

Remington Arms Co., Inc.
Product Service
Legal Case #:3491

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
168226	5/18/2009	5/19/2009	5/19/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Hildman	674 4th Ave	Freedom	PA	15042		H 724-728-6716 E peanutdad@verizon.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	fired on safety release	Concern:1007	Fired on Safe Release	Unknown
C				

5/21/09 Per letter with rifle, while cleaning the safety was checked by placing the safety in the Safe position and pulling the trigger, dry firing. The safety held however after releasing the safety the rifle fired. They were able to duplicate the incident when rechecking.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	25787	F6246198	XW	12/17/2002 11:02:16 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD	SCOPE,RINGS,TWO PIECE BASE,SLING,HARD CASE	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
replace TPA, clean at 1/2 normal		Remington/700/CF/BA				
	Repair/Replacement Cost	Repair/Replacement Date				

5/21/09 Trig is sluggish and binding from being contaminated with a partially dried and sticky lube residue. Replace TPA, check over, clean at 1/2 normal cost. Cost of repair will be covered by the charges.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/19/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4015	Improper Maintenance	
Barrel	Description		22" 243 WIN
	Date Code		XW
	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	Slightly 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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.008
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIGGER BINDING/SLUGGISH
	Pull	---Select---	9#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

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: **RE00168226** Serial: F6246198 Model: 700 Center Fire Caliber 243 WIN Produced: 12/17/2002 Repairman: Bruce Travis
 Verify Repair: Status: ApprovalHold 5/19/2009 5:54:34 AM

Address Information

Customer: Received From Return To: Received From

Name: **MICHAEL E HILDMAN** **MICHAEL E HILDMAN**

Address 1: **674 FOURTH AVENUE** **674 FOURTH AVENUE**

Address 2:

City: **FREEDOM** **FREEDOM**

State: **PA** Zip Code: **15042** Country: **US** State: **PA** Zip Code: **15042** Country: **US**

FEL:

Contact / Condition **Problems** **Estimate** **History / Status** **Shipping / Billing**

Date	Code	User ID	Desc1	Desc2
5/18/2009 10:12	New	valentds	Repair Added	
5/18/2009 10:15	Update	valentds	Repair information change	
5/19/2009 5:54:3	Estimate	travisbw	Estimate Update	Status: Approve
5/19/2009 6:00:3	ApprovalHold	System	Immediate SAP Allocation	
5/19/2009 8:55:1	Expedite	percerl	From: Check In	To: ApproveRe

Shipping Hold
 IntelFace Hold
 Estimate Serv
 Parts Received
 Passed Inspection
 Return As Received
 Has been Approved
 Internal Repair

Current Status
 ApprovalHold
 5/19/2009 5:54:34 AM
 travisbw
 ApprovePack
 Repair Location
 ILIN
 Current Location
 ILIN
 Transfer Number

Repair Search **Refresh** **Close**

start | supyll | 5/19/2009 | 11:50 AM | TCAPS | ENUN | INS | SCPL |
 Inbox - Microsoft Out... | Repair 164957 - Mess... | Arms Services Repair | DMS - Global Serial Hi... | 11:50 AM

35.39
 27

 62.39

Michael E. Hildman
674 Fourth Avenue
Freedom, Pa 15042
724-728-6716

3491

XW12/02
22"
9#
008

Remington

May 13, 2009

Dear Sir or Madam:

Upon cleaning the model 700 243 Remington rifle, the safety was checked by placing in the on position. Pulling the trigger checked the dry fire. The safety held. However, after releasing the safety the rifle fired?

The rifle was rechecked again with the same process. The rifle's safety held again but when the safety was released the rifle fired?

Please check the rifle for its safety, as there appears to be a problem with your design of its safe mechanisms.

Sincerely,

Michael E. Hildman

Trig. is sluggish and binding from being contaminated with a partially dried and sticky lubrication residue. replace TPA, check over, clean at 1/2 normal cost.

Quote

Serial Number:

F6246198

Model: 700



RE00168226

NRA Member

How often do you lubricate the bore? (Months or Number of rounds)	SAME
How often do you lubricate the action? (Months or Number of rounds)	SAME
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?	
<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Comments: I SHOULD NOT BE CHARGED FOR AN UNSAFE RIFLE. COST SHOULD BE INCURRED BY REMINGTON	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed? WHEN PURCHASED	
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	
<p>Ⓢ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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p>	