

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

## Case Information

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

## Customer Information

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

## Incident Information

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

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

## Firearm Information

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

CONCERN:FIRE WHILE ON SAFE POSITION

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

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

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

## Examination[Remington/CF/BA]

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

( PS 8626 )

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

( PS 8627 )

RECEIVED  
MAR 26 2007

BY: *[Signature]*

QUINTS HARDWARE  
& SPORTING GOODS

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

RA 11/06  
6#  
24"  
#012

CUSTOMER'S ORDER NO.		PHONE		DATE		
				03-08-07		
NAME						
ADDRESS						
could not duplicate concern replace TPA, check oven, clean AT N/C - Refinish BDC/REC. ASSN						
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RET'D.	PAID OUT
QTY.	DESCRIPTION				PRICE	AMOUNT
	Returning (1) 700 SPS 22 to WSM					
	shw G6579261 to be checked out.					
	Customer says gun fired while in					
	"SAFE" position when it was bumped.					
<b>126695</b> <i>[Signature]</i> Bolt Damaged Fursh on bbl in Shipping						
RECEIVED BY						TAX
						TOTAL

C PRODUCT 610

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

1080

Serial  
Number:

G6579261

Model: 700



RE00126695

PS 8628

# Arms Services Repair & Estimate System

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

## Repair Inquiry

Repair Number: **RE00126695**

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

Repairman: Gail Colton

Verify Repair

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

### Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **QUINTS HARDWARE** **QUINTS HARDWARE**

Address 1: **1406 INDUSTRIAL PARKWAY** **1406 INDUSTRIAL PARKWAY**

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

City: **SARALAND** **SARALAND**

State: **AL** Zip Code: **36571** Country: **US** State: **AL** Zip Code: **36571** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Problems Reported

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

Problems Found

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

Repair Notes

Replacing trigger assy  
and refinishing the  
bbl/rec assy

Repairman's Comments

CSR Comments

Repair Search

Refresh

Close

Inwalson

3/27/2007

11:54 AM

CAPS

NUM

INS

SCRL

PS 8629

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

## Case Information

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

## Customer Information

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

## Incident Information

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

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

## Firearm Information

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

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

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

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

Examination[Remington/CF/BA]

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

PS 8630

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.014
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED

( PS 8631 )

# Factory Repair Form

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

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

PS 8632

RECEIVED  
MAR 26 2007

BY: [Signature]

1014  
CG-4/86  
34  
22"

1139

Brand of lubricant used: Rem Oil
How often do you lubricate the bore? (Months or Number of rounds) <i>Varies by use</i>
How often do you lubricate the action? (Months or Number of rounds) <i>2</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) This is the first time.
What were the services performed?) :
<b>NOTE:</b> 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:
<p><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b></p>
<p><b>⚠ WARNING:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. <b>THIS IS A VIOLATION OF FEDERAL LAW.</b> 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. If you wish, you can expedite repairs over \$75.00 by setting a pre-</p>

Serial Number:

**B6783542**

Model: **700**



**RE00126670**

Legal Notices

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

( PS 8633 )



## Repair Inquiry

Repair Number: RE00126670

Serial: 86783542 Model 700 Center Fire Caliber  
3006 MTN Produced: 04/08/1986

Repairman: Bruce Travis

Verify Repair

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

## Address Information

Customer:

☒ Received From

Return To

☐ Received From

Name: DANIEL WILLMAN

DANIEL WILLMAN

Address 1: 1120 S 243 RD COURT

1120 S 243 RD COURT

Address 2: PO Box:

PO Box:

City: DES MOINES

DES MOINES

State: WA Zip Code: 98198

Country: US

State: WA

Zip Code: 98198

Country: US

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

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

Parts: 21.45

Labor: 4.50

Ship/Handling: 12.00

Est State Tax: 2.47

Total: 40.42

☒ Charge Taxes

Repair Search

Refresh

Close

PS 8634

Repair Inquiry

Imwatson

3/27/2007

2:35 PM

EARS

NUM

INS

SCRL

Start

2. Micros...

4 Intern...

Arms Se...

2. Micros...

P-touch E...

FullShot 97

2 SAP L...

Search fo...

99% p

2:35 PM

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

## Case Information

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

## Customer Information

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

## Incident Information

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

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

## Firearm Information

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

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

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 msp						
	Repair/Replacement Cost	Repair/Replacement Date				

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

## Examination[Remington/CF/BA]

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

PS 8635

	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.017
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED

( PS 8636 )

RECEIVED

MAR 26 2007

BY: *AW*

1138

20 11/94  
18"  
2.2

To whom it may Concern

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

( PS 8637 )

~~TPH~~, TP29, ASSM. SET SCREWS  
FILTERED. Replace TPH, check daily,  
clean AT 1/2 msp. Quote

if you need to  
reach me my name

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

~~860 560~~

H. 860 567-4005

C 203 509 2969

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

Will Lee  
31 Sally Burr Rd.  
Hitchfield Connecticut  
06759

( PS 8638 )

Serial  
Number:

D6830136

Model: 700



RE00127016

# 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: **RE00127016**

Serial: D6830136 Model 700 Center Fire Caliber  
308 WIN POLICE SYN Produced: 11/15/1994

Repairman: Robert Frink

Verify Repair

Status: Repairing 3/22/2007 11:00:21 AM

### Address Information

Customer:

☒ Received From

Return To:

☐ Received From

Name: WILL LEE

WILL LEE

Address 1: 31 SALLY BURR ROAD

31 SALLY BURR ROAD

Address 2: PO Box:

PO Box:

City: LITCHFIELD

LITCHFIELD

State: CT Zip Code: 06759

Country: US

State: CT Zip Code: 06759

Country: US

FFL

Contact / Condition

**Problems**

Estimate

History / Status

Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Could not duplicate concern. Trigger assembly set screws altered. Replace trigger assembly, check over and clean at 1/2 MSP.

Repairman's Comments

CSR Comments

Repair Search

Refresh

Close

PS 8639

Repair Inquiry

lmwatson

3/27/2007

2:12 PM

CAPS

NUM

INS

SCRL

Start

2 Micros

3 Intern

Arms Se...

2 Micros

P-touch E...

FullShot 97

2 SAP L...

Search fo...

99%

2:12 PM

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

## Case Information

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

## Customer Information

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

## Incident Information

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

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

## Firearm Information

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

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV	Remington/700/CF/BA	
							Repair/Replacement Cost	Repair/Replacement Date
Quote for repair at 1/2 price								

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

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/21/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED
Barrel	Description		22" 270 WIN
	Date Code		PW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8640

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

PS 8641



1136  
Bernard J. Klumpp  
1825 Rivertree Ct.  
New Orleans, La 70131  
504-220-7732

2.5#  
22"  
PW 6/02  
013

Remington Arms Manufacturing. Service/Repair Division

RECEIVED  
MAR 26 2007  
BY: *[Signature]*

Gentlemen,

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

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

Thank you for your assistance in this matter.

Sincerely,

Bernard KLumpp

126588  
could not duplicate concern.  
Trig-set screws ATTACHED  
replace TPA, check over  
completely clean AT  
1/2 msp. Quote

Serial  
Number:

F6204524

Model: 700



RE00126588

( PS 8642 )



# Arms Services Repair & Estimate System

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

## Repair Inquiry

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

### Address Information

Customer: ☒ Received From Return To: ☒ Received From  
 Name: **BERNARD KLUMPP** **BERNARD KLUMPP**  
 Address 1: **1825 RIVERTREE CT** **1825 RIVERTREE CT**  
 Address 2: **PO Box:** **PO Box:**  
 City: **NEW ORLEANS** **NEW ORLEANS**  
 State: **LA** Zip Code: **70131** Country: **US** State: **LA** Zip Code: **70131** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition

**Problems**

Estimate

History / Status

Shipping / Billing

#### Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M994	FIRED ON SAFE

#### Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

#### Repair Notes

Could not duplicate concern Trigger set screws altered Replace trigger assembly check over completely and clean at 1/2 MSP

#### Repairman's Comments

#### CSR Comments

Repair Search

Refresh

Close

PS 8644

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

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

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

## Case Information

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

## Customer Information

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

## Incident Information

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

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

## Firearm Information

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

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

3/30/07-Quote sent to replace TA, check over, clean under Bolt lock program for \$20.lw

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/28/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 257 ROBERTS
	Date Code		OUU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

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

PS 8646

over 7/49  
24" .016 4<sup>th</sup>

# FIREARM FORM

Date: 3/1/2007 Input By: 734

To: Remington Arms R544  
14 Hoeffler Ave  
Ilion, NY  
13357  
1-888-736-4867

<b>Action No.</b>	5174
<b>Vendor: Refer to Action No. with correspondence and/or Product</b>	
Action No. Must be visible on outside of container	
<b>Account No.</b>	CR3010

**Kittery Trading Post**  
301 U.S. Route 1  
PO Box 904  
Kittery, Me 03904-0904

Phone 207-752-9040

Fax 207-752-9069

**E-mail**

gunrecords@ktp.com

## Don Sparks

--	--

## Replace

11

## Credit

Return to the Atten of

## GUN ROOM

XX
----

## Repair

11

## Warranty

[illegible]

Date Returned

Rec'd by

Serial Number:

Number: 74090

Model: 722



RE00127284

PS 8647





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

## Case Information

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

## Customer Information

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

## Incident Information

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

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

## Firearm Information

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

## CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

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

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

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/28/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		OR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	



	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
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	Worn; Functioning	
	Stock Condition	---Select---	SYN STK NOT OF REM MFG
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/788 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	VERY DIRTY
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY MIN SAFETY CLEARANCE
	Pull	---Select---	4.5#
	Altered	False	
Non-Remington Components	Description		SYN STOCK

PS 8650

1161

4.5#  
02 7/68  
2L"

RECEIVED  
MAR 30 2007

BY: *[Signature]*

March 15, 2007

Serial Number: **060396**

Model: **788**



**RE00127311**

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

To Whom It May Concern:

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

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

I look forward to hearing from you with your evaluation.

Thank you,

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

*could not duplicate concern  
check over completely completely  
clean + trig. assm. response trig.  
spring. check safety clearance.  
AT MSF. Quote  
(see #14045)*

*E-MAIL r\_houle@sbglobal.net*

# Arms Services Repair & Estimate System

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

## Repair Inquiry

Repair Number: **RE00127311** Serial: 060396 Model 788 Center Fire with 22 inch barrel Caliber 243 WIN w/SYNTHETIC STK Repairman: Bruce Travis Status: Repairing 3/29/2007 4:40:03 PM

### Address Information

Customer: ☒ Received From Return To ☐ Received From  
 Name: **RON HOULE** **RON HOULE**  
 Address 1: **806 STEPHENSON AVENUE** **806 STEPHENSON AVENUE**  
 Address 2:  PO Box:   
 City: **ESCANABA** **ESCANABA**  
 State: **MI** Zip Code: **49829** Country: **US** State: **MI** Zip Code: **49829** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

### Contact / Condition

### Problems

### Estimate

### History / Status

### Shipping / Billing

#### Problems Reported:

Code	Desc
M123	FORWARD TO PRODUCT SE

#### Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

#### Repair Notes

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

#### Repairman's Comments

#### CSR Comments

Repair Search

Refresh

Close

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

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

## Case Information

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

## Customer Information

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

## Incident Information

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

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

## Firearm Information

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

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Reimbursement for rifle & accessories	N		1400		3/8/2007	
Repair/Replacement Cost	Repair/Replacement Date					

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

## Examination[Remington/CF/BA]

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

( PS 8653 )

## Remington Arms Company, Inc.

Madison, NC 27025

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

Seller's Invoice No. \_\_\_\_\_ Seller's Invoice Date \_\_\_\_\_

Pay To: John Kubek

Street and No. W264 F3845 Lawrence Lane

City Waukesha State WI Zip Code 53189

\_\_\_\_\_ % \_\_\_\_\_ Days; Net \_\_\_\_\_ Days or \_\_\_\_\_ Desired Pay Date

Vendor Code
Pmt Method

Description	Total	
	Dollars	Cents
Settlement for Product Service Case # 1087	1,400	00
Wire Transfer Information		
Bank:		
ABA:		
Pay to:		
Amt: \$ Allocation	Gross	
8850050-230145 Cost Element/Cost Center <u>Tax</u>		1,400 00
The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.	Discount	
Signed: <i>Karina Watson</i>	Net	
Signed: <i>[Signature]</i>		
Date: <i>2/8/07</i>		1,400 00

**For Treasury Use Only**

Date Paid \_\_\_\_\_

Reference No. \_\_\_\_\_

Bank Acct \_\_\_\_\_

USD Amt \_\_\_\_\_

(If in Foreign Currency)

( PS 8654 )

**Watson, Laura M.**

---

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

3/7/2007

Laura,

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

John Kubeck  
W264 F3845 Lawrence Lane  
Waukesha, WI 53189

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

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

Fred Supry, Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
Fax: 315-895-3661  
e-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

3/7/2007

( PS 8655 )