

Remington Arms Co., Inc.
Product Service
Legal Case #:2649

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
150234	9/2/2008	9/3/2008	9/3/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Bass Pro			200 Gulf Stream Way	Dania	FL	33004		
Incident		Kenneth	Modica	1447 SW 13th Dr	Boca Raton	FL	33486		W 561-999-8889 C 561-239-2922

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Fired on bolt closing	Concern:1008 Fired on Bolt Closing		
C				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	27049	G6556125	LA	2/13/2006 1:29:56 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN	HARD CASE	U			

CONCERN:FBC

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
New TA n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	65.00	9/4/2008				

9/4/2008 we could not duplicate concern - returned to Arms Service to check over, clean and replace the trigger assembly at n/c as a gesture of goodwill fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/3/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		26" 300 WIN MAG

	Date Code		LA
Barrel	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	Non-ISS	
Sear	Lift	--Select--	.014
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	False		
Trigger	Condition	Like new; Functioning	
	Pull	--Select--	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		HARD CASE

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: **RE00150234**
Serial: G6556125 Model: 700 Center Fire Caliber 300 WIN MAG Produced: 02/13/2006
Repairman: Bruce Travis
Status: PartsHold 9/3/2008 8:45:38 AM

Verify Repair

Address Information

Customer Received From Return To Received From

Name: BASS PRO SHOPS OUTDOOR WORLD BASS PRO SHOPS OUTDOOR WORLD

Address 1: 200 GULF STREAM WAY 200 GULF STREAM WAY

Address 2: PO Box PO Box

City: DANIA DANIA

State: FL Zip Code: 33004 Country: US State: FL Zip Code: 33004 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1		Current Status
9/2/2008 10:49:4	New	valentds	Repair Added	<input type="checkbox"/> Shipping Hold	PartsHold
9/2/2008 10:51:5	Expedite	valentds	From: Check In	<input type="checkbox"/> InterFace Hold	9/3/2008 8:45:38 AM
9/3/2008 8:44:20	Expedite	Travisbw	From: Product Services	<input type="checkbox"/> Estimate Sent	Travisbw
9/3/2008 8:45:38	Estimate	Travisbw	Estimate Update	<input type="checkbox"/> Parts Received	PartsRack
9/3/2008 8:52:04	Expedite	Travisbw	From: Repair Bench	<input type="checkbox"/> Passed Inspection	Repair Location
9/3/2008 11:28:2	Expedite	pencerc	From: PartsRack	<input type="checkbox"/> Return As Received	ILN
9/3/2008 2:07:50	Comment	ardenep	Consumer Contact for Repair Status	<input type="checkbox"/> Has been Approved	Current Location
				<input type="checkbox"/> Internal Repair	ILN
					Transfer Number

Repair Search Refresh Close

supryl 9/4/2008 8:16 AM CAPS NUM INS SCRL

start

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

8:16 AM

12649

Kenneth A. Modica
1447 S.W. 13th Drive
Boca Raton, Florida 33486

LA 2/06
S.5#
26"
014

Dear Mr. Supry:

I had the pleasure of speaking to you on August 21, 2008. During our conversation I informed you that I purchased a Remington 700 CDL "Classic Deluxe" from Bass Pro Shop Outdoor World in Dania Beach, Florida. This is the Bolt Action Centerfire Rifle 26" Barrel 300 WIN MAG with R3 Recoil Pad. **G6556125**

I explained that I am going bear hunting in Canada in early October and used this rifle on a Trophy Boar Hunt on August 8, 2008 to see how it functioned.

I fired a round and ejected the spent shell. As I was chambering another round the gun fired. I've got to tell you that everyone in the hunt party was in shock.

This accidental firing is very concerning to me, as obviously it could have ended in a fatality had I not had the gun pointed in the up position.

I have always been a proud owner of Remington firearms and Remington products and purchased this Remington Rifle, as I felt it was the finest rifle on the market. There certainly were cheaper brands. Since this incident I have lost my confidence and I'm extremely apprehensive to handle this firearm. I own a management company in South Florida and when I'm not working I'm out hunting and fishing. I have had experience with guns for over forty five years and in that time I've had a few shells that didn't fire and I've had semi automatics jam, but I never owned a gun or rifle that fired as a result of a mal function.

I informed you that Bass Pro Shops - Outdoor World would be shipping this rifle to you. Please get back to me at your earliest convenience with how Remington can resolve this situation.

I can be reached at the below telephone numbers.

Your personal attention to this matter is greatly appreciated. I look forward to hearing from you.

Sincerely,

Kenneth A. Modica
Kenneth A. Modica

Office Telephone # 561-999-8889

Cell Phone # 561-239-2922

cc: John Deliles Bass Pro Shops Manager

Serial
Number:

G6556125

Model: **700**



RE00150234

could not duplicate concern.
clean, replace TPA
AT N/C #230145

OUTDOOR WORLD - GUN REPAIR

200 Gulf Stream Way; Dania Beach, Florida 33004

PRINT ALL INFORMATION

CUSTOMER'S FULL NAME "KENNETH A. MODICA"

RESIDENCE ADDRESS 1447 J.W. 13th Dr.
BOCA RATON, FLORIDA 33486
(NO., STREET, CITY, COUNTY, STATE, ZIP CODE; CANNOT BE A P.O. BOX)

TAKE COPY OF DRIVER'S LICENSE

DRIVER'S LICENSE NUMBER _____
DATE FIREARM RECEIVED _____ PHONE 561-239-2922
ASSOC. RECEIVING FIREARM (PRINT) _____ EMP. NO. _____
FIREARM MFG. _____ SERIAL NUMBER _____
TYPE _____ MODEL _____ ACTION _____ CALIBER/GAUGE _____
DATE CUST. PURCHASE FIREARM _____
SERVICE REQUESTED See Attached Sheet

COMMENTS _____

**** ENTER ACQUISITION INFO. IN BLK. REPAIR BOOK & REPAIR A & D BOOK. (PUT ORIG. FORM IN BLACK REPAIR BOOK)**

REPAIR A & D BOOK NUMBER _____

(BOOK FOR HAND GUN IS H & LONG GUN IS L. EXAMPLE: H-1-6 OR L-1-7)

**** FILE COPY IN HUNTING'S REPAIR BOOK.**

**** GIVE COPY OF THIS FORM TO CUSTOMER.**

DATE SHIPPED TO REPAIR 8/22/08 MFG. Remington
ADDRESS 14 Hoeller Ave, Union, NY 13357

**** NOTE: MAKE 3 COPIES 1. INCLUDE WITH FIREARM, 2. BPS SHIPPING DEPT. 3. BECKY**

DATE REC'D FROM REPAIR _____ A & D NUMBER _____

DATE CUSTOMER NOTIFIED _____ COMMENTS (IF ANY) _____

COMMENTS (IF ANY) _____

PICKUP INFORMATION -- (BE SURE TO CHECK I.D.)

CUSTOMER'S SIGNATURE _____ DATE _____

ASSOC.'S SIGNATURE _____ EMPLOYEE NO. _____

**** GIVE THE CUSTOMER A COPY OF REPAIR DOCUMENT.**

**** GIVE A COPY OF THIS COMPLETED FORM TO BECKY AFTER CUSTOMER PICKS UP FIREARM.**

**** ATTACH A COPY OF REPAIR DOCUMENT TO THIS FORM AND FILE IN CLOSED REPAIR BOOK.**