

Remington Arms Co., Inc.

Product Service

Legal Case #:5487

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/22/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bill	Birchfield	63 Wall St	Eureka Springs	AR	72632		H 479-253-9252

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined			
S	Fired without pulling trigger Concern:1006 Unexplained Discharge Safe OFF		Unknown	
C				

12/22/10 Per call from Birchfield, he had his 700 at the shooting range and he had the safety off, loaded it and had it on the bench with his hand on the pistol grip when it fired. He bought it 2nd hand from his cousin who never shot it. The safety has been real hard to move sometimes and the trigger has also been hard to pull on occasions.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl. DOM
Remington	CF/BA	700/	25773	B6487587	
Date Purchased	Where Purchased	Accessories	Original Owner		
	WAL MART 100 BENTONVILLE AR		N		

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
	Repair/Replacement Cost	Repair/Replacement Date				
12/22/10 Mailing box and ARS.cm						

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	12/22/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO: Bill Birchfield
63 Wall St
Eureka Springs, AR 72632

RETURN ITEM TO: Rem Prod Serv

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR


4XX596 DEC 23, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067292830
REF 1: BILL BIRCHFIELD/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 9.49 PUB+HANDLING 9.49

CM
Changed Name to "Daniel"

4XX596 DEC 29, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067034903
REF 1: DANIEL BIRCHFIELD/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs:
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.49 PUB+HANDLING 9.49

We had
"Bill"
to start
with on
1st Label-
Call


2211
WD 8/83
3H
6/10

5487

December 21, 2010

Daniel Birchfield
63 Wall St
Eureka Springs, AR 72632

Subject: #5487, Model 700

Dear Mr. Birchfield,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping labels to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
JAN 25 2011

BY:

Serial Number:

B6487587

Model: 700



RE00220030

could not duplicate concern
T.A. Dirty, seen sluggish &
BINDS TO SIDE plates. replace
TPA, clean & test fire at
1/2 normal cost.

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Remington Company

I have owned several of your guns, I have a 30-06 model 742 I've had for 38 years it still works fine.

But this model 700 is a gun that not only can not be depended on, but is very dangerous.

99 percent of the time you can bolt it without shells in it and the trigger will pull OK. But with shells in it most of the time you can not pull trigger, last time I had it to shooting range it went off by itself.

The safety is too hard to put on and off I think it might need new bolt, trigger assembly and new safety. If you can not fix it where it is safe at your expense, please send me a new one. The gun has had less than 2 boxes of shells shot through it. It is probably 20 years old, I bought it from my cousin whose son owned it for a while and then died suddenly. It has set in my gun cabinet for last

Next page over

Six years, because it is NOT SAFE
OR CAN NOT be depended ON.
I have heard on T.V. WHAT is going
on with the model 700's AND NOW
I KNOW I own one of them.
please call when you decide what
TO do.

Daniel Birchfield
63 WALL ST-
EUREKA SPRINGS, AR
72632

Phone 1-479-253-9252

THANK YOU

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

Model Number:	Model 700 Remington		Serial Number:	B 6487587	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO					
Name: Daniel Birchfield			Date of Purchase: don't know		
Address (no PO Boxes): 63 WALL ST.					
City: Eureka Springs		State: AR.		Zip: 72632	
Phone (Daytime): 479-253-9252		Fax:			
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)					
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.					
Please describe your problem and date of occurrence:					
<p>Sometimes Trigger will NOT pull when OFF SAFETY, has gone OFF by it's SELF. SAFETY is TO hard TO PUT ON AND OFF. I HAVE NO CONFIDENCE in The gun AND I KNOW it is DANGEROUS, gun is SEVERAL years old AND HAS had NO more THAN 3 boxes OF shells shot Through it.</p>					
500 characters left					
Ammunition Information:					
Manufacturer: Remington		Type: 30-06			
Other (i.e. bullet weight/type, shot size, powder):		165 grain psp			
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:	Hoppe's
How often do you clean the bore? (Months or Number of rounds)	When Storing AWAY
How often do you clean the action? (Months or Number of rounds)	SAME
How often do you clean the trigger assembly? (Months or Number of rounds)	HAD GUNSMITH TO DO IT
Brand of lubricant used:	SOAKED IN SOLVENT did NOT help. 40 years experience COST 28.00
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?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO DON'T NEED TO KNOW HOW TO CLEAN A GUN I	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
AM 66 years old AND OWNED GUNS ALL MY LIFE	
What were the services performed?	
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. :: 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.	

I have A model 742 Rem. 30-06 AUTO, I HAVE OWNED GUN FOR 38-40 YEARS. BEST deer rifle I have owned. SENT TO YOUR FACTORY AND HAD IT REBUILT ABOUT 18-20 years ago.

Sincerely DANIEL Birchfield

