

Customer Service Data Entry

File Number: 9302		Arms Service number: 9707882	
Last Name: CROWELL		First Name: HARVEY	
Street: HC-82 BOX 52		City: OXFORD	
State: AR		Zip: 72565	
Home Ph:			
Work Ph:		Product Type: F A T O	
Type Concern: S		PI PD P S C	
Concern Code: 1007			
Concern: FIRED ON SAFE RELEASE			
Cause Code: 4015		Cause: IMPROPER MAINTENANCE	
Assigned To: SANITA		Classification: UNJ UNJ UNC UND J	
Settlement Detail: REPAIR AT N/C AS GESTURE OF GOOD WILL		Settlement Amount: \$50.00	
Date Opened Rem: 4/9/97		Date Opened by P/S: 9/10/97	
Caliber: 3006			
Date of Incident:		Date Closed: 4/11/97	
Bullet Weight:			
Date to Analysis:		Date from Analysis:	
Manufacturer: REM			
Model: 700		Serial: D6811810	
Date Code: W0		Date Mfgd: 8-94	
RAMAC: 700		Litigation: <input type="checkbox"/>	
PreLitigation: <input type="checkbox"/>		Obsolete: <input type="checkbox"/>	
Custody:		Comments:	
Time of Modification: 7:55:38 AM			
Date of Modification: 4/11/97			

Date the product was manufactured

FLTR

NUM

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER
R 97-07882INITIAL
JJM

CUSTOMER ORDER NO.

PRODUCT SERVICE

DATE RECEIVED
04/08/97DATE OPENED
04/09/97

DATE CODE

SERIAL NUMBER
D6811810

NEW SERIAL NUMBER

MODEL AND GRADE
700 30-06

ADL

ACCESSORIES

HARD CASE

W/STUDS

WO 8-94 2ND TIME IN

FROM:

CROWELL, HARVEY
HC 82 BOX 52
OXFORD

AR 72565

SHIP TO:

CROWELL, HARVEY
HC 82 BOX 52
OXFORDAR
72565

CUST NO: 134400 C.O.D.L

ACCOUNT NUMBER

ACCOUNT NUMBER N/C
2071502WRITE ☐

PROM. DATE

ESTIMATED

VIA

UPS

GUN CONDITION

- ☐ NEW
☐ LIGHTLY WORN
☐ WORN
☐ VERY WORN
☐ UNREPAIRABLE
☐ MARRED

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

TOTAL

CUSTOMER CONCERN	AMMO	FUNCTION	FINISH	ACCURACY	FIT	INSPECT
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CYCLE	A1	B1				
TRIGGER GROUP		B2			E1	F1
BOLT ASSY.		B3			E2	F2
BARREL ASSY.		B4			E3	F3
REC. ASSY.		B5			E4	F4
WOOD					E5	F5
METAL						

Left for customer in chamber & safety is pushed forward to the fire position

MAIN FAULT

Upon receipt we could not duplicate the reported concern, but did find the trigger assembly loose in the housing. Trigger assembly was from my dissection. Check owner manual from paper

PARTS

COMMENTS

See last maintenance.

Replaced the complete trigger assembly at no charge as a gesture of good will

1007

4015

REPAIRMAN

PROOF

CLEAN

TEST

TARGET

PATTERN

GALLERY TESTER

DATE

DATE

DATE

DATE

DATE

OFFICE COPY

RD6925 REV. 6/96

Monday, 31 March 1997

Remington Arms CO., Inc.
Arms Serv. Div.
Elion, N.Y. 13357-1888

Dear Sir:

Find enclosed my Rifle Case one Remington 700 ADL,
Serial number D6811810

Once before I sent you this rifle for what I call slam-bang,
and you put in a new trigger, so you said.

I thought after that that it would solve the problem but
apparently it hasn't.

The rifle still fires after a shell has gone into the chamber
and then the safety is pushed into firing position. At that time
the rifle fires without my finger on the trigger. I call that
slam-bang but you probably have another name for it.

The rifle was clean and only five shells had been fired when
it, so left the rifle in the firing position but tuck out the
bolt.

Would you please check the rifle again and try and figure
out what is causing the "slam-bang", as I'd sure hate to get
hurt with it and especially by accident hurt someone else.

Thank you very much for your cooperation in this matter
and if there is a charge please let me know how much and I'll
send you a check right back,

I remain -----

Harvey L. Crowell
Harvey L. Crowell
HC-82 Box 52
Oxford, Ar. 72565

PS --- In case you'd like to phone me about this,
my number is 1-501-258-7701 (Unlisted).
I'm single and gone some during the day
but have one of those dang answering
machines. HA



FROM —

HARVEY L. CROWELL

HC-82 BOX 52

OXFORD, AR. 72565

TO — REMINGTON ARMS. CO., INC.

ARMS SERV. DIV.

LLION, N.Y. 13357-1888

ENCLOSED IN MY RIFLE CASE,
ONE REMINGTON 700 ADL,
SERIAL NUMBER — D6811810