

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

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 160901 | 2/3/2009 | 2/25/2009 | 2/25/2009 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------------|------------|-----------|----------------|----------------------|----------|-----|-------|---|
| Reporter | The Gun Doctor | Robert T. | Godel | The Gun Doctor | 716-D Glencrest Lane | Longview | TX | 75601 | W 903-753-3518 F 903-753-6089 E www.gundotorinc.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|--|--|-------------------|----------------|
| PI | | | | |
| PD | | | | |
| S | Gun fires without trigger being pulled | Cause:4038 Could Not Duplicate Concern 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

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------------|-------------|----------------|----------|------|----------------------|
| Remington | CF/BA | 700/308 WIN | 84371 | G6766012 | PC | 6/27/2008 9:50:01 AM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | RSR GROUP TEXAS, INC. | | U | | | |

CONCERN:FIRED WITHOUT PULLING TRIGGER

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|------------------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Repair at no charge under warranty | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement 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]

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

| | | | |
|--------------|--------------------|-----------------------|----------------------------|
| Bolt | Face | Like new; Functioning | |
| | Handle | Like new; Functioning | |
| | Stop | Like new; Functioning | |
| Extractor | Condition | Like new; Functioning | |
| | Cut Condition | Like new; Functioning | |
| | Ext/Eject Test | False | |
| Locking | Block Condition | ---Select--- | |
| | Lug Condition | Like new; Functioning | |
| | Notch Condition | ---Select--- | |
| Overall | Exterior Condition | Like new; Functioning | |
| | 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 | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Like new; Functioning | |
| | Pull | ---Select--- | 4.5# |
| | Altered | False | |
| | Sub-Assembly | X-Mark Pro | |

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00160901** Serial: 66766012 Model 700 Center Fire Caliber: Repairman: Status: New 2/3/2009 7:25:41 AM
 Verify Repair 308 WIN Produced: 06/27/2008

Address Information

Customer: Received From Return To: Received From

Name: **THE GUN DOCTOR** **THE GUN DOCTOR**

Address 1: **716-D GLENCREST LANE** **716-D GLENCREST LANE**

Address 2: **PO Box** **PO Box**

City: **LONGVIEW** **LONGVIEW**

State: **TX** Zip Code: **75601** Country: **US** State: **TX** Zip Code: **75601** Country: **US**

FFL **5 175 1183 01 11K 01265 1102011**

| Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing |
|---------------------|----------|----------|--------------------|---------------------|
| Date | Code | User ID | Desc1 | Current Status |
| 2/3/2009 7:25:41 | New | baileyrl | Repair Added | New |
| 2/23/2009 2:25:51 | Expedite | penceril | From: Check In | 2/3/2009 7:25:41 AM |
| 2/25/2009 5:26:11 | Maint | Travisbw | Repair Maintenance | baileyrl |
| | | | | Repair Bench |
| | | | | Repair Location: |
| | | | | ILN |
| | | | | Current Location |
| | | | | ILN |
| | | | | Transfer Number: |

Shipping Hold
 InterFace Hold
 Estimate Serv
 Parts Received
 Passed Inspection
 Return As Received
 Has been Approved
 Internal Repair

Repair Search Refresh Close

start | supryfl | 2/25/2009 | 10:45 AM | CAPS | NUM | INS | SCRL |

Inbox - Microsoft Out... | Arms Services Repair | PS Hold Guns AS | 10:45 AM

RECEIVED
 FEB 26 2009

BY: _____

3260

PL 6/08
2211
4.54
.012

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

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,

R Godell

Robert T. Godell
Owner

could not duplicate concern.
replace TPA, check owner, function
test to restore confidence in
rifle at N/C

*warranty**(soft stop sticks)*Serial Number: **G6766012**Model: **700****RE00160901**