefler Ave
Ilion, NY 13357

Serial Number: **G6400371**

Model: **700**



RE00130650

RE: 700LTR; S/N G6400371

The assigned operator of the aforementioned rifle reports that he experienced a discharge of the weapon when taking the safety off. Additional attempts to recreate the problem were not successful, but please check for problems.

The operator also advised that the trigger pull feels "rough" from time to time. Both front sling studs on this rifle have been broken several times. The only repair that we have made to this rifle is the insertion of a thread sleeve in the bedding block after drilling to remove the broken sling stud.

Please advise if you need further information.

Thank You,

Bryan M Collins 6/14/07

Deputy Bryan Collins
Whatcom County Sheriff's Office
Public Safety Building Basement
311 Grand Ave
Bellingham, WA 98225
360-676-6650 (x50723)
360-815-4433 (cell)

could not duplicate concern.
check over completely.
replace TPA / clean / function
TAST. AT N/C
#230145

(PS 9234)

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: **RE00130650** Serial: G5400371 Model: 700 Center Fire Caliber: 308 WIN SYN STK Produced: 10/15/2004 Repairman: Charles Swanson
 Verify Repair: **High Priority** Status: Parts Hold 6/28/2007 8:54:41 AM

Address Information

Customer: ☒ Received From Return To: ☐ Received From
 Name: **WHATCOM COUNTY SHERIFFS OFFICE** **WHATCOM COUNTY SHERIFFS OFFICE**
 Address 1: **311 GRAND AVENUE** **311 GRAND AVENUE**
 Address 2: **PO Box** **PO Box**
 City: **BELLINGHAM** **BELLINGHAM**
 State: **WA** Zip Code: **98225** Country: **US** State: **WA** Zip Code: **98225** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
6/21/2007 10:02	New	donovands	Repair Added	Parts Hold
6/27/2007 8:49:4	Update	valenlds	Repair information change	6/28/2007 8:54:41 AM
6/27/2007 8:51:2	Expedite	valenlds	From: Check In	swansonch
6/27/2007 12:05	EmailSent	AmEmail	Repair Received	Repair Bench
6/27/2007 12:05	EmailVerified	AmEmail	Receipt	Repair Location
6/28/2007 7:47:0	Expedite	pencerl	From: Product Services	ILN
6/28/2007 7:57:2	Estimate	swansonch	Estimate Update	Current Location
6/28/2007 8:13:1	Estimate	swansonch	Estimate Update	ILN
				Transfer Number

Shipping Hold ☐
 InterFace Hold ☐
 Estimate Sent ☐
 Parts Received ☐
 Passed Inspection ☐
 Return As Received ☐
☒ Has been Approved
☐ Internal Repair

Repair Search Refresh Close

supryl 6/28/2007 8:55 AM CAPS NUM INS SCRL

start Inbox - Microsoft Outlook Arms Services Repair Microsoft Excel 8:55 AM

(PS 9235)