

Remington Arms Co., Inc.
Product Service
Legal Case #:7651

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
266897	5/8/2012	5/9/2012	5/9/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ray	Stokes	161 S. 200 West	Wellsville	UT	84339		E ray.stokes@atk.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4006 Fired while working the bolt Concern:1008 Fired on Bolt Closing		Unknown	

5/18/12 Per letter with rifle, this firearm has never fed cartridges very well since the time it was new. Remington sent some new parts but it did not solve the problem. After talking to a gunsmith he decided to polish the feed rails a little. After he put it back together the first 2 cartridges cycled through fine but still did not feed cleanly. He cycled the last cartridge from the magazine and as he closed the bolt the cartridge fired in his garage. Since that time he has cycled the bolt over 100 times without a reoccurrence. He has also fired a 1/2 dozen cartridges with no problems. He has pulled the external trigger screw on the trigger in and out. this trigger is not as light as some of my other firearms.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	27140	S6717753	BE	1/22/2010 2:54:22 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AL S SPORTING GOODS, INC.		U			

CONCERN: FBC

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, as a good-will gesture, will repair as needed at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	50.39	5/18/2012				

5/18/12 Per Ilion, trigger pull set below minimum specs. Trigger is not returning. As a good-will gesture, will repair as needed at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	5/9/2012	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	26" 300 RUM	
	Date Code	BE	
	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	BRAKE HAS BEEN REMOVED/MISSING
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	XMP SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	False		
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING
	Pull	---Select---	2.5#
	Altered	True	PULL SCREW ALTERED
	Sub-Assembly	X-Mark Pro	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: ATTN product services

26"
BEI/10
2.5#
1013

Parts and Repairs: P:800-243-9700/F:336-548-7901

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 information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

7651

Service Request Number: SR00018636
Serial Number / Description: S6717753
Model 700 RIFLE Caliber 300
Date of Request: 04/30/2012
Date Printed: 04/30/2012
Customer: RAY STOKES
161 S 200 W
WELLSVILLE, UT 84339 US
Destination: Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email: ray.stokes@ark.com

Email:

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 repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

customer had round go off while working the bolt and once while gun was empty and working bolt

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

S6717753

Model: 700



RE00266897

Trig. pull set below min specs.
Trig. is not returning. As a
Good-Will Gesture will repair as
needed at R/C

warranty

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

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

RECEIVED
MAY 15 2012

RY: _____

May 1, 2012

To whom it may concern,

Yes, this firearm scared the jeepers out of me. I have been around firearms and used them for many years. I am 53 years old and until now never had anything like this happen. I promise this is true (I just had to add that last bit).

This firearm has never fed cartridges very well since the time it was new. I contacted Remington and was sent a new follower, spring, and magazine. This did not solve the problem. Most of the 300 or so cartridges fired through this firearm have been loaded one at a time while at the range.

After talking to a gunsmith I decided to polish the feed rails a little. On April 28th I removed the bolt, took the barreled action out of the stock, put it upside down in a holder, did a little polish, and put the firearm back together to see if it would feed any better. The first two cartridges cycled through were uneventful, but still not feeding cleanly. I cycled the last cartridge from the magazine, and as the bolt closed the cartridge fired – in my garage!

I placed the firearm on the bench and then took some time to clear my head while waiting for the ringing in my ears to calm down. I ejected the spent case and did a visual examination of both the case and action. There was nothing unusual. I moved the bolt forward, closed it, and as it closed the firearm again released the firing pin - a very distinct click just before the bolt was fully closed. This time there was no cartridge in it though. Once again I examined the firearm, and still found nothing unusual. Since that time I have cycled the bolt over 100 times without a reoccurrence. I have also fired half a dozen cartridges. Everything operates as expected. As you can imagine, I no longer have any trust in this firearm.

As to the pull weight of the trigger, I have turned the external screw on the trigger in and out. While I do not have a trigger scale to measure the weight, this trigger is not as light as some of my other firearms. This one is for hunting and field use, so I do not want an extra light trigger on it. No modifications have been made to any part of the trigger assembly other than turning the external screw located on the trigger.

I sincerely hope you can find an explanation for an involuntary, unintentional, unplanned, dangerous discharge. Please contact me before shipping it back so I can be updated on what was found and what was done to insure it will not happen again.

Sincerely,


Ray Stokes

435-764-5409 Cell
435-245-4627 Home

161 S. 200 W.
Wellsville, Utah
84339





