

Remington Arms Co., Inc.
Product Service
Legal Case #:2746

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
153951 - 154555	10/24/2008	9/30/2008	10/31/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ron	Gray	205 Langland	Vinton	VA	24179		H 540-890-2638
Incident		Andy	Gray	12406 Abbey Knoll Ct.	Woodbridge	VA	22192		H 703-878-9220 C 703-730-7144

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot hole in bedliner of truck Cause:4079 Other - Unexamined Concern:1007 Fired on Safe Release		Altered Components	Unknown
S				
C				

9/30/08-Ron Gray owns firearm, hasnt used it in 30 years. Gave to son, Andy to use, gun fired when releasing safety to unload. Shot hole in bedliner of truck. Gun had not been serviced or looked at by gunsmith prior to using. Customer wants trigger replaced. Andy also has another 700 that he would like for us to look at.lw 10/27/2008 Rifle received and Placed in PS Back Rack holding for disposition. We can offer to clean the action and install a new TA at n/c as a gesture of goodwill fls.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250	20000	A6253438	BI	1/16/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	SANDY DISTR CHARLESTON W VA	TWO PIECE SCOPE BASE	Y			

CONCERN:FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06 REM	20000	A6283111	AI	3/30/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	ODELL HDWE CO GREENSBORO NC	SCOPE BASE	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
repair one no charge, BLS program price for 2nd						
	Repair/Replacement Cost	Repair/Replacement Date				

Remington/700/CF/BA

65.00

10/31/2008

10/1/08-sending 2 ars labels for each gun, boxes, letters.lw 10/30/08 Left message for Andy Gray to call about inspection of the 700 rifle.cm 10/31/08 Spoke with Andy about condition of the rifle. I will send him an owner's manual and explained cleaning the triggers with RemAction Cleaner to prevent build-up in the triggers again. He's sending a 700 22-250 to be checked and the bolt lock removed. He did not ask about assistance with repairs to his truck.cm 11/4/2008 2nd rifle # A628311 received and sent to AS for the bolt lock modification program at BLS program price fls.

Examination[Remington/CF/BA]

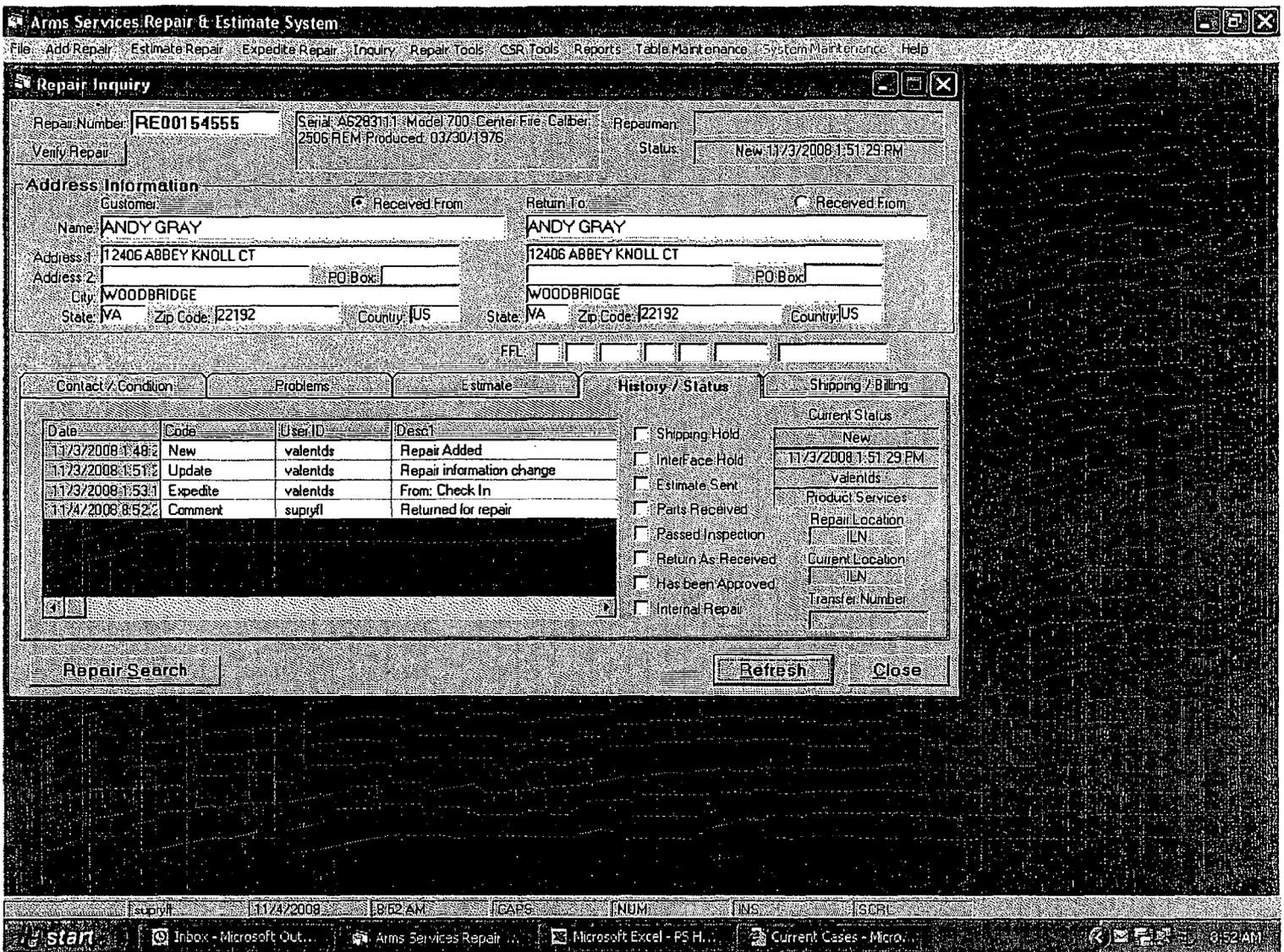
Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/27/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 22-250 REM
	Date Code		BI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	LEAKING PRIMERS
	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	--Select--	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	

Trigger	Condition	Slightly Worn; Functioning	
	Pull	--Select--	2#
	Altered	True	SET SCREWS ALTERED MIN TRIG RETURN
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/4/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 25-06 REM
	Date Code		AI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly 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--	
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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	--Select--	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False

Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY AND STICKY
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED MIN TRIG RETURN
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE



Chris, The trigger adjustment screw positions had been altered, trigger was sticking and would not always return under sear, sear engagement ~~was~~ was below our min. spec.

We returned this gun to AS for new TA & cleaning under the Bolt lock modification program - billing Customer.

Treed

Remington®

2746

2#
AI 3/
24'
.000

October 1, 2008

Andy Gray
12406 Abbey Knoll Ct.
Woodbridge, VA 22192

Serial Number: **A6283111**

Model: **700**



RE00154555

Subject: Model 700 Serial #A6253438
RE: Case #2746

Dear Mr. Gray,

We were sorry to learn about the unfortunate incident you experienced with your father's Model 700. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

Per my conversation with your father, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and replacement of the trigger assembly under our Safety Modification Program. I have included some further information from our website pertaining to this program. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). 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. **Please also write "Supry" on the small ends of the box to help us expedite the inspection of your firearm.** 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.

A second shipping label has been included if you wish to send your other Model 700 in for inspection. Once we receive the firearms, our Product Service Administrator, Chris Mitchell will contact you with the results of our inspection. She can also be reached at 800-243-9700 ext 8684. We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson
Administrative Asst., Service Operations
Remington Arms Company

TRIG. ASSM. SET SCREWS
ALTERED. TRIG. ASSM. DIRTY.
STICKY. replace TPA, check
clean, under BACT LOCK
PROGRAM for \$ 20.00 + \$

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Remington

Factory Repair Instructions

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

Model Number: 700		Serial Number: A6283111	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: ANDREW T. GRAY		Date of Purchase:	
Address (no PO Boxes): 12406 ABBEY KNOLL COURT			
City: WOODBRIDGE		State: VA	Zip: 22192
Phone (Daytime): 7037307144		Fax:	
E-mail Address: 7038789220			
<input type="checkbox"/> would like to receive future e-mail updates from Remington.			
Please describe your problem:			
MY OTHER MODEL 700 (22-250) ACCIDENTALLY DISCHARGED AND HAS BEEN SENT IN SEPARATELY FOR SAFETY MODIFICATION... LAURA WATSON SAID I COULD SEND IN THIS GUN TO SEE IF IT NEEDS THE SAME ADJUSTMENT.			
Ammunition Information:			
Manufacturer: FEDERAL		Type: PREMIUM 90-GRAIN	
Other (i.e. bullet weight/type, shot size, powder): 25-0.6 VARMINT POUND			
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:			

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

How often do you lubricate the action? (Months or Number of rounds)

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?

YES NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? *NA*

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Division

- 14 Hoefler Ave

- Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. 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.

- :: 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.**

Charge repairs will be processed using the following guidelines:

- :: 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)**
- :: 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 (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.**

Remington®

2746



BI 1/76
2#
24"
.012

October 1, 2008

Andy Gray
12406 Abbey Knoll Ct.
Woodbridge, VA 22192

Serial Number: **A6253438**

Model: **700**



RE00153951

Subject: Model 700 Serial #A6253438
RE: Case #2746

Dear Mr. Gray,

We were sorry to learn about the unfortunate incident you experienced with your father's Model 700. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

Per my conversation with your father, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and replacement of the trigger assembly under our Safety Modification Program. I have included some further information from our website pertaining to this program. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). 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. **Please also write "Supry" on the small ends of the box to help us expedite the inspection of your firearm.** 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.

A second shipping label has been included if you wish to send your other Model 700 in for inspection. Once we receive the firearms, our Product Service Administrator, Chris Mitchell will contact you with the results of our inspection. She can also be reached at 800-243-9700 ext 8684. We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson
Administrative Asst., Service Operations
Remington Arms Company

TRIG. SET SCREWS ALTERED
TRIG. RETURN SPRING PROPERLY
REPLACE TPA, CHECK OVEN, CLEAN
UNDER TO IT LOCK PROGRAM

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Remington

Factory Repair Instructions

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

Model Number: 700		Serial Number: A 6253438	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		(GIFT FROM MY DAD WHO BOUGHT IT FOR ME)	
Name: ANDREW T. GRAY		Date of Purchase:	
Address (no PO Boxes): 12406 ABBEY KNOLL COURT			
City: WOODBRIDGE		State: VA	Zip: 22192
Phone (Daytime): 703 730 7144		Fax:	
E-mail Address: 103 878 9220			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
ACCIDENTAL DISCHARGE OF GUN WHEN UNLOADING. - I PUT THE SAFETY IN THE FIRE POSITION AND WHEN I LIFTED THE BOLT, THE GUN FIRED INTO THE BACK OF MY PICK-UP TRUCK - EARLY SEPTEMBER - 2008 WINCHESTER AMMO			
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:			

* WHEN THE MODIFICATION IS COMPLETE, I WOULD LIKE TO HAVE A TRIGGER PULL AS CLOSE TO 3 LB'S AS POSSIBLE. THANKS.

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

YES NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed?

PTA

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Division

- 14 Hoefler Ave

- Ilion, NY 13357

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- :: 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.

Charge repairs will be processed using the following guidelines:

:: 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)

:: 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 (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.