

File Number:	11624	Arms Service number:	8912629	
Last Name:	BERRY	First Name:	RICHARD	
Street:	18 COWAN TERRACE EAST	City:	BROWNSVILLE	
State:	TX	Zip:	78521	
Home Ph:				
Work Ph:		Product Type:	F A T	
Type Concern:	S	PI PD P S	Concern Code:	1007
Concern:	FIRED ON SAFE RELEASE			
Cause Code:	1016	Cause:	IMPROPER MAINTENANCE	
Assigned To:	SANITA	Classification:	UNJ UNJ UNC UND	
Settlement Detail:	REPAIR AT SPEC PRICE	Settlement Amount:	\$0.00	
Date Opened Rem:	6/14/99	Date Opened by P/S:	6/14/99	
Caliber:	30/06			
Date of Incident:		Date Closed:	6/14/99	
Bullet Weight:				
Date to Analysis:		Date from Analysis:		
Manufacturer:	REM			
Model:	700	Serial:	A6791696	
Date Code:	GV	Date Mfgd:	7/1/79	
RAMAC:	700	Litigation:	<input type="checkbox"/>	
PreLitigation:	<input type="checkbox"/>	Obsolete:	<input type="checkbox"/>	
Custody:		Comments:		
Time of Modification:	2:47:09 PM	Date of Modification:	6/14/99	

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER
R99-12629

INITIAL PS CUSTOMER ORDER NO.

DATE RECEIVED 06/14/99 DATE OPENED 06/14/99 DATE CODE DV 7-79 SERIAL NUMBER A6791696 NEW SERIAL NUMBER MODEL AND GRADE 700 30-06 ADL
ACCESSORIES W/STUDS L/SIGHTS

FROM:

BERRY, RICHARD K
18 COWAN TERRACE-EAST
BROWNSVILLE TX 78521

SHIP TO:

BERRY, RICHARD K
18 COWAN TERRACE-EAST
BROWNSVILLE TX 78521

CUST NO: 210894 C.O.D

ACCOUNT NUMBER 2293001 ACCOUNT NUMBER N/C PROM. DATE ESTIMATED VIA UPS

- GUN CONDITION
- NEW
 - LIGHTLY WORN
 - WORN
 - VERY WORN
 - UNREPAIRABLE
 - MARRED

REPAIR CHARGE 30.00
EXCISE
TAX
INSURANCE
UPS 8.00
PARCEL POST
TOTAL 38.00

CUSTOMER CONCERN	AMMO	FUNCTION	FINISH	ACCURACY	FIT	INSPECT
CYCLE	.A1	B1				
TRIGGER GROUP		B2				
BOLT ASSY.		B3				
BARREL ASSY.		B4				
REC. ASSY.		B5				
WOOD			C1	D3	E5	F5
METAL						

MAIN FAULT

With mfg. 1979 upon receipt we could not duplicate the reported concern. However, upon the trigger assembly we found that it is slightly binding if a steady shooting substance.

1007
4015

*Replace the compressed trigger
assembly & clean action at 1/2 the
normal cost*

[Signature]

REPAIRMAN	PROOF	CLEAN	TEST	TARGET	PATTERN
GALLERY TESTER	DATE	DATE	DATE	DATE	DATE

OFFICE COPY

RD6925 REV. 7/97

18 Cowan Terrace – East
Brownsville, Texas 78521-4043
May 28, 1999

Mr. Jay A. Crissman, Consumer Services
Remington Arms Company, Inc.
870 Remington Drive
P.O. Box 700
Madison, NC 27025-0700

Dear Mr. Crissman:

**Re: REMINGTON MODEL 700™ RIFLE
S/N A6791696**

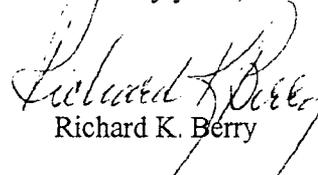
Confirming today's phone conversation, under cover of this letter, I will return the above referenced rifle to Remington at the following address:

Remington Arms Company, Inc.
Arms Service
14 Hoefler
Ilion, New York 13357

Per our discussion, Remington technicians will determine the reason why my rifle fires when the safety is moved from the "safe" to the "fire" position and make any changes needed to correct this problem. To replicate the problem, I suggest that your technicians squeeze the trigger with the safety in the "safe" position before moving the safety to the "fire" position. As discussed, I will include a copy of all our previous correspondence in this matter along with my rifle.

After determining the cause and measures to be taken to correct the "problem" and before returning my rifle, I would appreciate having your service department call me at either (956) 831-4592 (business) or (956) 546-2842 (home) to explain what needed to be done.

Sincerely yours,


Richard K. Berry

pc: Max Cody

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Remington®

REMINGTON ARMS COMPANY, INC.

870 REMINGTON DRIVE
P.O. BOX 700
MADISON, NC 27025-0700
1-336-548-8700

April 30, 1999

Richard K. Berry
18 Cowan Terrace- East
Brownsville, TX 78521-4043

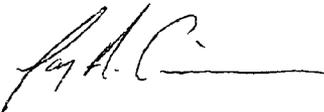
Dear Mr. Berry:

This is in response to your letter dated April 23, 1999 concerning Model 700 safeties.

The change which was incorporated into the Model 700 safety mechanism was simply a design change in response to consumer demand. There was never a concern that the safety was inherently defective, consumers simply expressed a desire for the ability to open the bolt with the safety on.

If you are experiencing any problems with your Model 700's safety, please call me directly at 1-800-243-9700, 9am to 5pm, EST, Monday thru Friday at extension #8771 so that we may make arrangements to have your rifle evaluated at the factory.

Sincerely,



Jay A. Crissman
Consumer Services

Remington.

REMINGTON ARMS COMPANY, INC.

870 REMINGTON DRIVE
P.O. BOX 700
MADISON, NC 27025-0700
1-910-548-8700

February 19, 1999

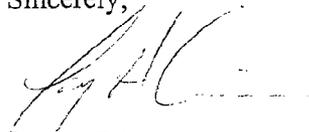
Richard K. Berry
18 Cowan Terrace-East
Brownsville, TX 78521-4043

Dear Mr. Berry:

This is in response to your letter dated February 11, 1999 regarding the safety mechanism on the Model 700™ bolt action rifles which you referred to in your letter.

There is an upgrade available for the Model 700™ rifles to the new safety mechanism. We ask that you send the rifle into the factory for a quote on the upgrade. You may also contact Consumer Services at 1-800-243-9700 Monday thru Friday, 9am to 5pm for further information. If you have further questions, please give us a call.

Sincerely,



Jay A. Crissman
Consumer Services

18 Cowan Terrace – East
Brownsville, Texas 78521-4043
April 23, 1999

Mr. Jay A. Crissman, Consumer Services
Remington Arms Company, Inc.
870 Remington Drive
P.O. Box 700
Madison, NC 27025-0700

Dear Mr. Crissman:

Re: REMINGTON MODEL 700™ RIFLE

Upon receiving your letter of February 19, 1999, I called your Consumer Services toll-free number as you suggested. Upon doing so, I was advised that Remington would charge me between \$50 and \$60 to install the safety mechanism upgrade.

I consider Remington's even thinking of charging to install the new safety mechanism upgrade unconscionable for the following reasons:

1. If Remington had not realized that the original design of the safety mechanism presented a hazard to the shooter when clearing his weapon, they would not have developed a safety mechanism upgrade nor incorporated the new safety mechanism design into newer models.
2. The \$50 to \$60 Remington charges to install the safety mechanism upgrade is less than fifty percent of the total cost. In addition to Remington's charge for the installation, I would have to pay for:
 - Removal of my scope, rings, and base.
 - Freight to ship my rifle to North Carolina.
 - Re-installation of my base, rings, and scope.
 - Sighting in my rifle/scope following the re-installation.
3. If an automobile or toy manufacturer puts a product on the market which is unsafe because of its design, they do not even suggest that the consumer pay for the cost of correcting the unsafe design. Should I expect anything less from Remington?

In the interest of fairness to your loyal customers, please reconsider your policy of charging for installation of the safety mechanism upgrade. Please advise me of your decision by return letter.

Sincerely yours,



Richard K. Berry

pc: Max Cody

18 Cowan Terrace -- East
Brownsville, Texas 78521-4043
February 11, 1999

**CERTIFIED -- RETURN
RECEIPT REQUESTED
NO. P 912 369 011**

Customer Service Division
Remington Arms Company, Inc.
Madison, North Carolina 27025-0700

Gentlemen:

Re: REMINGTON MODEL 700 RIFLE

A friend and I who have been hunting together for many years both own Remington Model 700 rifles. My friend's Model 700 is in 243 caliber and bears serial number 6302282. My Model 700 is in 30-06 caliber and bears serial number A6791696.

Both Model 700s require that the safety switch be placed in the "fire" position before the bolt can be opened. At the end of a hunt when placing the safety in the "fire" position to open the bolt and clear the rifle, both my friend's and my rifle have on occasion accidentally discharged. This has happened to me on three occasions and to my friend on one occasion. Being experienced hunters we are both absolutely sure that we did not touch the trigger causing the weapons to discharge.

I also own two later Model 700s. Both of these Model 700s do not require that the safety switch be placed in the "fire" position to open the bolt. Therefore, it appears that Remington has made a design modification to the later Model 700s to correct a faulty unsafe design.

We both feel that the inability to open the bolt with the safety in the "safe" position, coupled with the random accidental discharge, presents a safety hazard. Please advise me by return letter if it is possible to modify the above mentioned Model 700s to allow the bolt to be opened with the safety switch in the "safe" position and, if so, where we can send them to effect the modification. Obviously, we both feel that such a modification to correct a faulty unsafe design should be done at Remington's cost and expense.

Sincerely yours,

Richard K. Berry

pc: Max Cody

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