

Remington Arms Co., Inc.
Product Service
Legal Case #:3120

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
157920	1/22/2009	1/23/2009	1/23/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ronald	Hoffbauer	4059 E. Cholla St.	Phoenix	AZ	85028		W 602-277-3776 ext 205 E rihoffbauer@cox.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Gun discharged when moved from Safe to Fire	Cause:4038 Concern:1007 Fired on Safe Release	Could Not Duplicate Concern	Unknown
C				

While hunting in Nov 2008, I moved the safety from Safe to Fire to unload the rifle and it discharged. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR		357981	OR	7/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

CONCERN:FSR

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
Repair at special price under BLSM program						

Repair/Replacement Cost	Repair/Replacement Date
\$79.88	1/26/2009

1/26/09: Customer was mailed an estimate for \$35. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/23/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006 SPR
	Date Code		OR

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 BOLT LOCK SAFETY
	Function	*Modified	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	6#
	Altered	True	SAFETY SWITCH ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Repair Inquiry

Repair Number: **RE00157920**
Verify Repair

Serial: 357991 Model 700 Center Fire Caliber 3006 S&W
Repairman: Robert Frank
Status: Estimating 1/22/2009 2:25:14 PM

Address Information

Customer: ☒ Received From

Return To: ☐ Received From

Name: **RONALD HOFFBAUER**
Address 1: **4053 E CHOLLA STREET**
Address 2: PO Box:
City: **PHOENIX**
State: **AZ** Zip Code: **85028** Country: **US**
State: **AZ** Zip Code: **85028** Country: **US**
EFL: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2		Current Status
12/31/2008 10:02:28	New	valentids	Repair Added		☐ Shipping Hold	Estimating
1/22/2009 9:54:23 AM	Expedite	penced	From: Check in	To: Repair Bench	☐ Interack Hold	1/22/2009 2:25:14 PM
1/22/2009 9:55:05 AM	Expedite	penced	From: Repair Bench	To: Repair Bench	☐ Estimate Sent	Junkie
1/22/2009 2:25:37 PM	Estimate	frankr	Estimate Update	Status: Estimating	☐ Parts Received	Repair Bench
1/23/2009 5:17:07 AM	Maint	travisbw	Repair Maintenance	Status: Estimating	☐ Passed Inspection	Repair Location
					☐ Return As Received	ILN
					☐ Has been Approved	Current Location
					☐ Internal Repair	ILN
						Transfer Number

Repair Search

Refresh

Close

RONALD L. HOFFBAUER
4059 E. CHOLLA STREET - PHOENIX, ARIZONA 85028
TELEPHONE (602) 996-0596

December 12, 2008

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoeffler Avenue
Ilion, NY 13357

RE: Remington 700 30.06 SN 357981

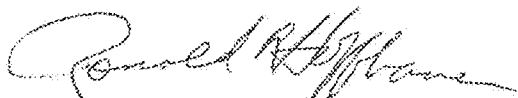
Dear Sirs:

I am sending my rifle for replacement of the safety. During my deer hunt in November 2008, at the completion of a hunting day without any having an opportunity at a shot, I moved the safety from Safe to Fire in order to unload the rifle. When I pushed the safety to fire, the gun discharged. I had previously used the gun for elk hunting about two weeks prior without any problems. It is my understanding that the cost for the replacement under the recall listed on your web site is \$20.00. To my knowledge, no prior work has been done on the gun. I purchased it used from a dealer.

It is my understanding that you may send the gun to a dealer to effect the repairs. If that is the case, I would like to get an estimate for adjusting the trigger to a 3 to 3 1/2 pound pull, if that is possible. I would also like to get an estimate for replacement of the recoil pad to a limbsaver pad or a pad similar to that installed on the Remington 700 XCR in 375 that I recently purchased. Please call me at (602) 277-3776 x 205 which is my place of employment or email me at rlhoffbauer@cox.net.

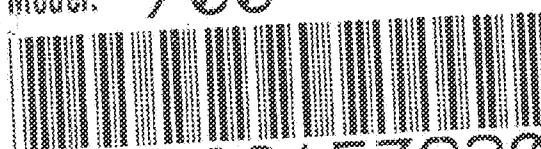
If there is any questions, I can be reached at the above address, phone number or email address.

Very truly yours,


Ronald L. Hoffbauer

could not duplicate concern.
safety switch altered + will shut
off. replace TPA, check over & k&w
under Bolt Lock program for
\$ 20.00 + s&h

Quote

Serial Number: **357981**
Model: **700**

RE00157920

Remington.

Factory Repair Instructions

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

Model Number: 700 ADL 30.06		Serial Number: 357981	
Are you the original owner?: ☐ YES ☒ NO			
Name: Ronald L. Hoffbauer		Date of Purchase:	
Address (no PO Boxes): 4059 E. Cholla Street			
City: Phoenix		State: AZ	Zip: 85028
Phone (Daytime): 602-377-3776 x205		Fax:	
E-mail Address: r/hoffbauer@cox.net			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem: recall repair on safety. when safety moved from Safe to Fire to unload, The gun discharged			
Ammunition Information:			
Manufacturer:		Type:	
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: Bore Bright and Rem Oil			
How often do you clean the bore? (Months or Number of rounds) After every for hunting or range practice			
How often do you clean the action? (Months or Number of rounds) " " "			
How often do you clean the trigger assembly? (Months or Number of rounds) once after extended			
Use for sighting in			
Brand of lubricant used: Rem Oil			

How often do you lubricate the bore? (Months or Number of rounds)	<i>see above</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>see above</i>
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?	
☐ YES	☒ NO
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
<i>unknown</i>	
What were the services performed?	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoeffler 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.	