Remington Arms Co., Inc. **Product Service** Legal Case #:3260

Case Information

RE# Date Opened(PS) **Date Closed Incident Date** Pre Lit Lit **Date Opened** Obsolete

2/25/2009 2/25/2009 160901 2/3/2009

Customer Information

**Last Name** Street Contact **First Name** City State Zip Age Type Business

W 903-753-3518 Reporter The Gun Doctor Robert T. Godel The Gun Doctor 716-D Glencrest Lane Longview F 903-753-6089

E www.gundoctorinc.com

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

PΙ

PD

Cause: 4038 Could Not Duplicate Concern

Gun fires without trigger being s pulled

Concern:1008 Fired on Bolt Closing

Unknown

C

New gun. Customer complained that the gun fired without the trigger being pulled. Dealer carefully examine the trigger assembly but could find no defect, dmf

Firearm Information

Mfa. Remington

Type CF/BA

Model/Ga. 700/308 WIN

SKU 84371

Serial Bbl. DOM

**Date Purchased** 

Where Purchased

**Accessories** 

**Original Owner** 

G6766012 PC

6/27/2008 9:50:01 AM

RSR GROUP TEXAS, INC.

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CONCERN: FIRED WITHOUT PULLING TRIGGER

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Release of Claims

**Release Date** 

Reimbursement

Cash Settlement Reim. Cash

**Date APV** 

Settlement Repair at no charge under warranty

Repair/Replacement

Repair/Replacement

Cost

Date

\$62.38 2/28/2009

2/28/09: Replace trigger, check over, function test to restore confidence in rifle at no charge - warranty per Fred S. dmf

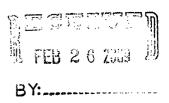
Examination[Remington/CF/BA]

Sub-Part Code Comment **Part B.TRAVIS** Examiner 2/25/2009 Exam Date Product Type RF Examination Action Type F.SUPRY Assigned To Cause 4038 Could Not Duplicate Concern 22" 308 WIN VTR MB Description Date Code False Bore Plugged Barrel False Bulged Fired False Fired while Obstructed Muzzle/Crown Condition Like new; Functioning Firing Pin Like new; Functioning Shroud Like new; Functioning

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Bolt	Face	Like new; Functioning	=
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
	Condition	Like new; Functioning	
Extractor	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Like new; Functioning	
	Notch Condition	Select	
	Exterior Condition	Like new; Functioning	
Overall	Stock Condition	Like new; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD X-MARK PRO SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	· ·
Sear	Lift	Select	.012
	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	Select	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

## **BARBER - Kinzer PPS GAL RE0008438**

Repair Inquiry	e - 1,000 de la santa estada de co	and the second of the most of the	ik i se a se	a-Jediso	
Repair Number:  RE00160901	Serial: G67660 308 WIN Prod	012 Model 700 Center Fire C uced: 06/27/2008			2000 7.05.41.414
Verify Repair  Address Information Customer: Name: THE GUN DOCTOF Address 1: 716-D GLENCREST LAN Address 2: Chy. LONGVIEW	 	eceved from Retwin	Status m.To: E GUN DOCTOR D GLENCREST LANE	Control of the control	/2009 7:25:41 AM  Received From
State: TX Zip Code: 75601	, Cou	ntiy: US State TX	Zip Code: 75601	nistinin turki	Country US
		FFL  5	75 h83 l01 hK	01265 1	02011
Contact / Condition  Date  2/3/2009.7:25:41 New  2/23/2009.2:25:5 Expedite  2/25/2009.5:26:1 Maint	Problems  User(D)  baileyr(  pencer(  Travisbw	Estimate  Desc1 Repair Added From: Check In Repair Maintenance	History / Stal  Shipping  InterFace  Estimate  Parts Ret  Passed in  Return A	hold Hold ent sived spection Received Approved	Shipping / Billing Current Status New 2/3/2009 7:25:41:AM baileyil Repair Bench Repair Location IEN Current Location JIEN Transfer Number
Repair <u>S</u> earch	ilian and a second second			<u>R</u> efres	sh <u>C</u> lose
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suppl	2/25/2009	OMBAN	Gapta area e casa e cas. Enum	LINIS	



www.gundoctorinc.com

The Gun Doctor, Inc. 716-D Glencrest Lane Longview, Texas 75601 Phone 903-753-3518 / FAX 903-753-6089 80/08

January 20, 2009

Remington Arms Co. 14 Hoefler Ave. Ilion, NY 13357

Attn: Arms Services

Ref: Remington Model 700, s/n 66766012

Dear Sirs:

Shortly after selling this Remington 700VTR to our customer he complained that the gun fired without the trigger being pulled. We carefully examined the trigger assembly but could find no defect. We returned the gun to our customer but after a couple of weeks it came back to us with the same problem.

We dry fired the rifle approximately 75 times and it fired. Obviously there is a problem with this rifle.

Please repair or replace this rifle under warranty.

Sincerely,

Robert T. Godell

Owner

G6766012



could not duplicate concern.

Rephace TPA, check ower, Function

test to pestone confidence in Rifle At N/C

( Bott stop skicks)