

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1991

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
139606	1/11/2008	1/14/2008	1/14/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Tom	Hoeft	26448 607 ST	Mantorville	MN	55955		H 507-273-7004 E tmhoeft@kmtl.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired on safe release	Concern:1007 Fired on Safe Release	Unknown	
C				

correspondence from repair-gun fires upon taking the safety off. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WSM	27175	S6571612	RA	11/3/2006 2:41:27 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
3/15/2007	ACUSPORT (OH) CORPORATION		U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35.00	1/14/2008				

Could not duplicate, trigger pull altered. Replace TA, check over, clean n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/14/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIG PULL ALTERED
Barrel	Description		24" 300 WSM XCR
	Date Code		RA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	SCRATCHES
	Bulged	False	
Safety	Description		STANDARD M/700 X-MARK PRO SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2.5#
	Altered	True	TRIG PULL
	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

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**Repair Inquiry**

Repair Number: **RE00139606** Serial: 585/1612 Model: 700 Center Fire Caliber: 300 WSM Produced: 11/03/2006 Repairman: Status: New 1/11/2008 12:59:38 PM

Verify Repair: **High Priority**

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**Address Information**

Customer: ☒ Received From Return To ☐ Received From

Name: **TOM HOEFT** **TOM HOEFT**

Address 1: **26448 607TH STREET** **26448 607TH STREET**

Address 2:  PO Box:

City: **MANTORVILLE** **MANTORVILLE**

State: **MN** Zip Code: **55955** Country: **US** State: **MN** Zip Code: **55955** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

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**Contact / Condition** **Problems** **Estimate** **History / Status** **Shipping / Billing**

Date	User ID	Desc1	Desc2
1/11/2008 12:59	valentds	Repair Added	
1/11/2008 1:00	valentds	From: Check In	To:
1/14/2008 2:07	supryll	Returned to AS for repair	altered trigger pull

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

**Current Status**  
New  
1/11/2008 12:59:38 PM  
valentds

**Product Services**  
Repair Location: ILN  
Current Location: ILN  
Transfer Number:

**Repair Search** **Refresh** **Close**

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supryll 1/14/2008 2:07 PM LEAPS NUM INS SCRL

start | Inbox - Microsoft Office | PPS Hold Guns AS | Search for Serial... | Arms Services Repair | @ent... | 1/14/2008 2:07 PM

1991

72A 11/06  
2.5x  
013  
24"

# Remington

## Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 XCR	Serial Number: 56571612
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	BRAND NEW GUN
Name: TOM HOEFT	Date of Purchase: 3-15-07
Address (no PO Boxes): 26448 607 ST.	
City: MAINTORVILLE	State: MN. Zip: 55955
Phone (Daytime): 507-273-7004	Fax:
E-mail Address: TMHOEFT@KMTel.COM	
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem:	
The gun fires upon taking the safety off. Problem happened on a guided montana hunt. Could have had a lot worse outcome than just a blown opportunity on a mule deer. This is a BRAND NEW gun that is VERY dangerous. I fully expect a New one in return.	
Ammunition Information:	
Manufacturer: Winchester	Type: ELITES
Other (i.e. bullet weight/type, shot size, powder): 180 gr.	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: Remington	
How often do you clean the bore? (Months or Number of rounds) gun has only 15 Rds. shot	
How often do you clean the action? (Months or Number of rounds)	
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	

Could not duplicate concern.  
Trig pull altered. Replace TPA,  
checkover, clean AT N/C.  
warranty

(X-Mark Pro)

over

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?
Ship your <b>INSURED</b> firearm by either UPS or Parcel Post to:
<b>REMINGTON ARMS CO., INC</b>  <b>ATTN: Arms Service Division</b> <b>14 Hoefler Ave</b> <b>Ilion, NY 13357</b>
<p><b>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b></p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your <b>INSURED</b> firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>Repairs will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please prepay your gun)</p> <p>Please detail the nature of the repair, applicable taxes and estimate. Repairs can be paid by check, money order, or VISA. If you wish, you can expedite repairs over \$100 to your credit card.</p>

Serial Number:

**S6571612**Model: **700****RE00139606**

X-MARK PRO

I'm Returning this 700 XCR directly to the factory because it fires upon taking the safety off.

The problem was discovered on a guided montana Elk/Deer Hunt. After getting it position on a very big mule deer I took off the safety to shoot him and the gun immediately went off. The big one ran, I had to shoot the 150 inch buck he was with. After taking care of the animal my guide and hunting partner and I unloaded the gun and tried to get the gun to do it again. It did six times. Now it doesn't do it.

Needless to say I'm very disappointed at the gun costing me the buck of a lifetime. I can't imagine what could have happened if we weren't required not to have rounds in our chambers while working.

Prior to the hunt I fired less than 1 box of Ammo to ~~the~~ sight the gun in. AND took 3 shots on the hunt. So this gun is BRAND NEW.

I don't trust this gun AND never will.

I expect a new gun in return. The way I see it I spent good money to buy a good gun AND expect as much.

This gun has already a history of problems so end the problem now before someone could possibly be hurt with this gun

Thank You

Tom Hoek

26448 607 St.  
Mantorville MN. 55955  
507-635-3762 H  
507-273-7004 C