

File Number:	11944	Arms Service number:	9920376	
Last Name:	LEE	First Name:	SUSAN	
Street:	HWY 155 S	City:	GILMER	
State:	TX	Zip:	75644	
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:	4Q15	Cause:	IMPROPER MAINTENANCE	
Assigned To:	SANITA	Classification:	UNJ UNJ LNC UND	
Settlement Detail:	REPLACE TRIG ASSM. AT N/C GOODWILL	Settlement Amount:	\$0.00	
Date Opened Rem:	10/18/99	Date Opened by P/S:	10/18/99	
Callber:	280			
Date of Incident:		Date Closed:	10/27/99	
Bullet Weight:				
Date to Analysis:		Date from Analysis:		
Manufacturer:	REM			
Model:	700	Serial:	D0221192	
Date Code:	GP	Date Mfgd:	7/1/95	
RAMAC:	700	Litigation:	<input type="checkbox"/>	
PreLitigation:	<input type="checkbox"/>	Obsolete:	<input type="checkbox"/>	
Custody:		Comments:		
Time of Modification:	7:15:21 AM	Date of Modification:	10/27/99	

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER
R 99-20376

INITIAL TEF	CUSTOMER ORDER NO.		COMMENTS			
DATE RECEIVED 10/18/99	DATE OPENED 10/18/99	DATE CODE OP 7-95	SERIAL NUMBER D6221192	NEW SERIAL NUMBER	MODEL AND GRADE 700 280	MR/DM
ACCESSORIES W/STUDS SCOPE BASE W MUZZLE BRAKE						

FROM:	SHIP TO:
LEE, SUSAN % LEE PLASTERING CO INC HWY 155 SOUTH PO BOX 1359 GILMER TX 75644	LEE, SUSAN % LEE PLASTERING CO INC HWY 155 SOUTH PO BOX 1359 GILMER TX 75644

CUST NO: 214631 C.O.D.

ACCOUNT NUMBER	ACCOUNT NUMBER N/O 230145	PROM. DATE	ESTIMATED 10/22	VIA UPS
----------------	------------------------------	------------	--------------------	------------

GUN CONDITION	Prod. Serv.	REPAIR CHARGE
<input type="checkbox"/> NEW		EXCISE
<input type="checkbox"/> LIGHTLY WORN		TAX
<input type="checkbox"/> WORN		INSURANCE
<input type="checkbox"/> VERY WORN		UPS
<input type="checkbox"/> UNREPAIRABLE		PARCEL POST
<input type="checkbox"/> MARRED		TOTAL

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: Could not duplicate the reported concern. Upon disassembly and inspection, no signs of wear or damage were observed. No signs of wear or damage were observed.

PARTS	COMMENTS
# 26345	Replace the component two items at no charge J. Smith

REFINISH	PROOF	CLEAN	TEST	TARGET	PATTERN
		✓	✓		
GALLERY TESTER	DATE	DATE	DATE	DATE	DATE

OFFICE COPY

RD6925 REV. 7/97

October 14, 1999

Remington Arms
14 Hoefler Ave.
Ilion, NY 13357

Dear Sir,

Serial No. D6321192

Enclosed is my rifle for repairs. During last year's hunting season, I flipped the safety to off and my rifle fired immediately without me pulling the trigger. I am positive that I didn't have my finger anywhere near the trigger, since I was hunting with my six year old son in the stand with me and I'm always super careful. The recoil of the gun firing jammed the safety switch into the top of my thumb ripping my thumb wide open. My husband was able to duplicate the firing action three times without live ammunition in the gun. I have since heard of others having the same experience with their Remington .280s.

The rifle has had NO modifications to the firing mechanisms, and has been fired very few times since I bought it. It is very unsafe in this condition, and I request that it be repaired and I receive an explanation of work done on it.

The supervisor in the Customer Service department at Remington stated that it was probably a defect and that I would have to send the rifle to this address.

Due to delays with Remington shipping the box I ordered a few months ago, I am just now able to send the rifle. Our hunting season opens the first weekend in November. I would like to receive my rifle back as soon as possible, so that I may use it at least part of this season.

My return address and phone number are as follows:

Susan Lee
C/O Lee Plastering Co., Inc.
Highway 155 South
P. O. Box 1359
Gilmer, TX 75644

(903) 734-4936

If you have any questions, or if I can provide any further information, please let me know.

Sincerely,


Susan Lee