

Remington Arms Co., Inc.
Product Service
Legal Case #:3271

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
161602	2/3/2009	2/26/2009	2/26/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Brian	Desoto	2907 Major Smith Rd	Greenville	NC	27858		H 252-864-6297

Incident Information

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

3/9/09 Letter with rifle states, when he flipped the safety from the safe to fire position the gun immediately discharged. Happened twice.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27267	S6568331	KA	5/25/2006 11:52:14 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
10/5/2007	HENRYS TACKLE LLC		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 at no charge, goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	129.75	3/9/2009				

3/9/09 Could not duplicate concern. Trigger pul below factory specs. Replace TPA, check over completely, clean & function test at n/c to restore confidence in the rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/26/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRV
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN SS
	Date Code		KA
	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---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Repair Inquiry

Repair Number: **RE00161002** Serial: 3855853 Model 700 Cartridge Caliber: 270 WIN SYN STOCK Produced: 05/25/2006 Repairman: **Charles Swanson**
 Verify Flight: Status: **Repairing 2/26/2009 11:30:04 AM**

Address Information

Customer: ☒ Received From: ☐ Return To: ☐ Received From:
 Name: **BRIAN DESOTO** **BRIAN DESOTO**
 Address 1: **2907 MAJOR SMITH ROAD** **2907 MAJOR SMITH ROAD**
 Address 2: **PO Box** **PO Box**
 City: **GREENVILLE** **GREENVILLE**
 State: **NC** Zip Code: **27858** Country: **US** State: **NC** Zip Code: **27858** Country: **US**

Contact / Comments		Problems	Estimate	History / Status	Shipping / Billing
Date	Docs	User ID	Descr		Current Status
2/3/2009 5:31:35	New	warmands	Repair Added	☐ Shipping Hold	Repairing
2/25/2009 1:29:41	Expedite	perceal	From, Check In	☐ Interface Hold	2/25/2009 11:30:04 AM
2/25/2009 2:29:33	Estimate	zwansonch	Estimate Update	☐ Estimate Sent	zwansonch
2/26/2009 11:29	Estimate	zwansonch	Estimate Update	☒ Parts Received	Repair Bench
2/26/2009 11:30	Repairing	System	Immediate SAP Allocation	☐ Passed Inspection	Repair Location
2/26/2009 12:03	Estimate	zwansonch	Estimate Update	☐ Return As Received	ILN
				☐ Has been Approved	Current Location:
				☐ Internal Repair	ILN
					Transfer Number

Repair Search

Refresh

Close

aspynf 12/25/2009 1:33 PM CAPS NUM INE SDE

start Inbox - Micro... Arms Services... PS Hold Guns AG DMG - Global... Microsoft Word Enter New Ca... 1:33 PM

RECEIVED
 FEB 27 2009
 BY:

3271

24"
KAS/06
25
012

TO: Remington Factory Repair

FROM: Brian DeSoto

RE: Malfunctioning Rifle

DATE: January 26, 2009

On January 15, 2009 my cousin and I attempted to sight in our rifles in Kentucky. I loaded my Remington .270 and got my sights set on the target. When I flipped the safety from the safe position to fire the gun immediately discharged. My cousins and I sat in disbelief and he suggested there is no way that happens without my finger incidentally hitting the trigger. I flipped the safety back to the safe position and unloaded the casing. Next, I loaded another bullet in the barrel and once again flipped the safety to the fire position and the gun discharged again without my fingers being anywhere near the trigger. I unloaded the gun completely and flipped the safety from safe to fire and the trigger automatically moved. I have no idea what is wrong with the rifle, but I do not that on three occasions pushing the safety forward caused the trigger to pull. Not that it matters, but I am a 28 year old male who works as an Assistant District Attorney in Greenville, North Carolina.

Thanks,

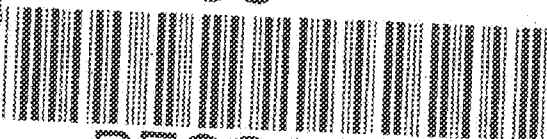
Brian DeSoto

Brian DeSoto
2907 Major Smith Rd.
Greenville, NC 27858
(252) 864-6297

35.25
15.
35
17.50
12.00
15.
129.75

Serial Number: **S6568331**

Model: **700**



RE00161002

could not duplicate concern.
Trig. pull below factory specs.
Replace TPA, check over
completely, clean & function
test AT N/c to restore
confidence in the rifle.

#230145

Remington.

Factory Repair Instructions

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

Model Number: 700	Serial Number: 56568331
Are you the original owner? ☒ YES ☐ NO	
Name: Brian DeSoto	Date of Purchase: 10/5/2007
Address (no PO Boxes): 2907 Major Smith Rd	
City: Greenville	State: NC Zip: 27858
Phone (Daytime): (252) 864-6297	Fax:
E-mail Address:	
☒ I would like to receive future e-mail updates from Remington.	
Please describe your problem:	
Gun fired three times when safety was moved forward and trigger was NOT pulled.	
Please see enclosed letter.	
Ammunition Information:	
Manufacturer: Winchester	Type: 270
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: Remington Oil	
How often do you clean the bore? (Months or Number of rounds) Every month	
How often do you clean the action? (Months or Number of rounds) after every use	
How often do you clean the trigger assembly? (Months or Number of rounds) every month	
Brand of lubricant used: Remington	

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

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? *NONE*

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:

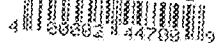
• Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

• 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.



MFR Remington
MODEL 700
GAUGE/CALIBER .270
CHAMBER _____
BARREL 24"
LOG # 5211
SERIAL # 56568331

OVERTON'S



0540-0506
REM 700 SPSS BOLT 270 WIN STLS
40R \$599.99

10/5/2007 11:08:4

Overton's
Greenville Showroom
111 Red Banks Rd

Ref 50#: ipt #: 23680
10/5/2007 Store: 001A
Assoc: Byron shier: Byron

To: GREENVILLE CUSTOMER
GREENVILLE, NC 27058

DCS	ITEM#	QTY	PRICE	T	PRICE
434Y	10576	1	0.00		40.00
40990					
4840	18098	1	8.99		560.99
0540-0506					
4840	19105	1	7.99		27.99
0603-0102					
4840	19100	1	8.99		18.99
0603-0129					
4840	40076	1	9.99		99.99
DCS	ITEM#	QTY <td>PRICE</td> <td></td> <td></td>	PRICE		

158200

Subtotal: 988.96 5 Unit(s)
8.750 % tax: 83.92
RECEIPT TOTAL: 1,051.00

Tend: 1,051.00
Change: 0.12

Cash: 1,051.00
C-Bal: (237.89)
NO RETURNS WITHOUT THIS RECEIPT