

Remington Arms Co., Inc.
Product Service
Legal Case #:4614

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
197510	6/21/2010	6/22/2010	6/22/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Orchard Pawn Shop		Orchard Pawn Sh	615 Thain Rd	Lewiston	ID	83501		
Incident		Zack	Bakker	1218 11th St	Lewiston	ID	83501		H 231-638-7388

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	fired on bolt closing	Concern:1008	Fired on Bolt Closing	Unknown
C				

6/23/10 Per letter with rifle, initially the problem was with it not firing. Then they had an incident during that same hunt with it firing when closing the bolt on a round.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/280 REM	26911	T6204078	XN	12/2/1993
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER MOUNTAIN INC #110		U			

CONCERN:FBC

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

Per Ilion, replace TPA,
clean at 1/2 normal
charges as goodwill

Repair/Replacement Cost	Repair/Replacement Date

6/23/10 Per Ilion, trigger assembly is contaminated with a partially dried and sticky lubrication residue, causing parts to work sluggish. Replace TPA, check over, clean at 1/2 normal charges.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/22/2010
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	
Barrel	Description		24" 280 REM SS
	Date Code		XN
	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---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
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/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Not Functioning	WORKS SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY/STICKY,PARTS WORK SLUGGISH
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Repair Inquiry

Repair Number: RE00197510 Serial: T6204076 Model 700 Center Fire Caliber: 280 S/S BLK SYN Produced: 12/02/1993 Reprinter: Status: Estimating 6/22/2010 8:26:11 AM

Address Information: Customer: ORCHARD PAWN SHOP Received From: ORCHARD PAWN SHOP Return To: ORCHARD PAWN SHOP Received From: 615 THAIN RD 615 THAIN RD LEWISTON LEWISTON State: ID Zip Code: 83501 Country: US State: ID Zip Code: 83501 Country: US

Table with columns: Contact / Condition, Problems, Estimate, History / Status, Shipping / Billing. Includes a list of repair events and a checklist of status items like Shipping Hold, Interface Hold, Estimate Sent, etc.

Repair Search Refresh Close

RECEIVED JUN 23 2010

BY:.....

24"
XN12/93
4#
2012

47614

6 June, 2010

Remington Arms Company
Attn: Arms Service Division
14 Hoefler Ave.
Ilion, NY 13357

Dear Remington:

First I would like to thank you for making such a fantastic product. It is such a breath of fresh air to find a product in today's age that is not only the best in its class but also cost effective. I can't tell you that I don't own other brands of guns, but I can tell you that when it comes to picking my favorites I always reach for my Remingtons.

All that being said, last hunting season (on my last hunt of the year) I decided to take my wife out on her first deer hunt. We spotted a group of deer and we moved into position for a shot. As she took aim I was coaching her on what to do. She squeezed the trigger and the gun fired, but she missed the deer. She told me later that the gun had not fired right when she pulled the trigger and that is why she missed the deer. I told her that she had probably not pulled the trigger hard enough and we would try again the next day. The next day we were in the same spot. Right before dark a deer stepped out into the opening about 75 yards away. Jamie took aim and as I watched her flip the safety off and pull the trigger nothing happened. I grabbed the gun, took aim at the deer and pulled the trigger. Still nothing. I grabbed the bolt and ejected the shell thinking it had misfired. As I slid a new shell into the chamber and dropped the bolt, the gun fired into the ground at my feet without me pulling the trigger.

This gun has been my primary hunting gun for the past 10 season. I am very meticulous with all my guns; this gun especially, since I use it the most. I hope you can do something with it. I am not sure what's wrong with it, but the weather was very cold when this happened (if that has anything to do with it). This is the first time I have ever had a problem with any Remington. I know you will help restore my confidence in this gun.

Sincerely,



Zack Bakker
1218 11th St.
Lewiston, ID 83501
(231)-638-7388

Serial Number:

T6204078

Model: **700**



RE00197510

TRIG. ASSM. IS CONTAMINATED WITH A PARTIALLY DRIED AND STICKY LUBRICATION RESIDUE, CAUSING PARTS TO WORK SLEGGISH. REPLACE TPA, CHECK OPER. CLEAN AT 1/2 NORMAL CHANGES.