Status

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 9/4/2008 9/24/2008 151624 9/23/2008

Customer Information

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

Reporter Lone Rock Arms, LLC

Incident Information Repair Medical Medical Codes Claims

Est.

Treatment

ΡI

PD Improper Cause:4015

Maintenance Unknown Dealer tested after owner brought in

and could duplicate

Concern:1007 Fired on Safe Release

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. Model/Ga. SKU Serial **DOM** Type 12/1/1974

Remington CF/BA 700/243 WIN 6817409 XY

Date Purchased Where Purchased Accessories **Original Owner** U

TWO PIECE SCOPE BASE

produced around 1975.cm

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Reim. Date Cash Date Cash Settlement Release of Claims **Release Date** Reimbursement APV Settlement APV

BLM Program

> Repair/Replacement Repair/Replacement

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

PS 09583

0 10 F 10 000

	Description		22" 243 WIN
	Date Code		XY
	Bore Plugged	False]
	Bulged	False	1
Barrel	Fired	False	
	Fired while Obstructed	1 4.50	J
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning]
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	·
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Worn; Functioning	
Receiver	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	Select	FROZEN UNABLE TO CHECK
	Notch	Select	
	Tests	Test Fired	False
Feeding Test	10313	False	
Trigger	Condition	Slightly Worn; Not Functioning	SEAR FROZEN FROM DRIED LUBRICATION
	Pull	Select	N/A
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

RE00151		1700 Center Fire Caliber: Re	pairman Biuc	e Travis	
erily Repair	243:WIN		Status: Estimating 9/24	4/2008 7:16:29 AM	
ddress Information Customer: Name: LONE ROCK A	Received	From Return To:		Received From	
oddress 1: 279 LONE ROCK oddress 2: City: GLIDE	and the second of the second of the second of	279 LONE ROCK	ROAD PO Box		
State: OR Zip Code	97443 Country: US		97443 Co	untry US	
Contact / Condition	Problems		,	Shipping / Billing	
Date UseriD 9/23/2008 7:15:4 VALEN 9/23/2008 7:18:1 VALEN 9/24/2008 7:18:2 Travist 9/24/2008 7:17:2 supryll	ITDS Repair Added ITDS From: Check In To: ow From: Product Services To:	2 Repair Bench ock modification program	Shipping Hod InterFace Hold Estimate Sent Parts Received Return As Received Has been Approved	Eurrent Status Estimating 4/2008 7:16:29 AM Travistiw Repair Bench Repair Location ILN Current Location ICN Transfer Number	
Repair <u>S</u> earch			<u>R</u> efresh	<u>C</u> lose	

As received we could not move some as it was stock inside He housing due to improper cleaning and maintaining.

Returned it to AS for cleaning and new TA under the boots lock modification program.

DECETOTION

SEP 2 5 2008 1

Remington.

2652

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,



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

" Thichell

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 213 Nin Remington.

CAL Factory Rei	pair Instructions	•				
(NOTE: Please print and complete this	form, and then include it with	your firearm.)				
Model Number: 700	Serial Number: 68/	7409				
Are you the original owner?: LESTYES						
Name: Lone Reck Arms LLC Date of Purchase:						
Address (no PO Boxes): 279 B Lon						
city: 61:1E	State: O.C.	zip: 97443				
Phone (Daytime): 541 496-3119	Fax:					
E-mail Address: would like to receive future e-mail updates from	n Reminatron.					
Please describe your problem:						
This RiFle Fires with	out oulling the	4139×				
AND IS HIGHLY DANGEROUS AND UNSAFE!!						
OUR CUSTOMER HAS HA	O A. Ner Acc	ribent				
with it!!!		••				
to the standard const	1 00 mg/HP 1					
Ammunition Information:	. ,					
	Турв					
Other (i.e. buliet weight/type, shot stze, 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 deaning 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, char under BOCT LOCIL programme for.