

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6965

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
248257	12/1/2011	12/2/2011	12/2/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ronald	Hart	3 Crescent St	Ilion	NY	13357		H 315-351-0553
Reporter		Mark	McElwain	192 Camp Rd	Clayville	NY	13322		H 315-839-5679

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired without pulling trigger Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C				
12/14/11 Per note with rifle, the rifle can fire the bullet without pulling the trigger.cm				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25685	E6827312	PP	6/19/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRICE WHOLESALE	SLING	U			

CONCERN:FIRED WITHOUT PULLING TRIGGER

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
Per Ilion, replace trigger plate assm, clean and test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	32.40	12/14/2011				

12/14/11 Per Ilion, could not duplicate concern at bench. Trigger assm dirty, action rusty, sear lift excessive. Replace trigger plate assm, clean and test fire at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/2/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		PP
	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; 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---	.019
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	SEAR LIFT EXCESSIVE
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SLING

Mark McElwain  
192 Camp Road  
Clayville, NY 13322  
(315)839-5679

6965

RONALD HARRIS

22"  
3R6/95  
6.5#  
.019

November 15, 2011

Remington Arms Co.  
14 Hoefler Ave.  
Ilion, NY 13357  
Attn: Customer Service

Re: Remington model 700-30-06

Dear Sir/Madam:

Please give my concerns in this complaint letter your immediate attention due to this being hunting season.

I own three Remington guns. I purchased a gun that I am not pleased with. Unfortunately your product has not performed well because of the fire-safe mechanism can fire the bullet without pulling the trigger. I would like to keep buying Remington products but if I can't get this fixed at no cost to myself I will buy elsewhere. This purchase has made me think different about ever purchasing another gun that is Remington. I have taken this gun to a couple of gun shops that stated that they can not help me with fixing this gun. I've long been a user of your products and up until now have always regarded you an excellent company. To resolve this problem I would like the gun repaired or replaced. I have every faith therefore that you will do what you can to rectify this situation.

I look forward to your reply and resolution to my problem. Please contact me at the above address or phone number. Look forward to hearing from you.

Thank you,

Mark McElwain

could not duplicate concern at bench  
T.A. dirty, Act. rusty. SEAR LIFT EXCESSIVE  
Nylona TPA, CLEAN + TEST FIRE AT H/C

#230145

RECEIVED  
DEC 06 2011

BY:.....

Serial Number:

E6827312

Model: 700



RE00248257

Receipt Of Firearm(s) Delivered to the Plant for Repair  
Firearm Checked For Live Ammunition

6965-248257

Attn J. Balio

Driver's License ID# 103 286 886

Delivery Date 11/28/11

Customer Name (Print) RONALD HART

Employee (Y) (N)

Address 3 CILSCANT ST City ILION

State NY Zip 13357 Phone Number (315) 351 0553

Manufacturer Remington

Firearm Description Model E6827312 Cal./Ga. 30 06

Serial Number \_\_\_\_\_

Stock/ Fore-end Condition - circle the description  
(Excellent, Good, Fair, Poor, Fancy, Plain, Synthetic, Wood)

Comments on Stock/ Fore-end condition Good

Metal Condition - circle the description  
(Excellent, Good, Fair, Poor, Fancy, Plain Stainless Steel)

Comments on Metal condition \_\_\_\_\_

Barrel Type (VT. Rib; Plain; Deer; Stainless Steel ) Barrel length 22

List additional accessories: IE Scope, Sling, Gun case and description;

Customer request: See Atch -> Fix

Return Process Return to Clark St. Ent.  Return via UPS [ ]

By signing this receipt the person delivering the firearm understands to be the only person to receive the firearm upon completion of repairs.

Signature Ronald J Hart Date 11/28/11

person delivering firearm

Signature [Signature] Date 11/28/11

security officer

Signature [Signature] Date 11/28/11

Arms Service / CSR

Customer Pick Up Verification

I certify, I am the person whom delivered the above described firearm to the Remington Ilion plant for repair and may lawfully possess a firearm in New York State.

Signature \_\_\_\_\_ Date \_\_\_ / \_\_\_ / \_\_\_

person receiving firearm must be the same who delivered

Signature \_\_\_\_\_ Date \_\_\_ / \_\_\_ / \_\_\_

security officer or other witness returning the firearm









