

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5369

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217093	1/3/2011	12/9/2010	1/6/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ralph	Sprangers	811 E. Tower Park Dr.	Stillwater	OK	74075		H 405-372-5276 E jrsprang71@brightok.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Customer sent in an email. He stated he was sighting gun in sometime in November and he had a FSR. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6811129	CZ	4/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	POINT SPT GDS STEVENS PT WIS		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 under BLM program	Repair/Replacement Cost \$75.16	Repair/Replacement Date 1/19/2011				

12/9/10: I will email ltr & form. I will ask media coord. to email ARS. df 1/19/11: Per Ilion - Will follow down. Sear engagement screw altered. TA dirty. Replace TA, clean & test fire under BLM program - quote. I called customer. Wife said she mailed payment on 1/18/11. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPR LH
	Date Code		CZ
	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; Not Functioning	
	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	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY
	Pull	---Select---	1.2#
	Altered	True	SEAR ENGAGEMENT ALTERED
	Sub-Assembly	M/700 Bolt Lock	

# Remington®

22"  
CZ 4/78  
1.2#

5369

December 9, 2010

Ralph Sprangers  
811 E. Tower Park Dr.  
Stillwater, OK 74075  
Ph: 405-372-5276  
Email: jrsprang71@brightok.net

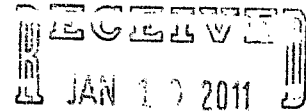
Ref: # 5369

Dear Mr. Sprangers,

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



enclosure

BY:.....

Serial Number:

6811129

Model: 700



RE00217093

will follow down.

SEAR ENGAGEMENT screw altered.  
T.A. DIRTY. Replace TPA, CLEAN  
& TEST FIRE under BLIP FOR  
\$20.00 + ship

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)

Print

Reset

Model Number: <u>700 LH</u>		Serial Number: <u>6811129</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>RALPH SPRANGERS</u>		Date of Purchase: <u>1972 or 73</u>	
Address (no PO Boxes): <u>811 E. Tower Park DR.</u>			
City: <u>ST. MARYS</u>	State: <u>OKla</u>	Zip: <u>74075</u>	
Phone (Daytime): <u>405-372-5276</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>jrsprang71@brightok.net</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>Put one round in magazine chambered it</u> <u>The gun fired without touching trigger</u> <u>Did this 3 more times and it fired</u> <u>Finally got round in chamber flipped</u> <u>Safety off gun fired. Did same 2 more</u> <u>times it fired. Took empty gun</u> <u>to my garage it dry fired 3 more</u> <u>times. Then it worked normal. Thank</u> <u>you!</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>C&amp;E-LoKT</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>165-180 gr.</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>Hoppes</u>
How often do you clean the bore? (Months or Number of rounds) <u>3 To 4 Times a Year</u>
How often do you clean the action? (Months or Number of rounds) <u>3 To 4 Times YR</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>1 every 2 YRS</u>
Brand of lubricant used: <u>Hoppes Gun oil</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>3-4 YR</u>
How often do you lubricate the action? (Months or Number of rounds) <u>3-4 YR</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>1 every 2 YRS</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:  <b>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</b>
<input type="checkbox"/> <b>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.</b>  :: 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

**Reference #**  
101129-000196

**Status**  
Waiting

**Assigned To**  
Administrators  
Dell -

**Product**  
Firearms

**SLA**  
*Not specified*

**Queue**  
CSR

**Date Created**  
11/29/2010 10:26 PM

**Initial Response**  
12/09/2010 10:07 AM

**Last Updated**  
12/09/2010 10:07 AM

**Customer SmartSense**  
+1 (on -3 to +3 scale)

**Staff SmartSense**  
+1 (on -3 to +3 scale)

## Remington 700

### Discussion Thread

#### Response (Dell -)

12/09/2010 10:07 AM

Dear Mr. Sprangers,  
We would like to have the firearm come into our Product Services Department at our factory for examination. We will 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 (1 jrsprang71@brightok.net)

11/29/2010 10:26 PM

To Whom It Concerns,

Sirs, about 2 weeks ago as I was going to site in my Remington 700. I pushed the safety from on position to fire position and the gun fired without pulling the trigger. Then I did the same procedure two more times and it did the same thing. The next four rounds when I chambered the round the gun fired without pulling the trigger or moving the safety. Then I came home and just cocked the empty gun and pushed the bolt down and it fired. Then I did two more times and it did the same thing.

I'm 63 years old, I've been trained in the United States Army, I've hunted since I was 8 years old so I don't want any garbage about not being experienced on handling guns. I also helped train students for hunter safety courses.

This is my 30-06, will my 300 Mag. do the same thing? They are both 700s.  
I now refuse to use the 30-06 in the shape it is in and refuse to take it hunting.  
I expect a reply from you on how you are going to repair this gun for me.  
Will be waiting to hear from you.

Ralph Sprangers  
811 E Tower Park DR  
Stillwater, OK 74075  
405-372-5276

### Primary Contact

**First Name:** 1

**Last Name:** jrsprang71@brightok.net

**Organization:**

**Login:** jrsprang71@brightok.net

**Title:**

**Contact Type:**

**Email:** jrsprang71@brightok.net

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### Additional Information

5369



*Emailed to customer*

December 9, 2010

Ralph Sprangers  
811 E. Tower Park Dr.  
Stillwater, OK 74075  
Ph: 405-372-5276  
Email: jrsprang71@brightok.net

Ref: # 5369

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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 9, 2010

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811 E. Tower Park Dr.  
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Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
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enclosure



Print

Reset

<b>Model</b> Number: <input type="text"/>		<b>Serial</b> 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>			
<b>Ammunition Information:</b>			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
<b>Handload Information:</b>			
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"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

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"/>
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>
<input type="checkbox"/> <b>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.</b>  :: 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.

**Fulcher, Dell Marie**

---

**From:** postmaster@remington.com  
**To:** jrsprang71@brightok.net  
**Sent:** Thursday, December 09, 2010 12:17 PM  
**Subject:** Relayed: Ralph Sprangers - Ref# 5369

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

[jrsprang71@brightok.net](mailto:jrsprang71@brightok.net)

Subject: Ralph Sprangers - Ref# 5369

**Remington.**

www.remington.com

*Remington*

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:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA			
COORDINATOR		XXXXXX	
TO MAIL			
DESCRIPTION: Ref # 5369 rifle			

LABEL I

jrsprang71@brightok.net

MAIL LABEL TO: Ralph Sprangers  
811 E. Tower Park Dr.  
Stillwater, OK 74075  
Ph: 405-372-5276  
Email: jrsprang71@brightok.net

Email ARS to customer

RETURN ITEM TO Remington Arms  
Attn: Product Service  
Ilion, NY

4XX596 DEC 9, 2010 ALL CURR USD  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067636898  
REF 1: RALPH SPRANGERS/CD/DMF  
REF 2: 5369/RIFLE

1 OF 1

**PLEASE COMPLETE ALL PARTS OF THIS FORM**

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 1.00
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 9.95
TOT PUB CHG 9.95		

**Fulcher, Dell Marie**

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**From:** jrsprang71@brightok.net  
**To:** Fulcher, Dell Marie  
**Sent:** Thursday, December 09, 2010 2:25 PM  
**Subject:** Read: Ralph Sprangers - Ref# 5369

Your message was read on Thursday, December 09, 2010 2:24:40 PM (GMT-05:00) Eastern Time (US & Canada).

