

Microsoft Access

File Edit View Records Window Help

Customer Service Data Entry

FIND

File Number: 9376 Arms Service number: 9707621

Last Name: ALLEN First Name: STEVE

Street: 314 WEST RIVER RD City: FT EDWARD

State: NY Zip: 12028 Home Ph: 518 747 5693

Work Ph: Product Type: F A T O

Type Concern: S P I P D P S C Concern Code: 1009

Concern: FIRED IN BOLT CLOSING

Cause Code: 400 Cause: ALTERED ADJUSTMENTS OR COMPONENTS

Assigned To: KAST Classification: UNJ UNJ UNC UND J

Settlement Detail: REPAIR SPCL PRICE Settlement Amount: \$0.00

Date Opened Rem: 4/4/97 Date Opened by P/S: 5/20/97 Caliber: 243

Date of Incident: Date Closed: 5/20/97 Bullet Weight:

Date to Analysis: Date from Analysis: Manufacturer: REM

Model: 700 M7 Serial: 7629078 Date Code: BE Date Mfgd: 2/1/84

RAMAC: 700 M7 Litigation: ☐ PreLitigation: ☐ Obsolete: ☐

Custody: Comments: ALSO IMPROPER MAINTAINENCE

Time of Modification: 8:09:08 AM Date of Modification: 5/20/97

Additional info.

FLTR CAPS NUM

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER
R 97-07621INITIAL
JJM

CUSTOMER ORDER NO.

DATE RECEIVED
04/02/97DATE OPENED
04/04/97DATE CODE
LE 2-84SERIAL NUMBER
7629078

NEW SERIAL NUMBER

MODEL AND GRADE
7 243ACCESSORIES
W/STUDS

L/SIGHTS

FROM:

ALLEN, STEVE
314 W RIVER RD
FT EDWARD

NY 12828

SHIP TO:

ALLEN, STEVE
314 W RIVER RD
FT EDWARDNY
12828

CUST NO: 164375 C.O.D.L

ACCOUNT NUMBER

ACCOUNT NUMBER NYC

PROM. DATE

ESTIMATED

VIA

UPS

GUN CONDITION

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

Product
Service
Appears To Have
Been Rechecked

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

TOTAL

CUSTOMER CONCERN

FINISH

ACCURACY

FIT

INSPECT

CYCLE

A1

B1

TRIGGER GROUP

B2

BOLT ASSY.

B3

BARREL ASSY.

B4

REC. ASSY.

B5

WOOD

C1

D3

METAL

C2

MAIN FAULT

All three trigger adjusting screws have been affected outside of the factory - not recommended. The trigger assy. is also gummed up with heavy sticky residue. See owners manual for proper care and maintenance. Exchange trig. assy. at a special price strictly as a gesture of good will.

PARTS

COMMENTS

REPAIRMAN

PROOF

CLEAN

TEST

TARGET

PATTERN

GALLERY TESTER

DATE

DATE

DATE

DATE

DATE

OFFICE COPY

RD6925 REV. 6/96

PS 35476

Steve Allen
314 W. River Rd.
Ft. Edward, N.Y. 12828
(518) 747-5693

Remington Arms Company Inc.
Arms Services Division- Repairs
14 Hoefler Avenue
Ilion, N.Y. 13357

To Whom it may Concern:

This past fall, while sighting the gun in for deer season, I chambered the first round and a split second later the rifle fired, yet at no time had I touched the trigger. The gun discharged at the mere closing of the bolt. Thankfully, no one was hurt.

After emptying the firearm, I repeatedly worked the action, with the same results--whenever the bolt closed, the firing pin went off.

I returned the gun to my dealer who supposedly repaired the problem (allegedly a flaw with the trigger mechanism) and indeed, I had no trouble with the weapon during the '96 hunting season. However, three months after deer season, during which time the rifle has been locked up in the cabinet, I took out the gun and worked the bolt. As soon as the bolt closed, the firing pin went off. Obviously this problem is potentially lethal and cannot be tolerated.

As you will notice, the gun does not do this very often, but the fact that it has done it on a couple of occasions is enough for me to send it back to have it looked at and correct the problem.

Respectfully,



Steve Allen