

File Number:	T109T		Arms Service number:	982753	
Last Name:	GARDNER		First Name:	JOHN	
Street:	4021 SW 124 COURT		City:	MAIM	
State:	FL	Zip:	33175	Home Ph:	305-975-3814
Work Ph:		Product Type:	F	F A T O	
Type Concern:	JS	PI PD P S O		Concern Code:	1007
Concern:	FIRED ON SAFE RELEASE				
Cause Code:	4006	Cause:	ALTERED ADJUSTMENTS OR COMPONENTS		
Assigned To:	SURPY	Classification:	UNJ	UNJ UNC UND J	
Settlement Details:	REPLACE FO A SPECIAL PRICE		Settlement Amount:	50.00	
Date Opened Rem:	12/17/1998	Date Opened by P/S:	01/07/1999	Caliber:	300 WHBY
Date of Incident:	12/01/1998	Date Closed:	01/07/1999	Bullet Weight:	
Date to Analysis:		Date from Analysis:		Manufacturer:	RE
Model:	700	Serial:	76231316	Date Code:	AF
RAMAC:	700	Litigation:		Date Mfgd:	03/01/1997
Custody:		PreLitigation:		Obsolete:	
Sear engagement screw was packed out so far that there was no engagement - Replace FC at special price					
Time of Modification:	11:32:20 AM	Date of Modification:	01/07/1999		

## RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER  
R 98-27553INITIAL  
FJB

CUSTOMER ORDER NO.

W/ MUZZLE BRAKE, ENHANCED

DATE RECEIVED

DATE OPENED

DATE CODE

SERIAL NUMBER

NEW SERIAL NUMBER

MODEL AND GRADE

12/14/98

12/17/98

AR 3-97

T6231318

700 300 WBY

SS/SYN/DM

ACCESSORIES

W/STUDS

SCOPE BASE

FROM:

SHIP TO:

GARDNER JOHN  
4021 SW 124 COURT  
MIAMI

FL 33175

GARDNER JOHN  
4021 SW 124 COURT  
MIAMIFL  
33175

CUST NO: 200866 C.O.D.L

ACCOUNT NUMBER

ACCOUNT NUMBER N/C

WRITE ☐

PROM. DATE

ESTIMATED

VIA

UPS

GUN CONDITION

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

Prod. Serv

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

TOTAL

CUSTOMER CONCERN

AMMO

FUNCTION

FINISH

ACCURACY

FIT

INSPECT

CYCLE

A1

B1

TRIGGER GROUP

B2

BOLT ASSY.

B3

BARREL ASSY.

B4

D1

E3

F3

REC. ASSY.

B5

D2

E4

F4

BOD

C1

D3

E5

F5

METAL

C2

N FAULT

Adjustments altered to unsafe condition  
NO gear engagement

COMMENTS

Install new FC at Springfield  
RS 1/7/99

REPAIRMAN

PROOF

CLEAN

TEST

TARGET

PATTERN

GALLERY TESTER

DATE

DATE

DATE

DATE

DATE

OFFICE COPY

RD5925 REV. 7/97

# REMINGTON REPAIR INSTRUCTIONS

Name: John Gardner

Model: 700

Mailing Address: 4021 SW 124 CT

Serial #: T6231318

Miami FL 33175

Date of Purchase: \_\_\_\_\_

(If available, please attach a copy of the proof of purchase.)

Telephone: Day 305 975-3814  
Evening 305-821-9753

Please describe the problem you are having with your firearm: when you release the safety it will fire.

## Optional Information:

Ammo Type: 300 Weatherby mag Brand Weatherby or Handload Specifications: \_\_\_\_\_

Bullet Weight: 150 Grain Shot Size: \_\_\_\_\_

If your firearm has previously been repaired/evaluated by Remington or a Remington Authorized Repair Center, please provide copies of your repair paperwork.

Your firearm will be evaluated using the following criteria to determine if the repair will be charged to Remington: Date of Purchase Type of Repair Condition/Owner Maintenance

## Payment

Chargeable repairs under \$75 will be completed and returned C.O.D.. To avoid C.O.D processing, you may provide credit card authorization now. An estimate will be mailed for repairs over \$75. If you wish, you can also expedite repairs over \$75 by setting a pre-authorized amount that can be billed to your credit card.

You may repair my firearm and bill my credit card for charges up to \$ \_\_\_\_\_.

Credit Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

(American Express, Discover, MasterCard, or Visa)

Signature: \_\_\_\_\_

## Reminders:

Record your serial number—it will help reference your repair.

Properly package your unloaded firearm. Do not ship in a hard case. If you would like to order a box, please call our

Parts Department: 800-243-9700, 9 a.m.- 5p.m., EST.

Do not send live/loaded ammunition with your firearm.

Remove all accessories.

# REMINGTON ARMS COMPANY, Inc.

## Consumer Services

870 Remington Drive, PO Box 700  
Madison, NC 27025-0700  
800-243-9700

This is response to your recent communication regarding the repair of your Remington firearm. We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

Please follow these guidelines:

- Record your serial number—it will help reference your repair
- Complete the attached form and enclose it with your firearm. Do not attach to the outside of the box.
- Include proof of purchase to assist in the evaluation of your repair
- Remove all accessories. (i.e. scopes, mounts, slings, etc.)
- Properly package your unloaded firearm. Do not ship your gun in a soft or hard case. To order a box, please call our Parts department: 800-243-9700, Monday-Friday, 9a.m.-5p.m., EST.
- Do not send live/loaded ammunition with your firearm.
- Record your UPS-ARS tracking number.
- Apply the enclosed UPS-ARS label to the gun box

We will acknowledge receipt of your firearm and will advise you of our findings.

Firearms in need of replacement parts will be repaired using new parts. Replaced/defective parts will not be returned. Your firearm will be evaluated using the following criteria to determine if your repair will be covered at no charge:

- Date of purchase
- Type of repair
- Condition/Owner maintenance of firearm

Charge repairs will be processed using the following guidelines:

- Repairs \$75.00 and under will be completed and returned to you C.O.D.  
(To avoid C.O.D. charges, please include your credit card number and expiration date with your gun)
- For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75 by setting a pre-authorized amount that can be billed to your credit card.

If we can be of service to you, please call: 800-243-9700, Monday-Friday, 9a.m.-5p.m., EST.

John Gardner  
4021 SW 124 Court  
Miami, FL 33175

December 2, 1998

Remington Arms Company, Inc.  
870 Remington Drive  
Madison, NC 27025-0700

To Whom It May Concern,

On a recent hunting trip, I found a major defect with my new Model 700. While I was loading a round, I put the safety on. To my surprise when I released the safety, the rifle accidentally fired a round without touching the trigger. I tried it several more times and each time the rifle did the same.

Since this is a major safety hazard, I am requesting warranty service on the rifle. Any fine tuning that could be done to the trigger, while it's in for warranty service, would be greatly appreciated. I sent my rifle along with this letter, it's a Model 700, serial number T6231318.

I am certain I can count on Remington to prioritize this repair work promptly. I am scheduled for another hunt soon and need to use the rifle.

Please feel free to call me at 305-975-3814 if you have any questions.

Sincerely,

John Gardner

REPAIR GUN UPDATE FUNCTION: I (N)EXT (P)REV (U)PDATE (I)NO (E)XACT 01/07/99  
ENTER REPAIR NUMBER -----> 9827553 MAP=RPMAP10 10 38 54  
SERIAL NO: T6231318 NEW SERIAL NO: MODEL: 700  
FROM: (CUST NUM: 200866 ) GARDNERJOH RAMAC NO: GA/CAL: 300 WBY  
GARDNER JOHN TYPE: SS/SYN/DM  
4021 SW 124 COURT ACCESSORIES: W/STUDS  
SCOPE BASE

MIAMI FL 33175  
SHIPPED TO:

DATE CODES: AR 3-97  
OTHER ACCESSORIES:

COMMENTS: E:12/22 MR.GARDNER IS SCHEDULED FOR HUNT JAN 1. HOLD?:  
W/MUZZLE BRAKE, ENHANCED ASSEMBLER CODE: 28  
RECEIVED: 12 14 98 GALLERY TO: 00 00 00 FROM: 00 00 00 ENTERED BY: FJB  
OPENED: 12 17 98 PROD SERV TO: 01 04 98 FROM: 00 00 00 REPAIRMAN:  
ESTIMATED: 00 00 00 TAG GUNS: 00 00 TYPIST:  
GO AHEAD: 00 00 00 REJECTED: 00 00 CORRESPONDENT: KHJ  
SHIPPED: 00 00 00 CLOSED: 00 00 00 CREDIT MEMO:  
CASH RCVD:\$ 0.00 INV NUMBER: INV CODE:  
BILL TYPE: CREDIT CARD NO: EXP DATE:  
PF1=VIEW DET PF2=REPRINT R&E PF3=PRINT R&E PF5=CUST MNT PF9=SHIPH