

Remington Arms Co., Inc.
Product Service
Legal Case #:2456

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
146229	6/9/2008	6/10/2008	6/10/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Eugene	Sulfridge	924 McGee road	Jamestown	TN	38556		W 931-879-1589

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			
S	fired without pulling the trigger Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	
C				
6/11/08-correspondence from repair-rifle fired without pulling the trigger. Bolt is hard to shut and push down.lw				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27097	G6709042	XB	12/6/2007 7:30:51 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
2/16/2008	WAL-MART STORE 01-0687	SCOPE,RINGS,TWO PIECE BASE	Y			

CONCERN:FIRED WITHOUT PULLING TRIGGER

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						

Repair/Replacement Cost Repair/Replacement Date

50

6/11/2008

6/11/08-could not duplicate. Replace TA at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/10/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM REM MAG
	Date Code		XB
	Bore Plugged	False	
	Bulged	False	

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	BOLT HEAD MARRED
	Shroud	Like new; Functioning	
	Face	Like new; 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	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDAED M/700 X-MARK PRO 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---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

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: **RE00146229** Serial: G6709042 Model 700 Center Fire Caliber 7 MM REM MAG Produced: 12/06/2007 Repairman: Dale Lewis
 Verify Repair Status: PartsHold 6/10/2008 9:48:03 AM

Address Information

Customer: Received From: Return To: Received From:

Name: **EUGENE SULFRIDGE** **EUGENE SULFRIDGE**

Address 1: **924 MCGEE ROAD** **924 MCGEE ROAD**

Address 2: PO Box: PO Box:

City: **JAMESTOWN** **JAMESTOWN**

State: **TN** Zip Code: **38556** Country: **US** State: **TN** Zip Code: **38556** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
6/9/2008 2:23:40	New	valenlds	Repair Added	
6/9/2008 2:24:50	Update	valenlds	Repair information change	
6/10/2008 7:57:2	Expedite	pencerl	From: Check In	To:
6/10/2008 9:48:0	Estimate	lewisdb	Estimate Update	Stat
6/10/2008 10:06	Comment	poindexterjj	Consumer Contact for Repair Status	

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

Current Status: **PartsHold**
 6/10/2008 9:48:03 AM
 lewisdb
 Repair Bench
 Repair Location: **ILN**
 Current Location: **ILN**
 Transfer Number:

Repair Search Refresh Close

supryll 6/10/2008 10:11 AM LAPS INUM ING SERL

start Inbox - Microsoft Out Microsoft Excel - PS H Arms Services Repair

Rifle returned to AS for warranty repair 6/10/08

Remington.

Factory Repair Instructions

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

Model Number: 700 ADL	Serial Number: 9 6709042
Are you the original owner?: ☒ YES ☐ NO	
Name: EUGENE SUIFRIDGE	Date of Purchase: 2-16-08
Address (no PO Boxes): 924 MCGEE ROAD	
City: JAMESTOWN	State: TN Zip: 38556
Phone (Daytime): 931-879-1589	Fax:
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem: GUN FIRED THE FIRST SHOT WITHOUT PULLING THE TRIGGER BOLT IS HARD TO SHUT AND PUSH DOWN BURRING UP SHELLS EJECTION IS HARD AND NOT RIGHT	
Ammunition Information:	
Manufacturer: WINCHESTER	Type: SUPER X 7MM
Other (i.e. bullet weight/type, shot size, powder): 175 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:	
How often do you clean the bore? (Months or Number of rounds) EVER MONTH	
How often do you clean the action? (Months or Number of rounds) 1	
How often do you clean the trigger assembly? (Months or Number of rounds) 1	
Brand of lubricant used: Rem. oil	

gun DISCHARGED THE FIRST
SHELL WITH OUT PULLING THE TRIG

BOLT IS HARD TO SHUT AND
PUSH DOWN, AND OPEN WITH SHELL
IN IT

BURRING UP SHELL, EJECTION IS
HARD AND NOT RIGHT

could not duplicate concern.
Check over completely. Repair
AS needed, replace TPA, function
Test AT N/C warranty.

Number: **G6709042**

Model: **700**



RE00146229