

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4661

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
199846	8/4/2010	8/10/2010	8/10/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gun & Bow Outpost	*	Gun & Bow Outpo	1161 Lemon Creek Rd. PO Box 117	Baroda	MI	49101		W 269-422-6000 F 269-422-1358

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4031 Worn parts or components		Unknown	
S	Fired on safe release Concern:1007 Fired on Safe Release			
C				

Dealer wrote in a note: Rifle fired when Safety was pushed off. Stated customer purchased rifle brand new. dmf As received the rear trigger pin had moved out of position and was binding the safety arm and bolt stop release. fls

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6898726	AA	7/14/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	STREVELL PATERSON SALT LAKE UT		U			

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 @ n/c - gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$114.73	8/16/2010				

Bolt lock modification at n/c as gesture of goodwill fls.

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		8/10/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4031	Worn parts or components	Trigger pin out of position
Barrel	Description		M/700 7mm Rem Mag 24 inch
	Date Code		AA
	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	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Slightly Worn; Functioning	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700 Bolt Lock
	Function	Abused; Not Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
		Condition	Slightly Worn; Functioning
Pull		---Select---	5 lbs
Altered	Trigger	False	Not altered but a pin out of position was binding the safety and bolt stop release
Sub-Assembly		M/700 Bolt Lock	
Non-Remington Components	Description		Scope, rings, and mount

**Arms Services Repair Estimate System**  
**BARBER - Kinzer PPS GAL RE 0010869**

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

### Repair Inquiry

Repair Number: **RE00199846** Serial: **A6998726 Model 700 Center Fire Caliber: 7 MM REM MAG Produced: 07/14/1990** Repairman: **Charles Swanson**  
 Verify Repair Status: **Repairing 8/10/2010 11:52:08 AM**

**Address Information**

Customer: ☒ Received From: ☐ Return To: ☐ Received From: ☐

Name: **GUN-BOW OUTPOST INC** **GUN-BOW OUTPOST INC**  
 Address 1: **1161 LEMON CREEK RD PO BOX 117** **1161 LEMON CREEK RD PO BOX 117**  
 Address 2: **PO Box:** **PO Box:**  
 City: **BARODA** **BARODA** PO Box: **PO Box:**  
 State: **MI** Zip Code: **49101** Country: **US** State: **MI** Zip Code: **49101** Country: **US**

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

Date	Code	User ID	Desc1	Desc2	
8/4/2010 8:46:46	Expedite	pencerl	From: Check In	To: Repair	
8/9/2010 9:45:57	Estimate	swensonc	Estimate Update	Status: Est	
8/10/2010 11:51	Estimate	swensonc	Estimate Update	Status: Par	
8/10/2010 11:52	Repairing	System	Immediate SAP Allocation		
8/10/2010 12:00	Estimate	swensonc	Estimate Update	Status: Rep	
8/10/2010 12:57	Estimate	swensonc	Estimate Update	Status: Rep	
8/10/2010 1:38	Expedite	pencerl	From: Repair Bench	To: Gallery	
8/10/2010 9:20:3	Expedite	perrelavc	From: Gallery	To: Final In	

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

**Current Status**  
 Repairing: **8/10/2010 11:52:08 AM**  
 swensonch  
 Final Inspect  
 Repair Location: **ILN**  
 Current Location: **ILN**  
 Transfer Number

Repair Search Refresh Close

suppl 8/11/2010 7:51 AM C-PS NUM INC COL

4 Start Arrow-Markov... OMS-Testing POMS-Global Ser... Arms Services Re...

Doing Bolt+Lock modification wlc - found  
 trigger pin out of position causing safe  
 to bind.

TRSD

**RECEIVED**  
**AUG 12 2010**

BY:.....



## TRACKING DOCUMENT

Repair Order Number



<b>Repair Order Number</b> RE00199846	<b>Description/Serial Number</b> A6898726	<b>Repairman -</b> Charles Swanson
<b>Account # - R-</b>	<b>Model 700 Center Fire Caliber: 7 MM</b>	<b>Date Received -</b> 8/4/2010
	<b>REM MAG</b>	<b>Estimate Date -</b>
		<b>Current Date -</b> 8/9/2010
<b>Customer</b> GUN+BOW OUTPOST INC 1161 LEMON CREEK RD PO BOX 117 BARODA, MI 49101 US		<b>Return To</b> GUN+BOW OUTPOST INC 1161 LEMON CREEK RD PO BOX 117 BARODA, MI 49101 US
<b>Phone (H)</b> (269)-422-6000	<b>Fax</b> (269)-422-1358	
<b>Phone (W)</b>	<b>Email</b>	

## Problems

<b>Reported</b>	<b>Found</b>
M100 SEE CUSTOMERS LETTER	M123 FORWARD TO PRODUCT SERVICE F
	M992 FIRE WHEN SAFETY WAS REMOVEI

## Repair

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

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

**GUN & BOW OUTPOST, Inc.****1161 Lemon Creek Road****Post Office Box 117****Baroda, MI 49101-0177****Ph 269/422-6000 Fax 422-1358**

DATE

PACKING LIST #

7/28/2010

3531

**SERVICE  
PACKING  
LIST**

SHIP TO

BILLING/MAILING ADDRESS

REMINGTON ARMS COMPANY, Inc.  
Rem. Arm Service, Attn: Service Dept.  
14 Hoefler Avenue  
Ilion, NY 13357  
800/ 243-9700

REMINGTON ARMS COMPANY, Inc.  
Rem. Arm Service, Attn: Service Dept.  
14 Hoefler Avenue  
Ilion, NY 13357  
800/ 243-9700

R. A. NUMBER	TERMS	REP	SHIP DATE	SHIP VIA	FOB	AUTHORIZED BY
n/a	Advise	CFP	7/28/2010	Call Tag	our store	Ron

QUANTITY	PART NO.	DESCRIPTION	PRICE EACH	AMOUNT
1	00079	Item= REMINGTON 700 BDL Bolt-Action Rifle, 7mm Rem. Magnum Caliber, USED, w/TASCO ESP Rifle Scope mounted.	0.00	0.00
	00005	FIREARM/BOW/CROSSBOW/SCOPE SERIAL # A6898726	0.00	0.00
	00038	SERVICE WORK to be performed by Manufacturer, Gunsmith, other Service Personnel or us=	0.00	0.00
		1. Rifle fired when safety was pushed on/off! Customer DID NOT have his finger on the trigger. Customer purchased this Rifle brand new. PLEASE FIX AND MAKE SAFE ASAP. THANK YOU REMINGTON.		

**A6898726**Model: **700****RE00199846**

4661

*Bolt Lock Modification  
n/c - charge 230145  
Free*

**All items to be Serviced are included in this shipment. PLEASE  
COMPLETE A.S.A.P. THANK YOU.**

**Total \$0.00**