

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4855

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209742	11/8/2010	10/26/2010	11/9/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Danny	Murray	5110 Bridges Creek Dr	Greensboro	NC	27406		W 336-678-5486 F 336-678-7632 E danny.murray@rfmd.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	fired with no one touching and safe on	Concern:1005	Unexplained Discharge Safe ON	Unknown
C				

10/26/10 Per email through RightNow, incident # 101021-000021, "I have a Model 700 BDL ,cal. 30-06 that I purchased sometime in the mid 70's. The gun looks as good today as it did the day I purchased it. I have hunted with this gun with absolutely no problems until recently. I was at a farm shooting the gun checking to make sure my scope was still on. While the gun was laying on the shooting bench , and we ( my brother and myself ) were checking the target the gun just went off. No one was near the gun and the safety was on. Now I'm actually scared to use this gun in this condition. Can Remington repair this gun before someone gets killed by a misfire. Is there a gunsmith Remington recommends to make such a repair. I'm extremely concerned about this. A quick response to my concern is greatly anticipated."cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	B6413317	EC	10/1/1982
Date Purchased	Where Purchased	Accessories	Original Owner			
	FOLSM CORP CHARLOTTE NO CAR		U			

CONCERN:FIRED WITHOUT TOUCHUNG TRIGGER

## Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	PSP /150					
Concern	Other	Factory	Reload			
0:		Y	N			

## Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean at 1/2 normal charges						
	Repair/Replacement	Repair/Replacement				

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4855&Type=Case>

11/17/2010

Cost

Date

10/26/10 Emailed offer to send ARS.cm 10/26 Murray sent his address and requested a box. Sending a box from Corporate with the ARS in side.cm 11/11/10 Per Ilion, could not duplicate concern. Trigger assm very dirty. Check over, replace TPA, clean and test fire at 1/2 normal charges. Anne Harper has left message for consumer regarding inspect and cost.cm 11/16/10 Left voice message for Murray to call. Gave him quote and condition info.cm 11/17/10 Murray approved repair, requested that his old trigger be mailed back to him also.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		EC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	WORKS SLUGGISH
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
	Condition	Slightly Worn; Functioning	VERY DIRTY/STICKY

Trigger	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System

frmREInquiry - Repair Inquiry

Repair Number: RE00209742    Serial: B6413317 Model 700 Center Fire Caliber: 3006 SPRG SKU: 80852    Repairman: Bruce Travis    Status: ApprovalHold 11/9/2010 9:21:36 AM

ADDRESS INFORMATION

Customer: ☐ Received from: ☒ Return To: ☐ Received from: ☐

Name: DANNY MURRAY    DANNY MURRAY  
Address 1: 5110 BRIDGES CREEK DR.    5110 BRIDGES CREEK DR.  
Address 2:    PO Box    PO Box  
City: GREENSBORO    GREENSBORO  
State: NC    Zip Code: 27406    Country: US    NC    Zip Code: 27406    Country: US  
FPL:

Contact / Condition    Problems    Estimate    History / Status    Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/8/2010 5:0...	EmailVerified	ArmEmail	Receipt	DMUSSE	
11/9/2010 8:4...	Main	Travisbw	Repair Maintenance	Status F	
11/9/2010 9:2...	Estimate	Travisbw	Estimate Update	Status A	
11/9/2010 9:2...	ApprovalH...	System	Immediate SAP Allocation		
11/9/2010 9:5...	Expedite	pencetl	From Repair Bench	To: Appr	

☐ Shipping Hold    ☐ Interface Hold    ☐ Estimate Sent    ☐ Parts Received    ☐ Passed Inspection    ☐ Return as Received    ☐ Has Been Approved    ☐ Internal Repair    ☐ Exclude TATC

Current Status  
ApprovalHold  
11/9/2010 9:21:36 AM  
Travisbw  
ApprovalPack  
Repair Location:  
ILN  
Current Location:  
ILN  
Transfer Number:

RECEIVED  
NOV 10 2010  
BY:

4855

22  
EC 10/4  
.012  
4#

October 26, 2010

Danny Murray  
5110 Bridges Creek Dr.  
Greensboro, NC 27406

Subject: #4855, Model 700

Dear Mr. Murray,

Regarding your contact with Remington and the incident you incurred, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to 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 "Supry".

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

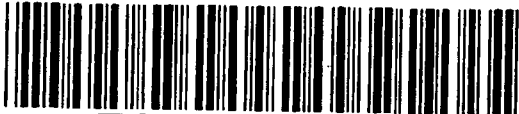
Sincerely,

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

Serial Number:

B6413317

Model: 700



RE00209742

could not duplicate concern.  
TRIG. ASSM. VERY DIRTY. CHECK  
OVER, REPLACE TPA, CLEAN & TEST  
FIRE AT 1/2 NORMAL CHARGES.

Quote

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)

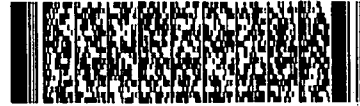
NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <u>MOD700 BDL</u>		Serial Number: <u>B6413317</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>DANIEL MURRAY</u>		Date of Purchase: <u>ABOUT 1975</u>	
Address (no PO Boxes): <u>5110 BRIDGES CREEK DR.</u>			
City: <u>GREENSBORO</u>		State: <u>N.C.</u>	Zip: <u>27406</u>
Phone (Daytime): <u>336.678.5486</u>		Fax: <u>336.678.7632</u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>DANNY.MURRAY@RFMD.COM</u>			
E-mail Address: <u>DMU5954917@AOL.COM</u> <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<p>WHILE CHECKING MY SCOPE AT RANGE FOR UPCOMING HUNTING SEASON. HAD FIRE ABOUT 9 ROUNDS THROUGH GUN. LAYED GUN ON BENCH TO CHECK TARGET. WHEN I PICKED GUN UP TO SHOT AGAIN, HANDLING ONLY STOCK AND FOREARM THE GUN DISCHARGED. I BARELY HAD MY HANDS ON GUN. LUCKY MY BROTHER WAS STANDING OPPOSITE THE MUZZLE.</p>			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>POINTED SOFT POINT</u>	
Other (i.e. bullet weight/type, shot size, powder):		<u>150gr.</u>	
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:	HOPPES 4 3 in 1 OIL.
How often do you clean the bore? (Months or Number of rounds)	12
How often do you clean the action? (Months or Number of rounds)	12
How often do you clean the trigger assembly? (Months or Number of rounds)	12
Brand of lubricant used:	AS ABOVE
How often do you lubricate the bore? (Months or Number of rounds)	12
How often do you lubricate the action? (Months or Number of rounds)	12
How often do you lubricate the trigger assembly? (Months or Number of rounds)	12
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	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
NEVER	
What were the services performed?)	
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>	



# ShipRequest™



Ship To: Danny Murray  
Company:  
Address 1: 5110 Bridges Creek Dr  
Address 2:  
Address 3:  
City: Greensboro  
State/Province: North Carolina  
ZIP/Postal Code: 27406  
Country: United States  
email:  
Phone:  
Account: 230145  
Package Type: Package  
Address Type: Residential  
Deliver By: Mon, November 1, 2010  
Package ID: 8800

Special Instructions:

Sender Name: Christy Mitchell  
email: christy.mitchell@remington.com  
Prepared By:  
Phone:

Date: 10-27-10 1 lb 7.9 oz		Base :\$	4.97
Acct # : 230145		Spc S:\$	0.00
Cust # : 00L0000003545		Addl :\$	0.00
Zip/Zone: 27406 / 2			
Trk # : 1Z4XX5960300015258		Total \$	4.97
Pkg ID #: 8800			
Service : UPS Ground			



**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	10/26/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b>			
MEDIA			
COORDINATOR		xxxxxxxxxxxxxxxxxxxxxx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

## LABEL INFORMATION

MAIL LABEL TO:	Danny Murray 5110 Bridges Creek Dr Greensboro, NC 27406
RETURN ITEM TO:	Remington Product Service

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

4XXE96 OCT 27, 2010 ALL CURR USD 1 OF 1  
SVC GNDCCM ACT WT 10.0 LBS  
TRACKING# 124XX5965066187330  
REF 1: DANNY MURRAY/CD/CM  
REF 2: 700  
HANDLING CHARGE 0.00 SVC T/P USD  
SINGLE-PIECE PUB RATE CHRG. RS 0.50  
DV 0.00 COD 0.00 SD 0.00  
DC 0.00 DGD 0.00 SP 0.00  
AM 0.00 PR 0.00 PUB+HANDLING 8.24  
TOT PUB CHG 8.24