

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6857

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
247071	11/15/2011	11/16/2011	11/16/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		J.L.	Fuentes	828 Pomegranate Ln.	Las Cruces	NM	88007		H 915-497-6563 E jose.fuentes1@dhs.gov

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

Customer sent rifle in w/note. He stated that the rifle had a FBC twice while at a gun range. He stated he has not had an issue before w/rifle. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	25737	G6318348	PX	6/23/2003 11:00:15 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	THE ARSENAL, INC.	SCOPE BASE	U			

CONCERN:FBC

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 - Quote to repair						
	Repair/Replacement Cost	Repair/Replacement Date				

Per Ilion - TA set screws altered. Trigger is not returning properly. Replace TA, clean & test fire @ 1/2 normal cost - quote. Customer apprvd & paid quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/16/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		20" 223 REM HB FL
	Date Code		PX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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; 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	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

# Message

009@zianet.com

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Message 20 of 483

**From:** "Remington Information" <info@remington.com>^(+)  
**Reply-To:** "Remington Information" <info@remington.com>^(+)  
**To:** 009@zianet.com^(+)  
**Date:** 07 Nov 2011, 05:21:06 AM  
**Subject:** Accidental discharge (fwd) [Incident: 111106-000078]

HTML content follows

Accidental discharge (fwd)

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

[To access your question from our support site, click here.](#)

**Subject**

Accidental discharge (fwd)

**Discussion Thread****Response Via Email (Alfredo)**

11/07/2011 07:21 AM

Thank you for visiting Remington Country! We certainly appreciate you taking the time to write in with your question. We would like to get the rifle back so we can take a look at it. What is your mailing address so I can send you a UPS label to get it back. I will also need a phone number and serial number.

**Customer By Email (1 009@zianet.com)**

11/06/2011 07:10 PM

I neglected to include the serial number in my previous message: G6318348

I have a Remington 700, chambered in .223 Winchester and experienced two accidental discharges last Monday. The rifle was loaded with three rounds and as my friend closed the bolt, the rifle discharged. Fortunately the rifle was pointed where it should have been - downrange. However even though it was pointed down range, the angle of the rifle as it discharged was about 40 to 45 degrees, meaning that the round completely missed the bullet trap (Sheriff's Range) and continued and hit at an undetermined location.

RECEIVED  
NOV 21 2011

BY: .....

20"  
PKG/03  
1.5#  
015

Upon hearing the discharge, I approached my friend and took the remaining rounds out of the rifle and worked the action and it seemed to work okay. I then placed another round in the rifle magazine with the open bolt and handed it back to my friend thinking that perhaps he had done something wrong. He then assumed a proned position and as he pushed the bolt forward, I witnessed the rifle go off again as he closed the bolt. Needless to say I was taken aback by the display. Having realized that it had not been any type of operator error on his part, I took back the rifle and made certain it did not have ANY remaining rounds by feeling and looking carefully. I placed it back in its case and we did not use it any more.

I have had this rifle for some time and it had never malfunctioned previously, much less discharged by itself. This is a very dangerous situation and I cannot have it go off on its own randomly for no apparent reason. Please advise on what you will do to remedy this situation. You may email me at this address or at [jose.fuentes1@DHS.GOV](mailto:jose.fuentes1@DHS.GOV) and/or you can call me at (915)497-6563. If you need me to send you digital photographs, please let me know.

Thank you,

J.L. Fuentes  
828 Pomegranate Ln.  
Las Cruces, New Mexico 88007  
(915)497-6563

**Question Reference #111106-000078**

**Product Level 1:** Other

**Date Created:** 11/06/2011 07:10 PM

**Last Updated:** 11/07/2011 07:21 AM

**Status:** Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> -----  
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Message 20 of 483

Serial Number:

**G6318348**

**Model: 700**



**RE00247071**

T.A. set screws altered. Trigger is not returning properly. replace TPA, clean + Test Rifle at 1/2 Normal cost

Re note







