

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5027

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211489	1/24/2010	11/9/2010	12/13/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Maxie	Bruce	108 NE Timberidge Dr.	Waynesboro	MS	39367		C 601-433-4520 F 269-342-7893 E maxiehbruce@eaton.com

## Incident Information

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

11/9/10: Cusotmer called in. He had FSR years ago. No damage - No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	845286		
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

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 - Repair under BLM program						

Repair/Replacement Cost Repair/Replacement Date

\$45.23 12/13/2010

11/9/10: Sending ARS, ltr, form. df 12/6/10: Pcr Fred S. - Customer is interested in trading for a new rifle. There is nothing wrong with the old gun. We can clean it & install a new TA at the BLM program cost. df 12/6/10: I left msg for customer to contact me. df 12/7/10: I spoke w/cust. He agreed to repair rifle under BLM program. Provided CC#. I will close case when I get parts list. df 12/13/10: Got list of parts for repair - file closed. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		11/29/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Unable to duplicate customers concern. Would not fire unless the safety was off and the trigger pulled. Mechanism needs to be cleaned.
	Description		22 inch Model 700 3006 caliber
	Date Code		
	Bore Plugged	False	
	Bulged	False	

Barrel	Fired	False		
	Fired while Obstructed			
	Muzzle/Crown Condition	Worn; Functioning		
Bolt	Firing Pin	Worn; Functioning		
	Shroud	Worn; Functioning		
	Face	Worn; Functioning		
	Handle	Worn; Functioning		
	Stop	Abused; Functioning	needs to be cleaned, sluggish movement	
Extractor	Condition	Slightly Worn; Functioning		
	Cut Condition	Slightly Worn; Functioning		
	Ext/Eject Test	True		
Magazine	Condition	---Select---		
	Box Condition	Slightly Worn; Functioning		
Overall	Exterior Condition	Worn; Functioning	Many scratches and dings	
	Stock Condition	Worn; Functioning		
	Fore End Condition	---Select---		
Receiver	Condition	Slightly Worn; Functioning		
	Bulged	False		
Safety	Description		Model 700 Bolt Lock	
	Function	Slightly Worn; Functioning		
	Sub-Assembly	Non-ISS		
Sear	Lift	---Select---	not measured	
	Notch	Slightly Worn; Functioning	also slight build up of residue	
		Condition	Abused; Functioning	Stock had not been removed and trigger assembly cleaned for some time. Lots of dirt and debris stuck
Pull	Trigger	---Select---	5.5 lbs	
Altered		False		
Sub-Assembly		M/700 Bolt Lock		



211489

**COPY**

November 9, 2010

Maxie Bruce  
108 NE Timberidge Dr.  
Waynesboro, MS 39367  
Ph: 601-433-4520

Ref: # 5027

Dear Mr. Bruce,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service".** Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

Customer is interested in trading in for a newer rifle - Tell him there is nothing wrong with the old gun - we can clean it and install a new TA at the bolt lock cost - if he wants to still get a replacement offer it at MSP.

FRSO 11/29/10

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 12011

November 14, 2010

Dear Remington,

Per your instructions, I am returning my Remington Model 700 rifle, s/n 6845286. The reason for the return is that this rifle fired without pulling the trigger, thus creating a safety concern. As you know, the safety on this rifle must be turned off in order to unload the gun. While attempting to unload the gun, the safety was turned off like I have done for many years and the gun fired without touching the trigger. The trigger on this gun has never been adjusted or modified since it left the Remington factory many years ago. I am afraid to shoot it for fear that it will arbitrarily discharge again. My intention is to pass this rifle along to my Grandson, but I feel uneasy doing so after the rifle discharged on it's on. My request is to trade this gun on a newer model and purchase a new Remington bolt action. Again, this is not a request to get something for nothing, as I fully expect to pay for a new gun if that is an option.

Thanks for the help,

Mark Bruce

Print

Reset

Model Number: <u>700 30-06</u>		Serial Number: <u>6845286</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>MAXIE H. BRUCE</u>		Date of Purchase: <u>Approx. 1979</u>	
Address (no PO Boxes): <u>108 NE Timberidge Dr</u>			
City: <u>WAYNESBORO</u>		State: <u>MS</u>	Zip: <u>39367</u>
Phone (Daytime): <u>601-433-4520</u>		Fax: <u>269-342-7893</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>MAXIEHBRUCE@EATON.COM</u>			
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: <u>PLEASE SEE ENCLOSED LETTER.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>CORE-LOST</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 GRAIN</u>			
Handload Information: <u>N/A</u>			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: \_\_\_\_\_

How often do you clean the bore? (Months or Number of rounds) BEFORE & AFTER DEER SEASONHow often do you clean the action? (Months or Number of rounds) BEFORE & AFTER DEER SEASONHow often do you clean the trigger assembly? (Months or Number of rounds) BEFORE & AFTER DEER SEASONBrand of lubricant used: Remington Rem OilHow often do you lubricate the bore? (Months or Number of rounds) ABOVE OR IF IT RAINSHow often do you lubricate the action? (Months or Number of rounds) ABOVE OR IF IT RAINSHow often do you lubricate the trigger assembly? (Months or Number of rounds) ABOVE OR IF IT RAINSHave you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > ☒ YES ☐ NOWhen was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? 1992 (HAVEN'T SHOT BUT A FEW ROUNDS SINCE)What were the services performed? CLEAN GUN

Ship your INSURED firearm by either UPS or Parcel Post to:

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.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

MAXIE BRUCE  
1601 433-4520  
108 NE TIMBERIDGE DR.  
MAYNESBORO MS 39367

SHIP TO:  
ATTN: PRODUCT SERVICES  
REMINGTON ARMS CO., INC.  
14 HOFELER AVE.  
ILLION NY 13357

10 LBS  
RS  
1 OF 1

NY 135 0-01

UPS GROUND

TRACKING # 1Z 4XX 596 90 6724 9173

BILLING: 3RD PARTY  
DESC: FIREARMS  
RETURN SERVICE

REF 1: MAXIE BRUCE/CD/DMF  
REF 2: 5027/RIFLE

11/24/10 11:51 AM 10/20/10

04:5V 10/20/08





www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/9/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
<del>PLEASE CHECK ONE</del>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5027 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Maxie Bruce 108 NE Timberidge Dr. Waynesboro, MS 39367 Ph: 601-433-4520
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067249173  
REF 1: MAXIE BRUCE/CD/DMF  
REF 2: 5027/RIFLE

HANDLING CHARGE 0.00		SVC 1/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

Maxie H. Bruce  
Eaton Corporation  
Senior Territory Sales and Service Manager  
Roadranger Field Marketing  
108 NE Timberidge  
Waynesboro MS 39367  
Cell: 601-433-4520  
Fax: 269-342-7893  
maxiehbruce@eaton.com



November 15, 2010

D. Fulcher  
Remington Arms Company  
870 Remington Dr.  
Madison NC 27025

Dear Ms Fulcher,

I received your letter regarding reference #5027 as well as the prepaid UPS shipping label. Per your instructions, I am shipping my rifle to your factory this week.

I greatly appreciate your help.

Best Regards,

A handwritten signature in black ink, appearing to be "Maxie H. Bruce", with a long, wavy horizontal line extending to the right.

Maxie H. Bruce