Remington Arms Co., Inc. Product Service Legal Case #:5607

Case Inform	nation									
RE# Date Opened		Date Opened(PS)	Date Closed	Inciden	t Date	Pr	e Lit	Lit	Obsolete	
220337	220337 1/24/2011		12/7/2010	1/25/2011						
Customer I	nformation									
Туре	Business	First Name	Last Name	Street	City	State	Zip	Age	C	ontact
Incident		Charles	Flynt	8861 E. Buckboard Rd	Tucson	AZ	85749		H 520	-760-6005
Incident Inf	formation									
Claims		Code	6	Repair Est.	Med	lical Tre	atment	Me	dical Status	
PI										
PD Caus		e:4038 Could Not	Duplicate Concern			Unknov	m			
S Fired on safety release Conc		cern:1007 Fired on S	afe Release		Unkilowii					
С										
1/11/10 Per email sent to Remington.com, incid #101202-000100, "I purchased a remington Model 700BDL sometime in around 1975-80. I										

1/11/10 Per email sent to Remington.com, incid #101202-000100, "I purchased a remington Model 700BDL sometime in around 1975-80. I love the gun and it preforms well. I saw the CNBC story and was intereste because I have had the same trouble some time ago, with a discharge, when taking the safty off. It has only happened once, but was scary to say the least. Also I have noticed, in cold weather, when closing the bolt, sometime the hammer will drop the first time."

Firearm Information Mfg.	Туре	Model/G	a. SKU	Seri	al Bbi.	DOM
Remington	CF/BA	700/3006 S	PR n/a	66751	38 DX	9/1/1973
Date Purchased	Where Purchased	Accessori	es Original Ov	vner		
B	SONITZ BROS HARRISBUR	G PA SCOPE BA	SE U			
CONCERN:FSR						
Ammunition Information - N	one Defined					
Other Products Information -						
Settlement						
Settement		Remington/700/CF/BA				
Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clear test fire at BLSM program price	•					AIV
	Repair/Replacement	Repair/Replacement				
	Cost	Date				

return. Replace TPA, clean, test fire at BLSM program price of \$20 + S&H. Approved by phone call to Consumer Dept on 1/28.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/25/2011
Examination	Product Type		RF
	Action Type		Α
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006 SPR
	Date Code		DX
	Bore Plugged	False	

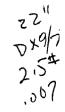
http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5607&Type=Case

1/30/2011

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F ·	Bulged	False	
Barrel	Fired	False	
Darrei	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.007
Scar	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		Falsc	
	Condition	Slightly Worn; Functioning	DIRTY,MIN TRIG RETURN
Trigger	Pull	Select	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE



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January 11, 2011

Charles Flynt 8861 E. Buckboard Rd Tucson, AZ 85749

Subject: #5607, Model 700

Dear Mr. Flynt,

Thank you for your patience. You should receive another email from me soon that will have the 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. This 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

enclosure



could not duplicate conceren. T.A. DIZTY + Set Sciens Altered TRIG has ministury. Rephree TPA, cleAN-Test fire Under BLP for \$20,00+5hip JAN 27 2011 BY:-----

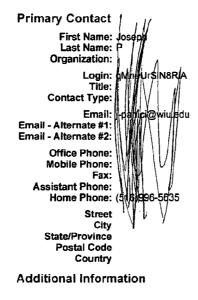
20.40

17.

Reference # 101202-000100	A form was submitted on REMINGTON - PRO	D.			
Status	Discussion Thread				
Solved	Response (Christy -)	12/07/2010 10:15 PM			
Assigned To Administrators Christy -	Mr. Flynt, I apologize for the delay in responding. I can send you a prepaid shipping label to cover shipment to our factory for inspection of the problem you had with the Model 700. We will contact you after inspection regarding the results.				
Product Firearms	If you would like me to send the label, forward the mailing address it shou number of the rifle.	ld be mailed to and the serial			
SLA Not specified	Sincerely, Christy Mitchell				
Queue					
CSR	Customer (Joseph P) Heilo,	12/02/2010 05:26 PM			
Date Created	A form was submitted on the site. Please see submitted information below	vi			
12/02/2010 05:26 PM	Form Title: Contact Us				
Initial Response 12/07/2010 10:15 PM	First Name: Charles				
Last Updated	Last Name: Flynt				
12/11/2010 03:27 AM	Email: azranger09291@yahoo.com				
Date Closed 12/11/2010 03:27 AM	Address 1: 8861 E. Buckboard Rd				
12/11/2010 03.2/ AM	Address 2:				
	Telephone: 520-760-6005				
Customer SmartSense 0 (on -3 to +3 scale)	City: Tucson				
Staff SmartSense	State: Arizona				
0 (on -3 to +3 scale)	Zip Code: 85749				
	Country:				

Comments:

Hi.. I purchased a remington Model 700BDL sometime in around 1975-80. I love the gun and it preforms well. I saw the CNBC story and was intereste because I have had the same trouble some time ago, with a discharge, when taking the safty off. It has only happened once, but was scary to say the least. Also I have noticed, in cold weather, when closing the bolt, sometime the hammer will drop the firts time.... Have you heard of this and what can be done about it..? Thanks, Chuck



http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_sid=x... 1/11/2011



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

ARS LABEL REQUEST FORM

DATE:	1/11/2011	REQUESTED BY:	christy	
QUANTITY:	1	WEIGHT PER PACKAGE:		10
PLEASE CHECK ONE A MEDIA COORDINATOR TO MAIL		I WILL MAIL	I will email to him: azranger09291@yahoo.com	
DESCRIPTION:	700			

LABEL INFORMATION

MAIL LABEL TO: Charles Flynt 8861 E. Buckboard Rd Tucson, AZ 85749

RETURN ITEM TO: Rem Product Service

PLEASE COMPLETE ALL PARTISIOE THIS FORM AND SEND TO THE MEDIA COORDINATION

JAN 12, 2011 ALL CURR USD ACT WT 10.0 LBS 4XX596 SVC GNDCOM 1 OF 1 TRACKING# 1Z4XX5969065108748 REF 1:CHARLES FLYNT/CD/CM REF 2:700 HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD DV 0.00 DC 0.00 AH 0.00 TOT PUB CHG 12.90 0.00 RS 1.00 SD 0.00 COD DGD 0.00 PR 0.00 SP 0.00 PUB+HANDLING 12.90

azranger09291@yahoo.com

