

Remington Arms Co., Inc.
Product Service
Legal Case #:2657

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
151624	9/23/2008	9/4/2008	9/24/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Lone Rock Arms, LLC	Greg	Cooper	279 Lone Rock Rd	Glide	OR	97443		W 541-496-3119

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Dealer tested after owner brought in and could duplicate	Cause:4015 Concern:1007	Improper Maintenance Fired on Safe Release	Unknown
C				

9/4/08 firing accidentally.cm 9/24/2008 as received the sear was so gummy that it could hardly be moved. The incident was caused by not properly cleaning and maintaining the rifle fls.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN		6817409	XY	12/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE SCOPE BASE	U			

produced around 1975.cm

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
BLM Program						
	Repair/Replacement Cost	Repair/Replacement Date				

9/4/08 Sent ARS.cm 9/24/2008 returned rifle to bench to be cleaned and a new TA installed under the bolt lock modification program fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/24/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	

Remington®

2657

X4 12/74
22"
H/A

September 4, 2008

Lone Rock Arms, LLC
Attn: Greg Cooper
279 Lone Rock Rd
Glide, OR 97443

Subject: Model 700
RE: #2657

Dear Mr. Cooper,

Serial
Number:

6817409

Model: 700



RE00151624

I am sorry to learn about the unfortunate incident your customer experienced with the Model 700.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. **I have also included a copy of this letter to put inside the shipping box. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

I apologize for the inconvenience that this incident has caused and I hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

LONE ROCK ARMS, LLC
279 LONE ROCK ROAD
GLIDE, OR 97443
(541) 496-3119

2 1/3 Win
CAL.

Remington

Factory Repair Instructions

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

Model Number: 700

Serial Number: 6817409

Are you the original owner?:



YES



NO

Name: Lone Rock Arms LLC

Date of Purchase:

Address (no PO Boxes): 279 B Lone Rock Rd

City: Coline

State: OR

Zip: 97443

Phone (Daytime): 541 496-3119

Fax:

E-mail Address:



I would like to receive future e-mail updates from Remington.

Please describe your problem:

This Rifle Fires without pulling the trigger
AND IS HIGHLY DANGEROUS AND UNSAFE !!
OUR CUSTOMER HAS HAD A NEAR ACCIDENT
WITH IT!!!

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:

How often do you clean the bore? (Months or Number of rounds)

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)

Brand of lubricant used:

TRIG. ASSM. HAS A LUBRICATION RESIDUE THAT HAS DRIED AND
FROZEN THE PARTS TOGETHER. SEAR WILL NOT MOVE. REPLACE
TPA, check over, clean under BOLT LOCK mechanism for.