

Remington Arms Co., Inc.
Product Service
Legal Case #:6202

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		5/16/2011	6/22/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		C.R.	Bostwick	295 Hwy A1A, #508	Satellite Beach	FL	32937		H 321-779-1744

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4064 Not Examined by Product Service		Unknown	
C	Concern:1007 Fired on Safe Release			
FSR, FBO, and fired w/safety on				

Customer wrote a letter that went to factory in Ilion. Consumer Service in Madison recieved letter on 5/13/11 and CSR brought letter to PS on 5/16/11. Customer stated that rifle has fired on 3 separate occasions without him touching the trigger. 1 time it fired on safe release. 1 time when he was unloading it and 1 time with the safety on. He stated that he saw the CNBC show and is wondering if his rifle is faulty. No dates on any of these incidents. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	240216		
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

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
Ilion quoted cust. for BLM - not examined by Product Service						
	Repair/Replacement Cost	Repair/Replacement Date				

5/16/11: Mailing ARS, letter, form. Box order# 1219587. df 6/22/11: File closed. Ilion quoted customer for BLM. Not examined by Product Service. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

6202

10-25-2010

Remington Arms
14 Hoefler Ave
Ilion, NY 13357

Dear Sir;

I have a Remington 700, 7 MM Magnum, rifle, S/N 240216. It has fired on three separate occasions with out touching the trigger. Once when I switched off the safety, once when I was unloading it, it discharged and the bullet went through my car tire and once when I set it down, with safety on, to climb over a fence. After watching the CNBC program the other evening I began to wonder if it may have a faulty trigger/safety mechanism.
Can you suggest/provide a fix? Any suggestions will be greatly appreciated.

Thanks,

C. R. Bostwick
C. R. Bostwick
295 Hwy A1A, #508
Satellite Beach, FL 32937
Ph: 321-779-1744

MAY 13 2011

Received Date

CC: Foster

Response Date 5/16/11 - brought to

Response/File PS by CR



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	5/17/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6202 rifle			

LABEL INFORMATION

MAIL LABEL TO: C.R. Bostwick 295 Hwy A1A, #508 Satellite Beach, FL 32937 Ph: 321-779-1744
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 MAY 17, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065778391
REF 1: C R BOSTWICK/CD/DMF
REF 2: 6202/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.18	PUB+HANDLING	10.18

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number	Serial Number / Description	Date Received:
RE00233001	240216	06/06/2011
	Model 700 Center Fire Caliber: 7 MM REM MAG	Estimate Date: 06/28/2011
		Date Printed: 10/12/2011

Customer:
CHARLES R BOSTWICK
295 WY A1A #501
SATELLITE BEACH, FL 32937 US

Return To:
CHARLES R BOSTWICK
295 WY A1A #501
SATELLITE BEACH, FL 32937 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp.Date _____
Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems

Reported
M100 - SEE CUSTOMERS LETTER

Found
M240 - BOLT LOCK SAFETY MODIFICATION

Technician Comments

MFD of 9/66 Qualify for program were we replace T.P.A, clean , test for 20\$ + shipping.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)

Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000118	Service	GR-CLEAN	1	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00
4000294	Service	GR-CHECK TPA	1	Warranty	1	.00	0	.00

Sub Total: 37.00
Est Sales Tax: 2.22