

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7734

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
272113	6/15/2012	6/18/2012	6/22/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James M.	Madisen	2550 Rolling Fields Dr.	Racine	WI	53406		C 262-770-0808

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Lacerated Thumb				
PD	Cause:4038 Could Not Duplicate Concern			U
S FSR	Concern:1007 Fired on Safe Release			
C				

SR# 21853: Reason for Return: Bolt Lock Safety Modification. Service Request Section: Fired when switched from safe to fire. Customer also included a note with gun & stated when the FSR happened he received a laceration to his thumb. No mention of medical treatment. He stated he is the original owner and he shoots more than 2,000 rounds of ammo annually. He said when the FSR happened he knows he did not pull the trigger & he has done a fair amount of research & learned that this occasional & sometimes un-repeatable occurrence is known to Remington. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6815447	DV	9/1/1979

Date Purchased	Where Purchased	Accessories	Original Owner
	MORLEY MURPHY MILWAUKEE WI	TWO PIECE BASE	Y

CONCERN:FSR - INJURY

## 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
Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$51					

6/22/12: I spoke with the customer & we agreed to remove bolt lock, replace TA, clean & test fire at n/c - goodwill gesture. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/18/2012
	Product Type		RF
	Action Type		A

	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		DV
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	--Select--	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.011
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	SOME RUSTING ON CONNECTOR
	Pull	--Select--	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	TWO PIECE BASE	

Parts and Repairs: P:800-243-9700/F:536-548-7801

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 information will 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.**

22"  
DU.9/79  
6#  
1011

Service Request Number    Serial Number / Description  
00021853                    A6815447  
                                 Model 700

Date of Request: 06/08/2012  
Date    Printed: 06/08/2012

Customer:  
JAMES MADISEN  
2550 ROLLING FIELDS DR  
RACINE, WI 53406 US

7734  
Destination:  
Arms Services  
14 Hoefler Ave  
Elion, NY 13357 US

Email: james.madisen@att.net

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**

240 - BOLT LOCK SAFETY MODIFICATION

**Service Request Section**

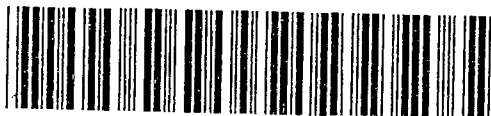
Changed when switch from safe to fire - SMP program

**Parts And Service Details**

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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A6815447

Model: 700



RE00272113

RECEIVED  
JUN 22 2012

BY: .....

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

June 8, 2012

Arms Services  
SR# SR00021853  
14 Hoefler Ave.  
Ilion, NY 13357

Dear Gun Smith,

I am enclosing the document for your reference that the customer service representative emailed me for this service.

I would, however, like you to know that I am the original owner of this rifle and have never had this problem until now. I also feel compelled to explain to you that I am not an occasional shooter; rather I own five Remington long guns among others and shoot more than two thousand rounds of ammunition annually.

Last autumn while deer hunting in Wisconsin with my family, I stepped over to the ditch line and pointed the muzzle into the ground to unload this weapon. When I switched the safety switch to fire to open the bolt, the gun fired a round into the ditch. The recoil lacerated my thumb as that was the only part of my hand touching the rear of the gun. In that I have so many years of shooting, I know beyond a shadow of a doubt that I did not pull the trigger.

Since that day, I have done a fair amount of research and learned that this occasional and sometimes un-repeatable occurrence is known to Remington. Please examine the gun and repair or replace the parts that are not operating properly. Please also upgrade the gun to include a safety mechanism that does not require the hunter to switch to fire to unload the gun. This is a fine weapon; please also take care to match the existing bluing to whatever degree this is possible.

Respectfully,



James M. Madisen  
2550 Rolling Fields Dr.  
Racine, WI 53406  
Cell (262) 770-0808







