

Microsoft Access

File Edit View Records Window Help

Customer Service Data Entry

File Number: 9178 Arms Service number: 9702346

Last Name: FREISCHLAG First Name: STEPHEN

Street: P.O. BOX 237 City: DEERFIELD

State: NH Zip: 03037 Home Ph:

Work Ph: Product Type: F F A T O

Type Concern: S PI PD P S C Concern Code: 1008

Concern: FIRED ON BOLT CLOSING

Cause Code: 4016 Cause: IMPROPER MAINTENANCE

Assigned To: SANTA Classification: UNJ UNJ UNC UND J

Settlement Detail: REPAIR AT SPEC PRICE Settlement Amount: \$0.00

Date Opened Rem: 1/27/97 Date Opened by P/S: 1/27/97 Caliber: 7MMAG

Date of Incident: Date Closed: 2/24/97 Bullet Weight:

Date to Analysis: Date from Analysis: Manufacturer: REM

Model: 700 Serial: B6366945 Date Code: XB Date Mfgd: 12/1/91

RAMAC: 700 Litigation: ☐ PreLitigation: ☐ Obsolete: ☐

Custody: Comments:

Time of Modification: 10:56:33 AM Date of Modification: 2/24/97

Could this case be in the first stages of litigation? (Y/N)

FLTR

NUM

RECEIVING AND ESTIMATING REPORT				COMMENTS		ORDER R 97-02346	
INITIAL <b>JJM</b>		CUSTOMER ORDER NO.		<i>Product Service</i>			
DATE RECEIVED <b>01/20/97</b>	DATE OPENED <b>01/27/97</b>	DATE CODE <b>XB 12-81</b>	SERIAL NUMBER <b>B6366945</b>				
ACCESSORIES		<b>SCOPE BASE W/STUDS</b>					
FROM:				SHIP TO:			
<b>FREISCHLAG, STEPHEN A</b> <b>P O BOX 237</b> <b>DEERFIELD NH 03037</b>				<b>FREISCHLAG, STEPHEN A</b> <b>P O BOX 237</b> <b>DEERFIELD NH 03037</b>			
CUST NO: 160603 C.O.D.L							
ACCOUNT NUMBER	ACCOUNT NUMBER N/C	WRITE <input type="checkbox"/>	FROM DATE	ESTIMATED	VIA <b>UPS</b>		
			<b>2/21/97</b>				
GUN CONDITION <input type="checkbox"/> NEW <input type="checkbox"/> LIGHTLY WORN <input type="checkbox"/> WORN <input type="checkbox"/> VERY WORN <input type="checkbox"/> UNREPAIRABLE <input type="checkbox"/> MARRED			REPAIR CHARGE <b>25.00</b>				
			EXCISE				
			TAX				
			INSURANCE				
			UPS <b>8.00</b>				
			PARCEL POST				
			TOTAL <b>33.00</b>				
CUSTOMER CONCERN	AMMO	FUNCTION	FINISH	ACCURACY	FIT	INSPECT	
CYCLE	A1	B1					
TRIGGER GROUP		B2			E1	F1	
BOLT ASSY.		B3			E2	F2	
BARREL ASSY.		B4			E3	F3	
REC. ASSY.		B5		D2	E4	F4	
WOOD			C1	D3	E5	F5	
METAL			C2				
MAIN FAULT							
<p><i>Upon receipt upon inspection, the bolt stop release was working sluggish &amp; the rear safety Cam was rapped up - from being bound with a heavy sticky substance. When the trigger housing &amp; the action have not been properly maintained</i></p>							
PARTS				COMMENTS			
<p><i>#26345</i></p>				<p><i>Replace the trigger mechanism &amp; clean the action set to the normal power level as a gesture of good will</i></p>			
REPAIRMAN		PROOF	CLEAN	TEST	TARGET	PATTERN	
<i>[Signature]</i>		<i>[Signature]</i>	✓	✓			
GALLERY TESTER	DATE	DATE	DATE	DATE	DATE	DATE	
OFFICE COF				RD6925 REV. 11/96			

AREA - PARTS REQUEST

FOR  
Bolt Lock  
Safety Released  
SCR.  
open action

QUANTITY NEEDED

Model 700, Serial # 366945 which I purchased in approximately 1982. The weapon malfunctioned. I fired one round through the rifle, extracted the round from the chamber. While seating the bolt, the weapon fired without touching the trigger. I was standing next to me approximately 2 or 3 feet away. I cycled 5 rounds and the weapon discharged without touching the trigger. After the fifth round, I have used the rifle several times since this initial incident, and the same way - once during a follow up shot at a white-tailed deer, which after the rifle recoiled and split the bridge of my nose open. Luckily, I am a competitive rugby player, and I get hit like that all the time!

I own several Remington firearms, and consider them exceptionally well designed and functional firearms. This rifle has performed very well in the 15 years I've owned it, and as you can see, is well cared for. I realize that a fifteen year old firearm is probably not under any kind warranty; however, considering the dangerous nature of this malfunction, I have returned it with the following suggestions:

- 1) I'd prefer that Remington replace this rifle. This may seem odd, but repairing the problem and returning it to me would prove unsatisfactory. I would be very uncomfortable using this rifle again, considering the nature of the malfunction. Another concern is that I had planned to take this rifle on a kayak trip down the 1,800 mile length of the Yukon River during the summer of 1997 as "bear protection". I'm not comfortable bringing this gun. If replacing it is an option, I am willing to pay the difference between this gun and another model 700 with the following spec's: .338 Win. Mag with composite stock, equipped with iron sights.
- 2) If replacement is not possible, please repair the rifle malfunction and return it.

Should you have any questions, please contact me at the address listed below. In addition, could you please include a 1997 firearms catalog.

Sincerely,

Stephen A. Freischlag

Stephen A. Freischlag  
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Office: (603)-228-3610