

Remington Arms Co., Inc.
Product Service
Legal Case #:5376

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217681	1/6/2011	12/9/2010	1/7/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Greg	Bolton	8755 Hwy 28 East	Pineville	LA	71360		H 318-443-9903

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Fired on safety release	Concern:1007	Fired on Safe Release	
C				

12/9/10 Per voice message, he had his rifle fire when he released the safety the other day. He wants to know how to get it checked.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27169	S6535243	CA	4/4/2006 10:11:47 PM

Date Purchased	Where Purchased	Accessories	Original Owner
10/10/2006	SECURITY SPORTING GOODS,		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
Replace TPA, clean, test at no charge to restore confidence						

Repair/Replacement Cost	Repair/Replacement Date
52.75	1/26/2011

12/9/10 I called and left a voice message for Bolton that I would be sending prepaid UPS ground shipping label and we would inspect it at the factory.cm 1/26/11 Spoke with Greg's mother, she is adamant that her son did not have his hand on the trigger and is afraid it could fire again. I will have the trigger replaced no charge to restore confidence in the rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/7/2011

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM REM MAG XCR
	Date Code		CA
	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	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington®

26"
CA 4/06
6#

5376

December 9, 2010

1010

Greg Bolton
8755 Hwy 28 East
Pineville, LA 71360

Subject: #5376

Dear Mr. Bolton,

Thank you for your patience. Enclosed is a UPS ground prepaid shipping label 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 box 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 11 2011

BY:

Serial Number

S6535243

Model: 700



RE00217681

could not duplicate concern.
T.A. functions as Designed
CAN offer to replace at 1/2
normal cost + test fire.

Quote

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

7mm
FSR

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

Model Number: 700 XCR		Serial Number: 56535243	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Greg H. Bolton		Date of Purchase: 10/10/2006	
Address (no PO Boxes): 8755 Hwy 28 East			
City: Pineville		State: LA	Zip: 71360
Phone (Daytime): 318-442-9699		Fax: 318-442-9699	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Bolton72@ymail.com			
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: Was hunting and had my hand on the stock, went to put the gun from safety to fire and the gun went off without my finger on the trigger.			
500 characters left			
Ammunition Information:			
Manufacturer: Federal		Type: Vital Shock	
Other (i.e. bullet weight/type, shot size, powder): 150 grain			
Handload Information: <input checked="" type="checkbox"/>			
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:	Remoil
How often do you clean the bore? (Months or Number of rounds)	yearly
How often do you clean the action? (Months or Number of rounds)	After shooting
How often do you clean the trigger assembly? (Months or Number of rounds)	Ø
Brand of lubricant used:	Remoil
How often do you lubricate the bore? (Months or Number of rounds)	yearly
How often do you lubricate the action? (Months or Number of rounds)	yearly
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Ø
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
never	
What were the services performed?	
Ø	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<p>⚠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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/9/10 CSR: PM

5376

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

My Copy

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Greg Bolton

Address: 8755 Hwy. 28 East
Pineville, LA 71360

Phone: 318-443-9903

Serial #: _____

Send an ARS label

Y ☒

Comments:

Left him a voice message
that I would mail ARS

*Voice message:
FSR the other day*



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/9/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL xx	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Greg Bolton 8755 Hwy 28 East Pineville, LA 71360
RETURN ITEM TO:	Rem Prod Serv

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

4XX595 DEC 13, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX596906597238
REF 1: GREG BOLTON/CD/CM
REF 2: 700

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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 9.45		PUB+HANDLING 9.45





