

Remington Arms Co., Inc.
Product Service
Legal Case #:5326

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218182	1/10/2011	12/7/2010	1/11/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mark	Hansen	1467 Kennedy Mill Ave.	Amery	WI	54001		H 715-781-9077 E markhansen5572@hotmail.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				

Customer sent in an email. He stated his rifle fired last year when he took it off safe. No damage, No injury. Has only had 10 boxes of shells through it. He loves the gun. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	B6405256	OC	7/29/1982
Date Purchased	Where Purchased	Accessories	Original Owner			
	COTTER&CO MANKATO MINN	TWO PIECE BASE	Y			

CONCERN:FSR

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 - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

12/7/10: I will email ltr & form to customer. I will ask media coord to email ARS. df 1/21/11: Per Ilion - Could not duplicate concern. TA set screws altered. Can replace TA, clean & test fire for 1/2 normal cost - quote. Customer apprpr repair & pd. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/11/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		OC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	BINDS
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---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

5326

COPY

22"
067/82
3.8"
1011

December 7, 2010

Mark Hansen
1467 Kennedy Mill Ave.
Amery, WI 54001
Ph: 715-781-9077
Email: markhansen5572@hotmail.com

Ref: # 5326

Dear Mr. Hansen,

You will receive a pre-paid shipping label in a separate email within 24-48 hours. 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

Serial Number:

B6405256

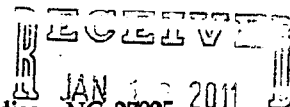
Model: 700



RE00218182

could not duplicate concern
T. A. set screws altered. CAN
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
BY: _____

700 classic [Incident: 101128-000058]

From: **Remington Information** (info@remington.com) 

Sent: Sun 11/28/10 1:56 PM

To: markhansen5572@hotmail.com

Thank you for contacting the Remington Arms Co. Online Help Center, we appreciate your inquiry and look forward to the opportunity to be of service to you.

[To access your question from our support site, click here.](#)

Question Reference #101128-000058

Summary: 700 classic

Date Created: 11/28/2010 02:56 PM

Last Updated: 11/28/2010 02:56 PM

Status: Unresolved

Discussion Thread

Customer (Mark Hansen)

11/28/2010 02:56 PM

700 classic 30-06

writing to inform you that i had this weapon since new with no modifications' and it fire last year when i switched off the safety. i placed the gun in a case over night and in the morning it had fire again on its own. what should i do with this gun. my father bought it for me new in 1987 and still looks the same. it has about 10 boxes of shells through it so i know it is far from being worn. i truly love this gun, but now i'm worried. i did have the gun looked at. the gunsmith at that time cleaned the gun, adjusted the trigger and bedded the rifle, he said he thought the trigger may have been dirty. but now with all that's been said, i want to hear from you.

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> ----- [--- 001:001462:04647---]

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>B6405256</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Mark Hansen</u>		Date of Purchase: <u>? 1987</u>	
Address (no PO Boxes): <u>1467 Kennedy Mill Ave</u>			
City: <u>Amery</u>	State: <u>WI</u>	Zip: <u>54001</u>	
Phone (Daytime): <u>715-781-9077</u>		Fax: <u></u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>mark.hansen.5572@hotmail.com</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Gun fired when turned off safety</u>			
<u>500</u> characters left			
Ammunition Information:			
Manufacturer: <u>Rem, Federal, Winchester</u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u>180 gr. factory loads</u>			
Handload Information:			
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: <u>Rem oils + Hoppies</u>
How often do you clean the bore? (Months or Number of rounds) <u>after each use</u>
How often do you clean the action? (Months or Number of rounds) <u>after each use</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>after each use</u>
Brand of lubricant used: <u>Rem oil</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>after each use</u>
How often do you lubricate the action? (Months or Number of rounds) <u>after each use</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>after each use</u>
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? <u>never</u>
What were the services performed? <u></u>
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
<input type="checkbox"/> 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.

Reference # 101128-000058
Status Updated
Assigned To Administrators Dell -
Product Firearms
SLA Not specified
Queue CSR
Date Created 11/28/2010 02:56 PM
Initial Response 12/01/2010 08:06 PM
Last Updated 12/02/2010 09:41 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense +1 (on -3 to +3 scale)

700 classic**Discussion Thread****Customer (Mark Hansen)****12/02/2010 09:41 PM**

Mark Hansen, 1467 Kennedy Mill Ave, Amery WI 54001 715-781-9077
Remington 700 classic 30-06, Serial number B6405256

From: info@remington.com
To: markhansen5572@hotmail.com
Date: Wed, 1 Dec 2010 20:06:35 -0500
Subject: 700 classic [Incident: 101128-000058]

Response (Dell -)**12/01/2010 08:06 PM**

Dear Mark,
We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred, and what you are expecting.

Sincerely,
Dell

Customer (Mark Hansen)**11/28/2010 02:56 PM**

700 classic 30-06

writing to inform you that i had this weapon since new with no modifications and it fire last year when i switched off the safety. i placed the gun in a case over night and in the morning it had fire again on its own. what should i do with this gun. my father bought it for me new in 1987 and still looks the same. it has about 10 boxes of shells through it so i know it is far from being worn. i truly love this gun, but now i'm worried. i did have the gun looked at. the gunsmith at that time cleaned the gun, adjusted the trigger and bedded the rifle, he said he thought the trigger may have been dirty. but now with all that's been said, i want to hear from you.

Primary Contact

First Name: Mark
Last Name: Hansen
Organization:

Login: markhansen5572@hotmail.com**Title:****Contact Type:****Email:** markhansen5572@hotmail.com**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**

5326



Emailed to customer

December 7, 2010

Mark Hansen
1467 Kennedy Mill Ave.
Amery, WI 54001
Ph: 715-781-9077
Email: markhansen5572@hotmail.com

Ref: # 5326

Dear Mr. Hansen,

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

enclosure

[Copy]

December 7, 2010

Mark Hansen
1467 Kennedy Mill Ave.
Amery, WI 54001
Ph: 715-781-9077
Email: markhansen5572@hotmail.com

Ref: # 5326

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

enclosure

Print

Reset

Model		Serial	
Number: <input type="text"/>		Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
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: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <input type="text"/>
What were the services performed?) <input type="text"/>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><input type="checkbox"/> 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 style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: Pack your firearm for safety and to prevent further damage in shipping and handling.</p> <p style="text-align: center;">Preferably,</p> <p style="text-align: center;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

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.

Fulcher, Dell Marie

From: postmaster@remington.com
To: markhansen5572@hotmail.com
Sent: Tuesday, December 07, 2010 1:35 PM
Subject: Relayed: Mark Hansen - Ref# 5326

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

markhansen5572@hotmail.com

Subject: Mark Hansen - Ref# 5326

Remington.

www.remington.com

C. W. Miller

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

ARS LABEL REQUEST FORM

DATE:	12/7/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR		I WILL MAIL	
TO MAIL		XXXXXX	
DESCRIPTION: Ref # 5326 rifle			

LABEL INFORMATION

MAIL LABEL TO: Mark Hansen 1467 Kennedy Mill Ave. Amery, WI 54001 Ph: 715-781-9077 Email: markhansen5572@hotmail.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

PLEASE COMPLETE ALL PARTS OF

4XX596
SVC GND COM
TRACKING# 124XX5969066982837
REF 1: MARK HANSEN/CD/DMF
REF 2: 5326/RIFLE
DEC 8, 2010
ACT WT 10.0 LBS
ALL CURR USD
1 OF 1
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00
DC 0.00
AH 0.00
TOT PUB CHG 9.24
COD 0.00
DGD 0.00
PR 0.00
PUB+HANDLING 9.24
SVC T/P USD
RS 1.00
SD 0.00
SP 0.00

markhansen5572@hotmail.com

