

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2004

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
139765	1/14/2008	1/15/2008	1/22/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Bryan	Lovelace	2288 East Stewart Road	Midland	MI	48640		H 989-631-5894 C 989-430-2066 E BSLovelace@chartermi.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot truck tailgate	Cause:4038	Could Not Duplicate Concern		Unknown
S fired with safety on	Concern:1005	Unexplained Discharge Safe ON		
C				

correspondence from repair-rifle fired with safety on. Shot tailgate.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM RUM	26269	E6767955	WV	8/16/2001 7:04:42 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT INC		U			

CONCERN:WENT OFF ON IT'S OWN

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 in exchange w/ 84300						
	Repair/Replacement Cost	Repair/Replacement Date				
	245	1/22/2008				

1/22/08-offered replacement TPA. Cust asked about damage to truck, offered to replace firearm instead as compensation. Customer agreed.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/15/2008
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM RUM
	Date Code		WV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	LIGHT RUST
	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	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

*LAURA*  
 We tried to get this gun to malfunction and could not. The TA is clean and works good. No jar-off, no slam fire, no follow downs. The safety works. Customer thinks he had the safety-on.

OFFER TO INSTALL the new X-mark Pro  
 if that fails we can exchange the rifle - good luck

*Fred*

*139765*

*X* Serial Number: **E6767955**

Model: **700**



**RE00139765**

IM Ultra Mag. I contacted one of your customer y told me to send this to you at this address I understand. This rifle has a **MAJOR** flaw

somewhere in the safety - When I was unloading it **WITH THE SAFETY ON** the gun fired!!

Let me explain what happened. I had just came out of the woods and was talking to a couple of guys about the days sightings when I place (not dropped, not slammed but placed) the barrel on the back of the tailgate of the truck and the gun discharged. I had 3 people (myself included) that can verify that my hands weren't even close to the trigger for me to fire it. Now luckily **NO ONE** was hurt or god forbid killed in this incident - just some sheet metal damage to a tailgate and truck (which I have since paid for the repair costs....which by the way weren't cheap for a Ford F-250), regardless this rifle has a major flaw in the safety somewhere. This gun was purchased by me 5 years ago and has never had the trigger worked on - everything is the way that it came to me from the factory. But I can tell you this - this gun is unsafe and once the defect is found should be destroyed!!

I am a lifelong Remington man - I have owned and currently do own many rifles and shotguns manufactured by Remington and one reason for this is because you stand behind your products and I trust in that!! I am not sure what to expect for the damages done by this rifle (probably nothing) but I would hope that you would replace this rifle - from what I see that this is the **LEAST** that you should do considering this circumstances.

I have always considered myself a safe hunter and sportsman - but let me tell you this messed me up!! Not only mentally of having something like this happen but for almost 3 weeks my ears rang!! I am VERY grateful that nobody was hurt or even killed in this accident. I am interested in hearing what exactly happened and what the fix was. From what I have heard I would assume that I will **NEVER** receive an answer regarding this - but I tell you this.....If you send me the same exact gun back saying that you couldn't find anything wrong with it you better be ready for some bad press because I **CAN GUARANTEE** you this.....**THERE IS SOMETHING MAJOR WRONG SOMEWHERE WITH THIS RIFLE!!**

If for find the need to contact me regarding this problem - I can be reached a couple of ways - Email (at the top of the letter), home phone is the first number listed and I can pretty much be reached 24/7 with the last number (my cell phone). Again I know you as Remington stand behind your products - show me that you do!!

Thanks for your time and I will be looking forward to hearing from you -

*Bryan Carlson*

*Stainless  
 7mm UM  
 SYN.  
 5/12/00*

**Arms Services Repair & Estimate System**

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

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**Repair Inquiry**

Repair Number: **RE00139765** Serial: E6767955 Model: 700 Center Fire with 26 inch barrel Caliber: 7MM REM UMG BDL Repairman: Status: Closed 1/14/2008 8:34:30 AM  
 Verify Repair: ENHCD Produced: 08/16/2001

**Address Information**

Customer: Received From: Return To: Received From:

Name: **BRYAN LOVELACE** **BRYAN LOVELACE**

Address 1: **2288 EAST STEWART ROAD** **2288 EAST STEWART ROAD**

Address 2: PO Box: PO Box:

City: **MIDLAND** **MIDLAND**

State: **MI** Zip Code: **48640** Country: **US** State: **MI** Zip Code: **48640** Country: **US**

FFL: \_\_\_\_\_

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
1/14/2008 8:30:2	brygidowrr	Repair Added		Closed
1/14/2008 8:34:3	brygidowrr	Closed at Expedite		1/14/2008 8:34:30 AM
1/14/2008 12:05	ArmEmail	Repair Received	BSLovelace@Charter	brygidowrr
1/14/2008 12:05	ArmEmail	Receipt	BSLovelace@Charter	Product Services
1/15/2008 8:19:0	supryll	Placed in PC Back Rack	Holding for disposition	Repair Location
				ILN
				Current Location
				ILN
				Transfer Number

Repair Search Refresh Close

supryll 1/15/2008 8:19 AM CAPS NUM INS SCRL

8:19 AM

1/22/08 2:45 lmsa

COL  
27051