

Remington Arms Co., Inc.
Product Service
Legal Case #:9862

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
334960	1/22/2014	1/23/2014	1/23/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Trader Jerry's		Trader Jerry's	34 Claypool Hill Mall	Cedar Bluff	VA	24609		W (276) 698-1026
Incident		Duane	Shortt						

Incident Information

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

Per letter from customer, Duane J. Shortt. "On seven (7) occasions, the trigger/safety assembly has malfunctioned, endangering life and limb of myself and those around me. When moving the safety to the fire position, the rifle discharged immediately when the safety reached the fire position, without touching the trigger." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84203	RR01011A	CG	4/23/2012 12:45:23 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH LLC		U			
CONCERN:MALFUNCTIONING SAFETY/TRIGGER ASSEMBLY.						

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
Per Ilion, replace trigger, check over and test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

1/27/14: Per Ilion, could not duplicate concern, sealant missing from trigger set screws. To restore confidence in rifle will replace trigger assembly, check over, and test fire at no charge. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/23/2014
	Product Type		RP
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 308 WIN HB
	Date Code		CG
	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	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		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	True	SEALANT MISSING
	Sub-Assembly	X-Mark Pro	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:(800) 243-9700/F:(336) 548-7801

www.remington.com

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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 (8) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

TRADER JERRYS
34 CLAYPOOL HILL MALL
CEDAR BLUFF, VA 24609 US

Item Return To:

TRADER JERRYS
34 CLAYPOOL HILL MALL
CEDAR BLUFF, VA 24609 US

Please Circle One:

VISA MC DISCOVER Card No. Exp. Date

Open Account: R PO Number:

Approval Signature:

Date:

Daytime Phone: () Time to Call:

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Repair Number

Serial Number / Description

Date Received: 01/21/2014

RE00334960

RR01011A

Estimate Date: 01/23/2014

Model: 700 308 Caliber BOLT Action RIFLE MfgBy:

Date Printed: 2/21/2014

Remington-USA

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

to restore confidence in rifle will replace trigger assembly, check over and test fire.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F306371B	Part	700 XMP EA TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Remington Firearms Warranty / Repairs Department

My name is Duane J. Shortt. I bought this model rifle new at Trader Jerry's in Clayport Hill, VA. On seven (7) occasions, the trigger/safety assembly has malfunctioned, endangering life and limb of myself and those around me. When moving the safety to the fire position, the rifle discharged immediately when the safety reached the fire position, without touching the trigger. Of the four (4) most recent Remington 700 rifles I have purchased, two (2) of them had this exact defective issue. Please replace this defective trigger assembly with one of superior quality that is not made by Remington and that is NOT Defective. I Do NOT Trust Remington trigger assemblies at this point in time, or in the near future. They are too dangerous.

However, I do wish to keep this same rifle, because it is very accurate. I prefer a trigger pull weight to be set between 2 and 3 pounds; Not Exceeding 3. If you have any questions, I may be contacted at the following phone number: 276-698-1026 (mobile) My address is as follows:

Duane Joseph Shortt
P.O. Box 70
Doran, VA 24612

911 Address is: Duane Joseph Shortt
1694 Short Hill Road
Raven, VA 24639







