

Remington Arms Co., Inc.
Product Service
Legal Case #:7137

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
251492	12/22/2011	12/27/2011	12/27/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Stephen	Blohm	4701 Manuka Trl	Gaylord	MI	49735		E sblohm@gfs.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	gun fired w/o touching trigger	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

per SR6048: gun fired by itself w/o cust touching trigger

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	G6289350	RW	11/25/2002 6:24:48 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	ACUSPORT (OH) CORPORATION	TWO PIECE BASE,BOTTOM HALF RINGS	U

CONCERN: FIRED BY ITSELF

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
Replace TA at 1/2 normal cost			Remington/700/CF/BA			

Repair/Replacement Cost	Repair/Replacement Date

per Ilion: T.A. dirty & sticky . trigg return sluggish. Replace TPA, clean & test fire at 1/2 normal cost. 1/25/12 Blohm emailed approval but wants the original parts sent back also. I emailed a picture of the condition of the trigger when we took the stock off and offered to send an owner's manual with a link to them if he wanted to view or download the manual himself.cm 2/6/12 Blohm received the rifle but not the original trigger.cm 2/15/12 Sent trigger waiver release to Blohm after approval from Dale Wills. Rec'd a reply back from Blohm that "there has been a big change in my life medically so I will not need the part back".cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	12/27/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4015	Improper Maintenance	
Barrel	Description	22" 270 WIN	
	Date Code	RW	
	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	SLUGGISH
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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	M/700 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	False		
		Slightly Worn; Not	DIRTY,STICKY TRIG RETURN SLUGGISH

Trigger	Condition	Functioning	WILL FOLLOW DOWN
	Pull	---Select---	7.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,BOTTOM HALF RINGS

Mitchell, Christy

From: Stephen Blohm [Stephen.Blohm@gfs.com]
Sent: Wednesday, January 25, 2012 10:46 AM
To: Mitchell, Christy
Subject: Re: Remington Model 700, Repair # 251492

I am out of town at this time on business. Go ahead and fix the gun, however I want my old parts. Checking with local gun smith's they are telling me that a dirty trigger assm will not cause the issue with the safety. I am not very happy with Remington right now. Its not the money its my safety and others around me. To be honest with you I do not trust the gun. How can Remington assure me the issue I had with safety will not happen again? How come other people have had the same issues with the gun going off when the safety is released? Was their trigger assm dirty also?

Stephen Blohm
Northern Michigan District Manager
Cell 231-740-9190
VM 1939

>>> "Mitchell, Christy" <Christy.Mitchell@remington.com> 1/25/2012 10:30 AM >>>

Mr. Blohm, a quote was mailed regarding repair of your Model 700. Following are the notes from the repairman's inspection. Please call or email to let me know if you would like us to go ahead with this repair. It is currently on approval hold.

trigger assm dirty and sticky. trigger return sluggish. replace trigger plate assm, clean and test fire at 1/2 normal cost

Sincerely,

Christy Mitchell

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



Parts and Repairs: P:800-243-9700/F:336-548-7801 www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number / Description SR00006048 G6289350	Date of Request 12/07/2011 Date Printed 12/07/2011
Customer: STEPHEN BLOHM 4701 MANUKA TRL GAYLORD, MI 49735 US Email: sblohm@gfs.com	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:

221
RW11/
7.5#
.012

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be rep returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M295 - EVALUATE AND REPAIR

Service Request Section
GUN FIRED BY ITSELF WOUT CUST TOUCHING TRIGGER

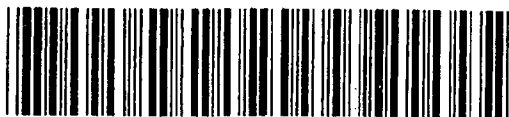
Parts And Service Details		Qty Needed	Warranty	Price	Disc	Amount
Material	Type					

RECEIVED
JAN - 4 2012
BY: _____

Serial

G6289350

Model: 700



RE00251492

T.A. Dirty & sticky TRIG. Return
sluggish. Replace TPA, clean +
Tst + Fire at 1/2 normal cost.

Quote

Sub Total: .00
Est Sales Tax: .00
Grand Total: \$.00



