

Remington Arms Co., Inc.
Product Service
Legal Case #:7549

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
263592	3/30/2012	4/2/2012	4/2/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Odessa Police Department	--	Odessa Police D	205 N. Grant	Odessa	TX	79761		W 432-335-5750 C 432-238-6085 E cchavez@odessa.tx.gov

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Unexplained Discharge	Concern:1006 Unexplained Discharge Safe OFF		
C				

Agency sent rifle in w/note. Sgt Carlos Chavez reported that a sniper was on the range and the rifle did not fire, when he touched the bolt, the rifle fired. No report of damage or injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	27496	E6344163		1/21/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS	AFT MKT-STK,BIPOD,BBL	U			

CONCERN:FIRED WHILE LIFTING BOLT

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			Remington/700/CF/BA			
Repair/Replacement Cost Repair/Replacement Date						

4/9/12: Per Ilion - Could not duplicate concern at bench. TA dirty & set screws altered. Can offer to replace TA, clean & check over at 1/2 normal cost - quote. Agency paid quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/2/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		NOT OUR MFG
	Date Code		
	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; Not Functioning	BINDS
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	*Non-Standard	
	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
		False	
Feeding Test			
Trigger	Condition	Slightly Worn; Functioning	DIRTY, WORN AT STRIKER ENGAGEMENT
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		AFT MKT-STK,BIPOD,BBL

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 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.**

7549

24"
3.5"
.015

3/21/97

Service Request Number SRD0016074	Serial Number / Description E6344163 Model 700 RIFLE	Date of Request: 03/26/2012 Date Printed: 03/26/2012
Customer: ODESSA POLICE DEPARTMENT 205 N GRANT ODESSA, TX 79761 US	Destination: Arms Services 14 Hoefler Ave Lion, NY 13357 US	Email: CCHAVEZ@ODESSA-TX.GOV

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
M100 - SEE CUSTOMERS LETTER

Service Request Section
FIRES WHEN BOLT IS CLOSED.

Part And Service Details

Serial Number:

E6344163

Model: 700



RE00263592

RECEIVED
1 APR 09 2012

BY:.....

could not duplicate at bench.
T.A dirty + set screws a head
can offer to replace T.A. cheap
+ check over at 1/2 normal cost
Quake

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



Police Department • 205 N. Grant • Odessa, Texas 79761

Date: 03/28/12

To Whom It May Concern:

One of our snipers went to shoot his cold bore shot. He loaded the rifle and closed the bolt, as normal. The rifle engaged and the indicator was in position as normal. The sniper squeezed the trigger and there was a slight "click" but it was definitely not the sound of a dry fire. As the sniper raised off of his scope to see what had happen he observed the safety was in the fire position and the bolt was still engaged. The sniper stated he grabbed the bolt handle and the rifle fired. There was nothing on the trigger that could have caused this to occur. The ejected casing did not have any deformities, nor did it appear to have been double tapped. Myself and the snipers have seen the online documents and videos of the Remington 700 rifle having similar problems. Could you also make sure the trigger is at 3.5 pounds? Thank you.

Sincerely,

Carlos Chavez, Sergeant (Range Master)
Odessa Police Department
205 N. Grant
Odessa, Tx. 79761
(432)-335-5750 Office
(432)-238-6085 Cell

Telephone: 432-333-3641

FAX: 432-335-3383







