

Remington Arms Co., Inc.
Product Service
Legal Case #:6058

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
227006	3/28/2011	3/29/2011	3/29/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ken	St. Amour	336 Dugway Bridge Rd	West Kingston	RI	02892		H 401-789-7309 C 401-287-8996 E Kstarnour@aol.com

Incident Information

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

4/5/11 Per letter with rifle, he recently had it repaired at our RARC in Verona for the extractor. He received it back and took it out to test it. When he loaded the rifle and locked one round into the chamber, he released the safety and the gun fired. The gun was pointed down range.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	n/a	B6431124	BD	1/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAMMES GUNS BELLEFONTAINE OH	TWO PIECE 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
Per Ilion, offer to replace TPA, clean, test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

4/5/11 Per Ilion, could not duplicate concern. Can offer to replace TPA, clean and test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/29/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 223 REM
	Date Code		BD
	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		M700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

6058

24
BD 1/82
4d
2014

March 18, 2011

336 Dugway Bridge Road
West Kingston, Rhode Island 02892

Remington Firearms
14 Hoefler Avenue
Ilion, New York 13357

Dear Sir/madam

Enclosed you will find my Remington, model 700. On March 17th, 2011 I was at my gun club to test whether the repair performed by your recommended repair facility in Verona, NY was working. They corrected a problem with the extractor pin and it now works fine. (Gunworks of Central NY).

However, when I loaded the rifle and locked one round into the chamber, I released the safety and the gun fired. Luckily the weapon was pointed down range. I had read something about this problem recently and our gun club discussed it at one of our meetings, so I was actually, and perhaps particularly cautious when moving the safety from "safe" to "fire". Regardless, it was still very upsetting.

What also upset me was that I will most likely have to do without the rifle again. It was about 5 to 6 weeks in Verona having the extractor mechanism corrected.

Yesterday I spoke to one of Remington's Customer Service Representatives in North Carolina and he recommended I send the rifle to you to correct this problem. I trust that there is a solution to this problem.

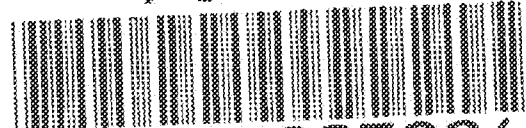
Thank you, in advance, for your attention to this situation. Please feel free to contact me if you have any questions whatsoever regarding this situation. I would very much appreciate if you could contact me by phone, or preferably by email, letting me know how long you will have the rifle as I am missing out on some fun competition.

Respectfully

Ken St. Amour
Ken St. Amour
401-789-7309 Home
401-207-8996 Cell
Kstamour@aol.com

RECEIVED
MAR 31 2011
BY: _____

B6431124
Model: 700



RE00227006

Rifle data: Remington Model 700 .223
Serial Number B6431124
Bolt #1124

could not duplicate concern
CAN offer to replace TPA, CLEAN
& TEST Rifle at 1/2 NORM cost.

Quote

Approved by 4/1
phone

20.40
27. -
47.40

