

Remington Arms Co., Inc.
Product Service
Legal Case #:3369

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
159565	3/9/2009	3/26/2009					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ray	Seigel	270 Juniper Ave	Merritt Island	FL	32963		H 321-403-3573

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Damaged baseboard heater and wall	Cause:4038 Concern:1008	Could Not Duplicate Concern Fired on Bolt Closing		Unknown
S				
C				

On 11/10/08 - customer entered residence, removed magazine and worked the action 3 times. Closed the bolt and the firearm discharged inside residence. Round went through baseboard heater and exited through exterior wall. Caused about \$300 damage. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPR	85656	71432868	AC	3/30/2008 4:53:35 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART SUPERCENTER 0649	SCOPE BASE	U			

CONCERN:DISCHARGED IN RESIDENCE - DAMAGED HEATER

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	Core Lokt/150 GR	3006 SPRG				
Concern	Other	Factory	Reload			
0:		Y	N			

Other Products Information - None Defined

Settlement

Remington/770/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

3/28/09 - Customer settled. Wants \$27165 m/770 XCR 270 win in exchange Examination[Remington/CF/BA] for m/770 & damage to heater & wall. dmf

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/26/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR SS
	Date Code		AC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Firing Pin	Slightly Worn; Functioning		

Bolt	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/770 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	Other Remington	

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: **RE00159565** Serial: 71432868 Model: 770 Center Fire Caliber: Repairman: Robert Frink
 Verify Repair: POB: 3006 SPRG Produced: 03/30/2008 Status: Estimating 3/25/2009 1:47:19 PM

Address Information

Customer: Received From Return To: Received From

Name: **RAY SEIGEL** **RAY SEIGEL**

Address 1: **270 JUNIPER AVE** **270 JUNIPER AVE**

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

City: **MERRITT ISLAND** **MERRITT ISLAND**

State: **FL** Zip Code: **32963** Country: **US** State: **FL** Zip Code: **32963** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing	
Date	Code	User ID	Desc1	Desc2	Current Status
1/22/2009 7:17:5	New	valentds	Repair Added		Estimating
3/9/2009 9:55:54	Update	valentds	Repair information change		3/25/2009 1:47:19 PM
3/24/2009 8:36:0	Expedite	pencerl	From: Check In	To: Repair Bench	Jlinkre
3/25/2009 1:47:5	Estimate	finkre	Estimate Update	Status: Estimating	Repair Bench
					Repair Location
					ILN
					Current Location
					ILN
					Transfer Number

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

Repair Search Refresh Close

start | subvill | 3/26/2009 | 3:39 PM | CAPS | NUM | JINS | SCRL | 3:39 PM

Inbox - Microsoft Out... | Arms Services Repair... | PS Hold Guns AS... | Current Cases - Micro...

Some minor property damage, let's offer to get Ray back into a m/700 A/C as a gesture of goodwill.

Could Not Duplicate
 - Sent in E-mail

Fixed 3/26/09

RECEIVED
 MAR 27 2009
 BY:

3369

X

22" 7
AC 3/10/08
5#

To whom it may concern:

Recently I purchased a Remington Model 770 chambered in 30.06 from the Wal-Mart store, located in Titusville, Florida. (Serial # 71432868)

On November 10th, 2008 I used this rifle during the hunting season in Virginia. After the first morning hunt, I entered my residence, removed the detachable magazine and worked the action three times to ensure the firearm was clear. I then closed the bolt and the firearm discharged inside of my residence. Apparently a round (Remington 150grn Core Loct) came loose from the extractor and remained inside of the chamber. It is still unclear how the firearm discharged by simply locking the bolt in position. One hand was on the foregrip and the other was on the bolt at the time of discharge, therefore; there was no way the trigger was pulled. The firearm was pointed in a safe direction at the time of discharge, however; the round went through a baseboard heater and exited an exterior wall, causing approximately \$300.00 dollars in damage.

I then took the firearm into the yard and fired three rounds at a target. The firearm appeared to be operational at this time, and I was unable to replicate the incident. During the evening hunt, I was afforded a clear 30 yard shot at a six point buck. I pulled the trigger, however; the firearm did not fire. After removing the round, I discovered the firing pin had struck the round leaving a mark on the primer. This strike was apparently not enough to set off the primer. Keep in mind I was using brand new Remington ammunition, purchased from Bass Pro Shop in Orlando.

I am a ten year veteran of a the Brevard County Sheriff's Office in Florida, and have extensive training in firearms handling as well as firearms safety. I have owned several Remington rifles in the past and have never experienced an incident such as this. My previous Model 700 in 270 never gave me any problems and I regret selling this firearm in order to purchase this Model 770.

At this point, I do not feel comfortable carrying or using this particular firearm. In addition, it would be appreciated if this firearm could be replaced with a Model 700, or at the very least, a new Model 770. I do not wish to have this same firearm returned to me. I am not opposed to paying the difference in price for the Model 700, despite the fact I now have to repair the wall and heater in my residence.

I am returning to my second residence in Virginia on 12/10/08 for the bear hunting season. If you would like, I can take photographs of the damage to the wall and heater, as well as the Remington round which failed me. During this hunt, I will have to borrow a rifle, due to the fact mine has been shipped back to you.

Your prompt attention regarding this matter will be greatly appreciated. I can be reached by phone at (321) 403-3573. Home address is 270 Juniper Ave, Merritt Island, Fl. 32953.

Sincerely,


R. Seigel

~~Handwritten scribble~~

TRACKING DOCUMENT

Repair Order Number



Repair Order Number RE00159565	Description/Serial Number 71432868	Repairman - Robert Frink
Account # - R-	Model 770 Center Fire Caliber: 3006 SPRG	Date Received - 3/9/2009
		Estimate Date -
		Current Date - 3/25/2009
Customer RAY SEIGEL 270 JUNIPER AVE MERRITT ISLAND, FL 32963 US		Return To RAY SEIGEL 270 JUNIPER AVE MERRITT ISLAND, FL 32963 US
Phone (H) (321)-403-3573		Fax
Phone (W)		Email

Problems

Reported	Found
M100 SEE CUSTOMERS LETTER	M123 FORWARD TO PRODUCT SERVICE F

Repair

Material #	MaterialDesc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Total:					

Serial Number: **71432868**

Model: **770**



RE00159565

Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date