

Remington Arms Co., Inc.
Product Service
Legal Case #:2074

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138446	1/28/2008	1/29/2008	2/14/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Dewey	Neves	108 N 875 E	Logan	UT	84321		H 435-752-0119

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4038 Concern:1025	Could Not Duplicate Concern Unexplained Discharge - No Mention of Safety Position	Unknown	

Customer says when it happened he could duplicate it several times in a row with an empty gun. He oiled the TA and worked the action and it still did it. He can not understand how we could not get it to do it 2 years later fls.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	6488010 EU	10/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner		
	UDISCO SALT LKE CTY UTAH	TWO PIECE SCOPE BASE,SOFT CASE	Y		

CONCERN:FSR

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 n/c-goodwill			Remington/700/CF/BA			
	Repair/Replacement Cost	Repair/Replacement Date				
	35	2/14/2008				

1/29/2008 I made an offer of either the bolt lock modification program for \$20 plus shipping of \$12 or a new rifle in exchange at a cost to the customer of \$455 plus shipping of \$12. 1/30/2008 He responded via e-mail and mentioned the a Remington rep told him it would be taken care of. I responded and offered to wave the charges for the bolt lock modification program (installing a new X-Mark Pro trigger system) but, the exchange would still cost the same. I sent another e-mail on 1/13/08 to let him know that I would be out of the office and to cc: Laura Watson on his reply fls. 2/14/08-we are replacing tpa at n/c-goodwill. Cust requesting to purchase the replacement at special pricing. agreed on 84013 per FLS. Sending to Big 5 in Logan, UT.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/29/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	SET SCREWS ALTERED
Barrel	Description		22" 3006 SPR
	Date Code		EU
	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	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Non-Remington Components	Description	TWO PIECE SCOPE BASE,SOFT CASE
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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: **RE00138446** Serial: 6480010 Model: 700 Center Fire Caliber: 30.06 SPRG Produced: 01/04/1972 Repairman: Status: Estimating 1/23/2008 5:42:08 AM

Verify Repair

Address Information

Customer: Received From Return To: Received From

Name: **DEWEY NEVES** **DEWEY NEVES**

Address 1: **108 NORTH 875 EAST** **108 NORTH 875 EAST**

Address 2: PO Box: PO Box:

City: **LOGAN** **LOGAN**

State: **UT** Zip Code: **84321** Country: **US** State: **UT** Zip Code: **84321** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
			<input type="checkbox"/> Shipping Hold <input type="checkbox"/> InterFace Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return As Received <input type="checkbox"/> Has been Approved <input type="checkbox"/> Internal Repair	Current Status Estimating 1/23/2008 5:42:08 AM pencil Product Services Repair Location ILN Current Location ILN Transfer Number
Date	User ID	Desc1	Desc2	
12/18/2007 7:27	sanguine	Repair Added		
12/18/2007 7:32	sanguine	From: Check In	To:	
12/18/2007 12:01	ArmEmail	Repair Received	DVNE@NOVONORDISK.COM	
12/18/2007 12:01	ArmEmail	Receipt	DVNE@NOVONORDISK.COM	
1/28/2008 1:27:5	pencil	Repair Maintenance	Status: Estimating	
1/31/2008 10:32	supryll	Placed in PS Back Rack	Holding for customer reply	

Repair Search Refresh Close

supryll 1/31/2008 10:32 AM CAPS NUM INS: SCRI

start Inbox - Microsoft Outlook Arms Services Repair Part Search by Model Current Cases - Microsoft Access Microsoft Excel PS 10:32 AM

2074

X

EU 10/
2.5#
22"
D10

To whom it may concern C/O Remington,

I had a terrible incident 2 years ago with my rifle firing in front of my son and I in which I never went hunting since. Recently my son brought home a Remington catalog and we saw the new guns. We noticed then that my old gun is the same model you are still making.

We called Remington and told them about the horrible incident that happened to us and they informed us of the safety issue.

I understand you completely overhaul the mechanism with the safety program but this was an absolutely terrible incident and was almost tragic. I have never been able to put in a shell since because of the memories. In this situation, would there be a way to trade or replace for new 700?. I would even be willing to pay cost for a new rifle but I really have a bad memory of this near fatal hunting event.

Thanks,

Dewey Neves
108 N 875 E
Logan, UT
84321

1/29/08 CALL CUSTOMER

435-752-0119

Serial Number:

6488010

Model: 700



RE00138446

#32 WAJRO LAYMA,
LAST offer was to
wave fees for
Bolt lock modification
or exchange at a
cost of \$455.
FLS 1/31/08

TRIG ASSM. SET SCREWS ALTERED
COULD NOT DUPLICATE CONCERN.
REPLACE TPA, CHECK OVER, CLEAN
FUNCTION TEST UNDER BOLT LOCK
PROGRAM PER 8 2000 F5+H
[Signature]



Factory Repair Form *3L Safety Program*

Return to Previous Page

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

Model Number: Remington 700

Serial Number: 6488010

Are you the original owner?: YES NO

Name: Dewey Neves

Date of Purchase: 1972

Address (no PO Boxes): 108 North 875 East

City: Logan

State: UT

Zip: 84321

Phone (Daytime): 435 752-0119

Fax:

E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)
dvne@novonordisk.com

E-mail Address:

I would like to receive future e-mail updates from Remington.

Please describe your problem and date of occurrence:

We were deer hunting 2 years ago and saw a nice buck. I carefully slid the safety to fire and the gun fired right in front of my feet between my son and I. I have never been hunting since! This was very lucky and could have been FATAL had I not handled the gun with the upmost safety as I always did. I never had that happen before. Thinking back, I am still shaken up to realize how lucky we were to have the gun go off in front of our feet as opposed to another time not so fortunate.

5 characters left

Ammunition Information:

Manufacturer: Remington

Type:

Other (i.e. bullet weight/type, shot size, powder):

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:

How often do you clean the bore? (Months or Number of rounds)

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:

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? YES NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)

What were the services performed?)

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/ *BL Safety program*
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.

- :: Record the serial number of your firearm before sending it.
- :: 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.)
- :: Remove all accessories from your firearm to prevent loss or damage.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
- :: Ship your ENSURED 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.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Supry, Fred L.

From: Supry, Fred L.
Sent: Wednesday, January 30, 2008 11:27 AM
To: 'DVNE (Devin Neves)'
Cc: Watson, Laura M.
Subject: RE: Model 700 6488010[Scanned]

1/30/2008

The repair options would be the same except, since a rep told you it would be taken care of, we will offer to wave the fee for the bolt lock modification program. We will install the new X-Mark Pro trigger system, and return the rifle to you at no charge.

I just went out and got your rifle and repeated all the tests on it. The engagement is light and perhaps in different weather conditions that had some bearing on the incident. I still could not get the firing pin to follow down, or the rifle to fire on safety release, or the rifle to fire with slamming the bolt closed. Perhaps the lubrication you did worked through the system and dislodged something that caused the problem.

It would be the firing mechanism that would affect this, so I still recommend that you let us install the new X-mark Pro trigger mechanism in this rifle. We will have it test fired and inspected prior to returning it to you.

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

From: DVNE (Devin Neves) [mailto:dvne@novonordisk.com]
Sent: Wednesday, January 30, 2008 10:18 AM
To: Supry, Fred L.
Subject: RE: Model 700 6488010[Scanned]

Fred,

Regarding the accidental discharge.....we were getting it to repeat **EVERY** time after it had happened. Just wondering what bearing this would have had on our two options? Just before we sent the gun in (after the rep had told us they would take care of it) we had really played with the mechanism to see what was going on. We heavily lubricated mechanism and played with the safety and trigger and got it to not discharge every time. There were four of us who were present when the gun discharge live when we were hunting and we were able to repeat this dryfire safety problem 100% of the time after happened until the day we sent it off as several people had seen the gun since then. *Again my question is, what bearing does this have that you mentioned YOU could not repeat because all we did is lubricate and pull backwards on trigger and play with bolt?* If it does not change our options, no big deal, but if it would have changed offer, please re-examine the gun and you will get it to discharge as was what happened when fired during hunting

incident and as what was happening everytime (unloaded) until the time we sent off.

Thanks for your time in this matter. Have a good day and looking forward to your reply.
Dewey

From: Supry, Fred L. [mailto:Fred.Supry@remington.com]
Sent: Tuesday, January 29, 2008 1:42 PM
To: DVNE (Devin Neves)
Cc: Watson, Laura M.
Subject: Model 700 6488010[Scanned]

1/29/2008

Dewey,

We have received your rifle and conducted a full examination. The repair number is 138446. Although we could not duplicate an accidental discharge we certainly want to be sure that you have confidence in your rifle. We offer two options:

We can install our new X-Mark Pro trigger system on your rifle – this will allow the rifle to be unloaded with the safety in either position. Also, this system has a positive blocker for both the sear and trigger – when you move the safety to the safe position the blocker pulls the trigger back under the sear to prevent any accidental firing when the safety is moved to the ready to fire position. You have a fine rifle and I would recommend that you take this option. This can be done under the bolt lock modification program currently being offered at a total cost of \$32.00. That is \$20 plus \$12 shipping.

The second option would be to exchange the rifle for a new rifle – a Model 700 with the X-Mark Pro trigger system. This would give you a new rifle at a cost of \$467.00. That is \$455.00 plus the \$12 shipping.

I called you daytime phone #: 435-752-0119 and left a message this morning. Please get back to me with your choice or to discuss this further. We apologize for the inconvenience that this incident caused, and we are certainly glad that there were no injuries. Feel free to contact me directly.

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

Message was spam and virus filtered by Vircom Modusgate appliance

Watson, Laura M.

From: DVNE (Devin Neves) [dvne@novonordisk.com]
Sent: Thursday, February 14, 2008 11:31 AM
To: Watson, Laura M.
Subject: RE: Repair # 138446[Scanned] / NEW 700 CDL SF 270WSM[Scanned]

Laura, Here is the info you needed for the new gun. Let me know if you need anything else. Thanks

1-
700 CDL SF 270WSM 84013

2-
Big 5 Sporting Goods
981 South Main Suite #110
Logan, Ut 84321
(435) 753 -2602
Kodhy - FFL

3-
\$455
credit card # redacted

Billing info on card:
Dewey Neves
108 N. 875 E.
Logan, UT 84321
Ship to address:
202 Winding Way
Logan, UT 84321

Thanks

From: Watson, Laura M. [mailto:Laura.Watson@remington.com]
Sent: Tuesday, February 12, 2008 9:49 AM
To: DVNE (Devin Neves)
Subject: RE: Repair # 138446[Scanned]

Dewey,
If you could please give me a call at your convenience.
A few pieces of information that I will need to process this order are:
1. Caliber of rifle that you are interested in for the 700 CDL SF
2. Name, address, and phone number for the Firearms dealer you would like for us to send this to.
3. Payment information

You can reach me at 800-243-9700 ext 8789.
I look forward to hearing from you.

Sincerely,
Laura Watson

2/14/2008

From: DVNE (Devin Neves) [mailto:dvne@novonordisk.com]
Sent: Tuesday, February 12, 2008 1:09 AM
To: Watson, Laura M.
Subject: FW: Repair # 138446[Scanned]

Laura,

If you need to send a form you can email it to me. Address is 108 N. 875 E., Logan, UT 84321. Actually a better ship to address right now would be:
202 Winding Way
Logan, UT
84321

Hope your well. Hope to hear from you soon. Thanks again.

From: Supry, Fred L. [mailto:Fred.Supry@remington.com]
Sent: Friday, February 08, 2008 8:36 AM
To: DVNE (Devin Neves)
Cc: Watson, Laura M.
Subject: RE: Repair # 138446[Scanned]

Laura,

Please contact the customer and set up a VIP order for the firearm as he requested. He will have to provide an FFL to ship the new rifle. We will take care of the repair on the current R&E.

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

From: DVNE (Devin Neves) [mailto:dvne@novonordisk.com]
Sent: Monday, February 04, 2008 1:43 AM
To: Supry, Fred L.
Cc: Watson, Laura M.
Subject: RE: Repair # 138446[Scanned]

Fred (Laura),

Could you do the repair and let me purchase a 700cdlsf for the \$455? I would like to keep the gun in the family but it really was a bad experience in which I would have a hard time with it again as detailed in the letter. When the safety was pushed forward the gun fired!!! We have never had anything that dramatic happen before. I practice gun safety but still think it was a startling experience. Have you had that happen before to a customer out in the field???? Thanks

From: Supry, Fred L. [mailto:Fred.Supry@remington.com]
Sent: Thursday, January 31, 2008 8:19 AM
To: DVNE (Devin Neves)
Cc: Watson, Laura M.

2/14/2008

Subject: Repair # 138446[Scanned]

1/31/2008

Dewey,

We are currently holding your rifle waiting on your decision on the repair. I am going to be out of the office for the next 6 days. When you respond please cc: laura.watson@remington.com she will follow up on your request in my absence.

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoeffler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

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2/14/2008



LICENSE (18 U.S.C. Chapter 44)

In accordance with the provisions of Title I, Gun Control Act of 1968, and the regulations issued thereunder (27 CFR Part 478), you are licensed to engage in the business specified in this license, within the limitations of Chapter 44, Title 18, United States Code, and the regulations issued thereunder, until the expiration date shown. See "WARNINGS" and "NOTICE" on reverse.

DIRECT ATF CORRESPONDENCE TO	Chief, Federal Firearms Licensing Center (FFLC) Bureau of Alcohol, Tobacco, Firearms and Explosives 2600 Century Parkway NE, Suite 110 Atlanta, Georgia 30345-3104 Telephone: 1-866-662-2750 Fax: 1-866-257-2749 E-mail: NLC@atf.gov ATF website: http://www.atf.gov	LICENSE NUMBER 9-87-005-01-0M-00972
		EXPIRATION DATE December 1, 2010
NAME BIG 5 SPORTING GOODS #385		Premises Address CHANGES? You must notify the FFLC at least 30 days before the move 981 SOUTH MAIN ST SUITE 110 LOGAN, UT 84321
TYPE OF LICENSE 01-DEALER IN FIREARMS OTHER THAN DESTRUCTIVE DEVICES		
CHIEF, FEDERAL FIREARMS LICENSING CENTER (FFLC)  Patricia Power		
PURCHASING CERTIFICATION I certify that this is a true copy of a license issued to me to engage in the business specified. (SIGNATURE OF LICENSEE)		Mailing Address CHANGES? Mail is NOT forwarded. Notify the FFLC of any changes. BIG 5 CORP BIG 5 SPORTING GOODS #385 PO BOX 92088 LOS ANGELES, CA 90009-
The licensee named herein shall use a reproduction of this license to assist a transferor of firearms to verify the identity and the licensed status of the licensee as provided in 27 CFR Part 478. The signature on each reproduction must be an ORIGINAL signature.		

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DEPARTMENT OF THE TREASURY
BUREAU OF ALCOHOL, TOBACCO AND FIREARMS
ATLANTA, GEORGIA 30345-3104

Dear Licensee:

Enclosed you will find your Federal Firearms License.

If this is your first license, publications and an initial supply of forms which relate to the conduct of business as a federal licensee will be mailed from the ATF Distribution Center, P.O. Box 5950, Springfield, Virginia, 22150-5950. Upon receipt of the packet, please use ATF F 1600.8 to order additional forms. Please allow ten days for delivery of your packet. After reviewing the information, if you have questions or problems concerning recordkeeping requirements or other information, contact your local ATF Area Office or you may call the Licensing Center in Atlanta, Georgia at (866) 662-2750.

Note you have received only one original license. DO NOT SIGN THE ORIGINAL LICENSE prior to making copies, as the signature on each certified copy must be an original.

A Federal Firearms License does not permit you to receive, sell, or transfer firearms or ammunition without first obtaining the proper State and/or local license, if any. Please check with your local authorities.

ATF Federal Firearms Licensing Center