

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3790

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
175263	9/16/2009	9/17/2009	9/17/2009				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Scranton Police Dept.	Robert	Brenzel	100 S. Washington Ave.	Scranton	PA	18503		W 570-558-8301 F 570-558-8483 E rbrenzel@scrantonpa.gov

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			
S	Fired on Safe release Concern:1007 Fired on Safe Release		Unknown	
C				

Customer reported: During a firing exercise the officer moved the safety from "safe" to "fire" and the gun fired without the trigger being pulled. dmf

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25711	G6710198	LC	2/21/2008 7:04:15 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SCRANTON POLICE DEPT.	TWO PIECE SCOPE BASE	Y			

CONCERN: FSR

## Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Federal	HPBT/168 GR	308 WIN				
Concern	Other	Factory	Reload			
0:		Y	N			

## Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$62.38	9/22/2009				

9/22/09: Per Fred S. - Could not duplicate concern. Check over at bench, replace trigger assemb at no charge under warranty. dmf

## Examination[Remington/CF/BA]

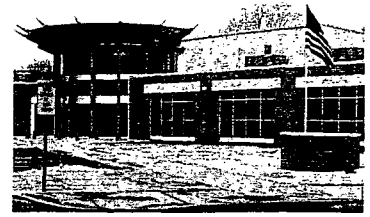
Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/17/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		26" 308 WIN

Barrel	Date Code		LC
	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 X-MARK PRO SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

Scranton Police Department  
Special Operations  
Lieutenant Martin Crofton

Scranton Police Headquarters  
100 South Washington Avenue  
Scranton, Pennsylvania 18503  
Tel: (570) 558-8301  
Fax: (570) 558-8483

3790



SCRANTON

LC 2/08  
4.5#  
26"  
J011

To: Remington Arms Company Inc.  
From: Detective Sergeant Robert Brenzel  
Date: 14SEP09  
Re: Return of Remington 700 G6710198 for repair

Dear Sir/Ma'am,

Enclosed is the Remington 700 rifle, serial number G6710198, which is being returned for repair. The reason that the rifle is being returned is that during a dry fire exercise the operator moved the safety from "safe" to "fire" and the weapon immediately fired without the trigger being pulled. I contacted your company and was told that the rifle was under warranty and should be returned for repair. If you have any questions, feel free to contact me at (570)558-8316 or at [rbrenzel@scrantonpa.gov](mailto:rbrenzel@scrantonpa.gov). I would also appreciate anything that you could do to get this rifle back to us as soon as possible. We are not a large tactical team and without this rifle we would be down to two snipers available for deployment.

Respectfully,

Robert Brenzel  
Detective Sergeant  
Special Operations/Sniper Team Leader

could not duplicate concern  
checked over at bench, replace  
TPA as Good-Will gesture  
AT N/C  
unhappy

G6710198

Model: 700



RE00175263

# Remington.

## Factory Repair Instructions

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

Model Number: 700		Serial Number: G6710198	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: SCRANTON POLICE DEPARTMENT		Date of Purchase: MARCH 2008	
Address (no PO Boxes): 100 S. WASHINGTON AVE			
City: SCRANTON		State: PA	Zip: 18503
Phone (Daytime): 570 558-8316		Fax: 570 267 0414	
E-mail Address: RBRENZEL@SCRANTONPA.GOV			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: The firing pin forwarded during a dry fire exercise. It fired when moving the safety from "S" safe to "F" fire. Operator's finger was not near the trigger when this occurred			
Ammunition Information:			
Manufacturer: FEDERAL		Type: GOLD MEDAL	
Other (i.e., bullet weight/type, shot size, powder): 168 GR HPBT MATCH			
Handload Information: N/A			
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: Hoppes			
How often do you clean the bore? (Months or Number of rounds) After every 20 rounds			
How often do you clean the action? (Months or Number of rounds) AFTER EVERY TRAINING 1/MONTH			
How often do you clean the trigger assembly? (Months or Number of rounds) NEVER			
Brand of lubricant used: FP 10			

How often do you lubricate the bore? (Months or Number of rounds) EVERY 20 ROUNDS  
How often do you lubricate the action? (Months or Number of rounds) EVERY 20 ROUNDS  
How often do you lubricate the trigger assembly? (Months or Number of rounds) 1 MONTH

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? NEVER

What were the services performed? N/A

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.

ington Arms Company, Inc.  
Global Drive  
Memphis, TN 38141 US  
.: 1-56-157-01-8E-02461

Serial Number Manifest  
BL Nbr: UPSC Small Pkg.  
Shipment: 443768

Date: 03/17/2008  
Page: 1 of 1

Ship To: SCRANTON POLICE DEPT.  
100 S. WASHINGTON AVE.  
SCRANTON, PA 18503 US

Sold To: R4644320  
JERRY'S SPORT CENTER, INC PA  
MAIN STREET PO BOX 121  
FOREST CITY, PA 18421 US

Order Nbr Customer PO Nbr  
RAMAC - Description / OverPack - Serial Numbers

6755 JSC23532  
25711 - MODEL 700.TM TWS  
010902203 - G6710198  
25711 Total: 1

Total Serial Numbers: 1

End of Document

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# 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: RE00175263 Serial: G6710198 Model 700 Center Fire Caliber: Repairman: Bruce Travis  
 Verify Repair Status: Repairing 9/17/2009 11:06:04 AM

### Address Information

Customer: ☒ Received From Return To: ☐ Received From  
 Name: SCRANTON POLICE DEPT SCRANTON POLICE DEPT  
 Address 1: ATTN ROBERT BRENZEL ATTN ROBERT BRENZEL  
 Address 2: 100 S WASHINGTON AVE PO Box: 100 S WASHINGTON AVE PO Box:  
 City: SCRANTON SCRANTON  
 State: PA Zip Code: 18503 Country: US State: PA Zip Code: 18503 Country: US  
 FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
9/17/2009 10:54	ApprovalHold	System	Immediate SAP Allocation:	
9/17/2009 11:04	Approved	Travisbw	In person	
9/17/2009 11:04	Update	Travisbw	Address, Billing, or Ship M:	from Approval S
9/17/2009 11:04	Estimate	Travisbw	Estimate Update	Status: Approv
9/17/2009 11:05	Main	Travisbw	Repair Maintenance	Status: Repair
9/17/2009 11:05	Update	Travisbw	Address, Billing, or Ship M:	from Approval S
9/17/2009 11:05	Main	Travisbw	Repair Maintenance	Status: PartsHo
9/17/2009 11:06	Repairing	System	Immediate SAP Allocation:	

- ☐ Shipping Hold
- ☐ InterFace Hold
- ☐ Estimate Sent
- ☒ Parts Received
- ☐ Passed Inspection
- ☐ Return As Received
- ☒ Has been Approved
- ☐ Internal Repair

Current Status  
 Repairing  
 9/17/2009 11:06:04 AM  
 System  
 Repair Bench  
 Repair Location  
 ILN  
 Current Location  
 ILN  
 Transfer Number

Repair Search

Refresh

Close

RECEIVED  
 SEP 21 2009

BY: .....