

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER  
R 99-06770

INITIAL CUSTOMER ORDER NO

PS

W/REDFIELD 3X-9X SCOPE  
L/REAR SIGHT

DATE RECEIVED	DATE OPENED	DATE CODE	SERIAL NUMBER	NEW SERIAL NUMBER	MODEL AND GRADE
03/02/99	03/10/99	KQ 5-75	A6609699		700 30-07 CLASSIC

ACCESSORIES SCOPE BASE W/STUDS

FROM:

WILSON STEVEN A.  
401 OAK FOREST CIR.  
WACO TX 76712

SHIP TO:

WILSON STEVEN A.  
401 OAK FOREST CIR.  
WACO TX 76712

CUST NO: 206760 C.O.D.

ACCOUNT NUMBER	ACCOUNT NUMBER N/C	WRITE <input type="checkbox"/>	PROM. DATE	ESTIMATED	VIA UPS
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GUN CONDITION

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

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

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		D1	E3	F3
REC. ASSY.		B5		D2	E4	F4
WOOD			C1	D3	E5	F5
METAL			C2			

MAIN FAULT

*Trigger plate coated with sticky residue  
- could not duplicate concern*

PARTS

COMMENTS

*Replace with non-bolt lock  
FC at 1/2 normal price  
3/11/99 FLS*

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

OFFICE COPY

RD6925 REV. 7/97

Steven A. Wilson  
401 Oak Forest Circle  
Waco, Texas 76712  
254-776-5148

December 12, 1998

Remington Arms Company  
Arms Service Division  
Ilion, New York 13357

Re: Accidental Firing Defect

Dear Sir:

I bought my Remington Model 700 BDL Classic 30-06 new in 1978 and have fired less than 100 rounds of ammunition with it. About 10 years ago, it fired unexpectedly as I was unloading it. Last week, under very similar circumstances, it happened a second time, only another person was handling it. After the first incident, I accepted the theory that I must have touched the trigger and accidentally fired it. Now, after seeing it happen again, I'm convinced there is defect in my rifle.

In each case, the gun immediately fired when the safety was moved to the "off" position in order to open the bolt and remove the ammunition from the loaded gun. I have handled the gun countless times and have encountered this problem only twice. The first time, the bullet struck an automobile and caused extensive damage to the engine area. Luckily, nobody suffered bodily harm. I recall touching only the safety and not the trigger. It should not have fired.

Last week, when the second malfunction occurred, a group of hunters was standing nearby as the gun was being unloaded. The hunter moved the safety to the "off" position, and the gun suddenly fired at very close range, sending the bullet between two unsuspecting individuals. Luckily, nobody was injured.

Now I have a rifle that everyone is afraid to handle. Practicing even the utmost caution, it is dangerous to handle a gun that fires unexpectedly.

What should I do? Please advise me.

Steven A. Wilson  
Serial Number A6609699

TELEPHONE:  
(B) 254-776-1550  
OR  
(H) 254-776-5148



# Sterling Jewelry & Dist. Co.

106 Mercantile  
Continental Bldg.  
748-2154

DIAMOND IMPORTERS  
5801 E. Northwest Hwy.  
DALLAS, TEXAS 75231

5801 East  
Northwest Hwy.  
383-4551

← LOCATION PURCHASE MADE →

NAME GILBERT HERSCHEL WIDENEK JR DATE 11-20-79

ADDRESS 9525 SPRING BRANCH PHONE

DALLAS, TEXAS 75238 CARD NO. 1881JJ

QTY.	STOCK NO.	X	ITEM	DEPT.	Unit Cost	TOTAL
1	700BDC		REMINGTON	503		19725
	CLASSIC		30.06 S&G.			
			BOLT ACTION			
			RIFLE			
			JITIX			
	BN-7-80-20					
	SN-A6609699					
			CENTER			
			CASH			
	TDL-093646A					
	BD-0A116126					

PAID  
STERLING JEWELRY DISTRIBUTING  
N.W. HIGHWAY

CLERK NO. <u>346</u> <u>AD</u>	TOTAL SALES	<u>19725</u>
	TOTAL STATE TAX	<u>986</u>
	TOTAL AMOUNT	<u>20711</u>

X DESIGNATES MERCHANDISE TO BE DELIVERED FROM STOCK ROOM. IN CASE OF ERROR OR EXCHANGE, THIS BILL MUST BE RETURNED TO LOCATION WHERE PURCHASE WAS MADE.

1193442	CASHIER NO.	CASH	CHECK
	<u>11</u>		

# 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. 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
- Include a letter that explains the problem
- Include your full address and telephone number
- Include proof of purchase to assist in the evaluation of your repair
- Remove any accessories
- Properly package your unloaded firearm. Do not ship in your hard case. If you need a box, please call our Parts department: 800-243-9700, prompt 2, Monday-Friday, 9a.m.-5p.m., EST.
- Do not send live/loaded ammunition with your firearm.
- Mail via UPS:  
Remington Arm Services  
Attn.: Consumer Repairs  
14 Hoefler Avenue  
Ilion, NY 13357

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

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).

We regret that you are experiencing problems with your firearm. If we can be of service to you, please call: 800-243-9700, Monday-Friday, 9a.m.-5p.m., EST.