

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:9414

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328096	11/19/2013	11/5/2013	11/20/2013	11/1/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Roy	Kent	928 Lane 13	Powell	WY	82435		H 307-754-5088

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006		Altered Adjustments or Components	Unknown
S FSR	Concern:1007		Fired on Safe Release	
C				

Per Right Now email (131103-000068) from Roy Kent, "Two days ago as I settled into my sagebrush deer stand I loaded the magazine with three live rounds and closed the bolt chambering one live round. The safety would not move either direction it was absolutely frozen. I carefully opened the bolt and removed the live round and found the safety then worked freely. I rechambered the live round with the safety on safe. To satisfy myself that the safety was operative I slid the safety off. THE RIFLE DISCHARGED." 11/5/13: Mr. Kent called me and explained above incident. No injuries. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM STW	25636	B6810018		10/31/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
	D & R SPORTS CENTER	AFT MKT BBL AND EXTRACTOR	N			

CONCERN: FSR

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
Offer to replace trigger assembly, check over, and test at 50% discount						
	<b>Repair/Replacement Cost</b>	<b>Repair/Replacement Date</b>				

11/5/13: Sending ARS, letter, and SR paperwork. jbi 11/22/13: Per Ilion, "set screws altered and trigger is not returning properly. Can offer to replace trigger assembly, check over and test fire at 1/2 normal cost." jbi 11/26/13: I received call from Roy Kent, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/20/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 7MM STW AFT MKT
	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	ALTERED DUE TO EXTRACTOR FIT
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	---Select---	
	Cut Condition	---Select---	AFT MKT
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	---Select---	N/A, AFT MKT BBL
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	RIFLE WAS MFG WITH A 270 CAL BBL
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	

Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	--Select--	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

**Quotation**

*Remington Service*

PO Box 700  
Madison, NC 27025-0700

**Estimating Report**

Parts and Repairs: P:(800) 243-9700/F:(336) 548-7801

www.remington.com

Page: 1

*All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.*

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

<b>Customer:</b> ROY KENT 928 LANE 13 POWELL, WY 82435 US	<b>Item Return To:</b> ROY KENT 928 LANE 13 POWELL, WY 82435 US
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Please Circle One:  
 VISA MC DISCOVER Card No. \_\_\_\_\_ Exp.Date \_\_\_\_\_  
 Open Account: R \_\_\_\_\_ PO Number: \_\_\_\_\_

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Daytime Phone: (\_\_\_\_) \_\_\_\_\_ Time to Call: \_\_\_\_\_

If you desire any change, please use the reverse side for your comments and mark this box.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>	11/19/2013
RE00328096	B6810018	<b>Estimate Date:</b>	12/07/2013
	Model 700 Center Fire Caliber: 7 mm stw	<b>Date Printed:</b>	2/10/2014

Problems	
<b>Reported</b> R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	<b>Found</b> R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**

set screws altered and trigger is not returning properly.can offer to replace trigger assembly and check over at 1/2 normal cost

Material	Type	ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Billable	1	97.00	50	48.50
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00

**PAID**  
11/26/13

**Sub Total:** 65.50  
**Est Sales Tax:** 3.28  
**Grand Total:** \$68.78

# Remington®

2611  
10/86 EJ  
3#  
015

November 5, 2013

COPY

Roy Kent  
928 Lane 13  
Powell, WY 82435  
Phone: 307-754-5088

9414

Ref # 9414, Model 700, Serial # B6810018

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service".** Product Service will be inspecting the firearm.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
J.B. Irving  
Consumer Affairs Administrator  
Remington Arms Co, LLC / H&R  
Phone: 336-548-8684  
Fax: 336-548-7872

RECEIVED  
NOV 22 2013

BY:.....

Serial Number: B6810018

Model: 700



RE00328096

Set screws A/F. TAIG. not  
set properly. can offer to  
rep. T.A. check cover + Func.  
check. At 1/2 cost

Q

**Subject:** Model 700 safety problem  
**From:** Roy/Jan Kent <rockabuy@tritel.net>  
**Date:** 11/3/2013 5:56 PM  
**To:** info@remington.com

I have a model 700 in 7mm STW and have owned it since it was custom built in 1997. I was told the action was from the Remington custom shop and it has a stainless steel barrel and Kevlar stock. Two days ago as I settled into my sagebrush deer stand I loaded the magazine with three live rounds and closed the bolt chambering one live round. The safety would not move either direction it was absolutely frozen. I carefully opened the bolt and removed the live round and found the safety then worked freely. I rechambered the live round with the safety on safe. To satisfy myself that the safety was operative I slid the safety off. THE RIFLE DISCHARGED. Human safety was not an issue since when I do ANYTHING with a firearm it is pointed in a safe direction. But it did change my right thumb print forever since my thumb was on the safety when it went off. I have read many horror stories about the 700 and its safety-trigger problem. My question is: What do I do now? I am not about to use it again without correction and of course I would not sell it knowing what I know about it. Incidentally, my finger was nowhere near the trigger or even inside the trigger guard. Please advise if there is a foolproof fix for this problem and if so how do I go about getting it done?

I Have owned two Remington rifles in my life (among many others) and the other one was my first "deer" rifle that I bought in 1949 at age 14. It was a model 722 in .300 Savage. That rifle, also, went through this release the safety and discharging routine. I sent it back to the factory for replacement of trigger and safety mechanism. It has continued to function safely through the years since (about 10-12) in the hands of my son who now calls it his.

Please advise if Remington is still addressing this problem and how do I proceed from here. I like my STW and we have traveled many miles together both horseback and a foot, I really don't want to give it up but certainly have no intention of going through that experience again.

Sincerely,

Roy D. Kent M.D.  
Powell, Wyoming  
Phone 307-754-5088

# Service Request

*Remington Service*  
PO Box 700

Madison, NC 27025-0700

[www.Remington.com](http://www.Remington.com)



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

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.**

<b>Service Request Number</b>	<b>Serial Number / Description</b>	<b>Date of Request:</b> 11/05/2013			
SR00066569	B6810018 Model 700 Center Fire	<b>Date Printed:</b> 11/05/2013			
<b>Customer:</b>		<b>Destination:</b>			
ROY KENT 928 LANE 13 POWELL, WY 82435 US		Arms Services 14 Hoefler Ave Ilion, NY 13357 US			
<b>Email:</b>		<b>Email:</b>			
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.					
<b>Reason For Return</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION					
<b>Service Request Section</b> Product Service # 9114. jbi					
<b>Parts And Service Details</b>					
<b>Material</b>	<b>Type</b>	<b>Description</b>	<b>Qty Needed</b>	<b>Warranty</b>	<b>Price Disc Amount</b>
THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.			<b>Sub Total:</b> .00		
			<b>Est Sales Tax:</b> .00		
			<b>Grand Total:</b> \$ .00		

<b>Reference #</b> 131103-000068
<b>Status</b> Waiting
<b>Assigned To Staff</b> Tim .
<b>Product</b> Firearms
<b>SLA</b> <i>Not specified</i>
<b>Queue</b> CSR
<b>Date Created</b> 11/03/2013 07:57 PM
<b>Date Initial Solution Response</b> 11/05/2013 08:24 AM
<b>Last Updated</b> 11/05/2013 08:24 AM
<b>Customer SmartSense</b> +1 (on -3 to +3 scale)
<b>Staff SmartSense</b> +1 (on -3 to +3 scale)

**Model 700 safety problem**

**Discussion Thread**

**Response (Tim .)** 11/05/2013 08:24 AM

Mr. Kent,  
Thank you for contacting Remington with this issue. We ask that you contact our product services department at (800) 243-9700 extension 2129. Please have you serial number available when you call.

**Customer (Roy/Jan Kent)** 11/03/2013 07:57 PM

I have a model 700 in 7mm STW and have owned it since it was custom built in 1997. I was told the action was from the Remington custom shop and it has a stainless steel barrel and Kevlar stock. Two days ago as I settled into my sagebrush deer stand I loaded the magazine with three live rounds and closed the bolt chambering one live round. The safety would not move either direction it was absolutely frozen. I carefully then opened the bolt and removed the live round and found the safety then worked freely. I rechambered the live round with the safety on safe. To satisfy myself that the safety was operative I slid the safety off. THE RIFLE DISCHARGED. Human safety was not an issue since when I do ANYTHING with a firearm it is pointed in a safe direction. But it did change my right thumb print forever since my thumb was on the safety when it went off. I have read many horror stories about the 700 and its safety-trigger problem. My question is: What do I do now? I am not about to use it again without correction and of course I would not sell it knowing what I know about it. Incidentally, my finger was nowhere near the trigger or even inside the trigger guard. Please advise if there is a foolproof fix for this problem and if so how do I go about getting it done?  
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Sincerely,  
Roy D. Kent M.D.  
Powell, Wyoming  
Phone 307-754-5088

**Primary Contact**

**First Name:** Roy/Jan  
**Last Name:** Kent  
**Organization:**  
**Login:** rockabuy@tritel.net  
**Title:**  
**Contact Type:**  
**Email:** rockabuy@tritel.net  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

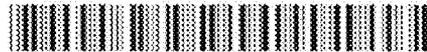
## ARS LABEL REQUEST FORM

DATE:	11/05/2013	Service Request #	SR00000309
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	evangp	email address:	I will mail

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	BOY KENT 922 LANE 13 POWELL, WY 82428 US 580000009  Email:
<b>RETURN ITEM TO:</b>	ILN  Arms Services



443505      NOV 5, 2013      ALL CURR USD      1 OF 1  
 SVC GR00M      PCT WT 10.0 LBS  
 TRACKING# 124378000000010490  
 REF 1: 0000000000  
 REF 2:

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD	
BY 0.00	DD 0.00	RD 0.00	
DC 0.00	DD 0.00	SD 0.00	
WH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 02.00		PUB+HANDLING 02.00	

<b>ATTN: Product Service</b>
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