

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3260

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
160901	2/3/2009	2/25/2009	2/25/2009				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	The Gun Doctor	Robert T.	Godel	The Gun Doctor	716-D Glencrest Lane	Longview	TX	75601	W 903-753-3518 F 903-753-6089 E www.gundotorinc.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Gun fires without trigger being pulled	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing		Unknown
C				

New gun. Customer complained that the gun fired without the trigger being pulled. Dealer carefully examine the trigger assembly but could find no defect. dmf

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84371	G6766012	PC	6/27/2008 9:50:01 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	RSR GROUP TEXAS, INC.		U			

CONCERN:FIRED WITHOUT PULLING TRIGGER

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 no charge under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$62.38	2/28/2009				

2/28/09: Replace trigger, check over, function test to restore confidence in rifle at no charge - warranty per Fred S. dmf

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/25/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 308 WIN VTR MB
	Date Code		PC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	

Bolt	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	

## Repair Inquiry

Repair Number: RE00160901

Serial: 66766012 Model 700 Center Fire Caliber:  
308 WIN Produced: 06/27/2008

Repairman:

Status:

New 2/3/2009 7:25:41 AM

Verify Repair

## Address Information

Customer:

☒ Received From

Return To:

☐ Received From

Name: THE GUN DOCTOR

THE GUN DOCTOR

Address 1: 716-D GLENCREST LANE

716-D GLENCREST LANE

Address 2: PO Box:

PO Box:

City: LONGVIEW

LONGVIEW

State: TX

Zip Code: 75601

Country: US

State: TX

Zip Code: 75601

Country: US

FFL 5 175 1183 01 11K 01265 1102011

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1
2/3/2009 7:25:41	New	baileyrl	Repair Added
2/23/2009 2:25:5	Expedite	pencerfl	From: Check In
2/25/2009 5:26:1	Maint	Travisbw	Repair Maintenance

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

Current Status

New

2/3/2009 7:25:41 AM

baileyrl

Repair Bench

Repair Location:

ILN

Current Location

ILN

Transfer Number:

Repair Search

Refresh

Close

supryfl

2/25/2009

10:45 AM

CAPS

NUM

JNS

SCRL

start

Inbox - Microsoft Out...

Arms Services Repair

PS Hold Guns AS

10:45 AM

RECEIVED  
FEB 26 2009

BY:.....

3260

PL 6/08  
221  
4.54  
.012

The Gun Doctor, Inc.  
716-D Glencrest Lane  
Longview, Texas 75601  
Phone 903-753-3518 / FAX 903-753-6089  
[www.gundoctoctorinc.com](http://www.gundoctoctorinc.com)

January 20, 2009

Remington Arms Co.  
14 Hoefler Ave.  
Ilion, NY 13357

Attn: Arms Services

Ref: Remington Model 700, s/n 66766012

Dear Sirs;

Shortly after selling this Remington 700VTR to our customer he complained that the gun fired without the trigger being pulled. We carefully examined the trigger assembly but could find no defect. We returned the gun to our customer but after a couple of weeks it came back to us with the same problem.

We dry fired the rifle approximately 75 times and it fired. Obviously there is a problem with this rifle.

Please repair or replace this rifle under warranty.

Sincerely,

*R Godell*

Robert T. Godell  
Owner

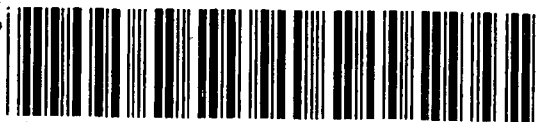
could not duplicate concern.  
replace TPA, check owner, function  
test to restore confidence in  
rifle at N/C

warranty

(soft stop sticks)

Serial Number: **G6766012**

Model: **700**



**RE00160901**