

Remington Arms Co., Inc.
Product Service
Legal Case #:2278

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
143650	3/26/2008	3/27/2008	3/27/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Melbourne Police Dept	Melbourne	Polic	650 N Apollo Blvd	Melbourne	FL	32935		H 321-409-3320 F 321-242-4881 E bbarnes@melbourneflorida.org

Incident Information

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

3/28/08-correspondence from repair-safety was disengaged and the firing pin fell and discharged a live round. No damages or injuries.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN		C6732807	XM3	12/1/1992
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE,RINGS BIPOD,SLING	Y			

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
BLM Program						
Repair/Replacement Cost	Repair/Replacement Date					

3/27/2008 We noticed the stock was broken in several spots near the bi-pod area, we replaced the stock with one we had that was not in inventory at n/c and quoted a new TA under the bolt lock modification program fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		3/27/2008

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=2278&Type=Case>

3/28/2008

Examination	Product Type	RF	
	Action Type	A	
	Assigned To	F.SUPRY	
Cause	4038	Could Not Duplicate Concern	SAFETY WORKS SLUGGISH/BINDING
Barrel	Description	24" 308 WIN HB	
	Date Code	XM3	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; 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	Abused; Functioning	Several cracks near the bi-pod area.
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD M/700 BOLT LOCK SAFETY	
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
		Slightly Worn;	

Trigger	Condition	Functioning	SAFETY SLUGGISH
	Pull	---Select---	2.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,RINGS,BIPOD,SLING

The stock was also cracked with some broken section near the bi-pod area. We had a good used stock that was the same type and installed it on the rifle at no charge.

Quoted for new TA under the bolt lock modification program.

RECEIVED
MAR 28 2008
BY: *[Signature]*

2278



215#
24"

Xm3 12/92
010

Factory Repair Form

Return to Previous Page

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

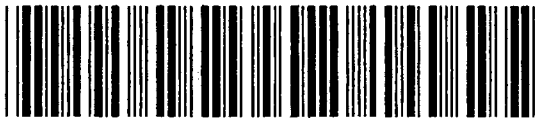
Model Number: 700		Serial Number: C6732807	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Melbourne Police Department		Date of Purchase: Unknown	
Address (no PO Boxes): 650 N. Apollo Boulevard			
City: Melbourne	State: FL	Zip: 32935	
Phone (Daytime): (321) 409-3320		Fax: (321) 242-4881	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) bbarnes@melbourneflorida.org			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<p>Please describe your problem and date of occurrence:</p> <p>On Thursday, March 13th, 2008 at approximately 1530 hours, my SWAT snipers were in the process of zeroing a scope on this rifle with the assistance of NASA SWAT Commander Capt. Daniel Maggiteri. The safety was disengaged and the firing pin/striker fell upon a live round causing it to discharge. This occurred on the range and no collateral damage happened of this malfunction.</p> <p>DO NOT PERFORM ANY REPAIRS UNTIL YOU RECEIVE AUTHORIZATION VIA PURCHASE ORDER FROM OUR AGENCY, THANK YOU.</p>			
9 characters left			
Ammunition Information:			
Manufacturer: Federal		Type: WIN.MATCH; BTHP	
Other (i.e. bullet weight/type, shot size, powder): 168 gr, Gold Medal			
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: mil spec rifle and bore cleaner			
How often do you clean the bore? (Months or Number of rounds) normally, 10 months			

How often do you clean the action? (Months or Number of rounds)	normally, 10 months
How often do you clean the trigger assembly? (Months or Number of rounds)	unknown
Brand of lubricant used:	Brite Bore
How often do you lubricate the bore? (Months or Number of rounds)	Unknown
How often do you lubricate the action? (Months or Number of rounds)	Unknown
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Unknown
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
Unknown	
What were the services performed?)	
N/A	
NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.	
Ship your ENSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
⚠ 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.	

Serial Number:

C6732807

Model: 700



RE00143650

that can be billed to your credit card. We process checks electronically through Check21.

ipping and handling. Preferably,
age.
Shipments without a proper
ington is not responsible for
insurance from your carrier.

C.O.D. (To avoid C.O.D. Charges, please include your

iling the nature of the repair, applicable taxes and shipping.
be paid by check, money order, or credit card (American
edite repairs over \$75.00 by setting a pre-authorized amount

©2008 Remington Arms Company, Inc. All Rights Reserved.
Investor Relations | Other Remington Brand Products | Legal Notices | About Us

Remington.

could not duplicate concern.
replace with new x-marks pro tpa,
check over, clean under
BOLT LOCK program ~~at 1/2 normal cost~~
\$20.00 Quote