

File Number:	9583	Arms Service number:	9713317
Last Name:	HAMMOCK	First Name:	WILLIAM R.
Street:	301 TREASURE HILLS NORTH	City:	KERRVILLE
State:	TX	Zip:	78028
Home Ph:	630-896-4306	Work Ph:	
Product Type:	F	F A T	
Type Concern:	S	PI PD P S	Concern Code:
			1007
Concern:	FIRED ON SAFE RELEASE		
Cause Code:	4006	Cause:	ALTERED ADJUSTMENTS OR COMPONENTS
Assigned To:	SANITA	Classification:	UNJ UNJ UNC UND J
Settlement Detail:	REPLACE FC AT SPECIAL PRICE	Settlement Amount:	\$0.00
Date Opened Rem:	7/22/97	Date Opened by P/S:	9/20/97
Caliber:	270	Date of Incident:	6/1/97
Date Closed:	9/23/97	Bullet Weight:	
Date to Analysis:		Date from Analysis:	
Manufacturer:	REM	Model:	700
Serial:	A6786689	Date Code:	WV
Date Mfgd:	8/1/79	RAMAC:	700
Litigation:	<input type="checkbox"/>	PreLitigation:	<input type="checkbox"/>
Obsolete:	<input type="checkbox"/>	Custody:	
Comments:	Could not duplicate customer concern, Adjustment screws have all been altered - the stop screw is backed our 1/4"		
Time of Modification:	9:45:57 AM	Date of Modification:	9/23/97

RECEIVING AND ESTIMATING REPORT

COMMENTS

*Product Service*

ORDER R 97-13317 ✓

INITIAL  
JJM

CUSTOMER ORDER NO.

BOTTOM HALF OF MOUNTS ONLY

DATE RECEIVED 07/22/97 DATE OPENED 07/24/97 DATE CODE WV 8-79 SERIAL NUMBER A6786689 NEW SERIAL NUMBER MODEL AND GRADE 700 270 ADL

ACCESSORIES W/STUDS SCOPE BASE L/SIGHTS

FROM:

HAMMOCK, WILLIAM R  
301 TREASURE HILLS NORTH  
KERRVILLE TX 78028

SHIP TO:

HAMMOCK, WILLIAM R  
301 TREASURE HILLS NORTH  
KERRVILLE TX  
78028

CUST NO: 168605 C.O.D.

ACCOUNT NUMBER ACCOUNT NUMBER N/C PROM. DATE ESTIMATED 9-22-97 VIA UPS

GUN CONDITION

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

REPAIR CHARGE 25.00  
EXCISE  
TAX  
INSURANCE  
UPS 8.00  
PARCEL POST  
TOTAL 33.00

*Add no other*

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						
METAL			C2			

*Had four rounds of the rifle discharged when the rifle was mounted to gun position*

*Left rifle 1979 upon receipt we could not duplicate the reported problem, but did note that all adjustment screws have been re-adjusted. The stop screw is backed out 1/2".*

PARTS COMMENTS

*#26345  
1007  
4006*

*Replaced the complete trigger  
mechanism at 1/2 the normal  
cost*

*[Signature]*

REPAIRMAN *R-132* PROOF CLEAN TEST TARGET PATTERN  
GALLERY TESTER DATE DATE DATE DATE DATE DATE

OFFICE COPY

RD6925 REV. 11/96

July 8, 1997

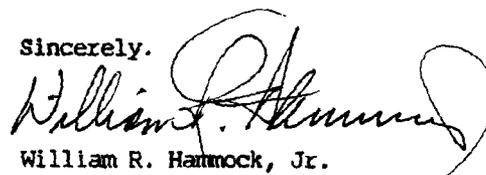
Remington Arms Company  
Arms Service Division  
14 Hoesler Avenue  
Ilion, NY 13357

Dear Sirs:

I am writing concerning my Model 700 Remington .270 caliber rifle. I have had four incidents of the rifle discharging when the safety was switched from the safe to arm position during the years I have owned the gun. This is a very frightening experience as well as very hazardous.

Last December I contacted someone in your service department at the Ilion, NY plant. I was told that the trigger mechanism needed to be replaced to correct this problem. I had previously taken the gun to a gunsmith to have the trigger pull adjusted and to correct the discharge problem when removing the safety with unsatisfactory results. I was told by the person in your service department that Remington would replace the trigger mechanism for 50 % of the cost (estimated to be approximately \$30 cost to me) if I sent the rifle in. I recently talked to someone in your service and repair department in Madison, NC relating the information above. That person recommended that I ship the gun to your Ilion, NY plant marked "Factory Repair Only". They also sent a shipping box. I am requesting that you examine the gun and make the necessary repairs to correct this problem so that the gun will be safe to use.

Sincerely,



William R. Hammock, Jr.

301 Treasure Hills North  
Kerrville, TX 78028

Phone: 830-896-4306