

Remington Arms Co., Inc.
Product Service
Legal Case #:5677

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220994	1/28/2011	1/17/2011	1/31/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Adkins	789 Cherokee Rd	Raceland	KY	41169		H 606-571-6033

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on bolt closing Concern:1008 Fired on Bolt Closing			
C				

1/17/11 Per call from Adkins, he has a 2nd hand Model 700 that has misfired when he and his son were shooting it. It fired when they closed the bolt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6506729	DO	1/1/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	S W MAURICE ARLINGTON TX		N			

CONCERN:FBC

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, replace TPA, clean and test fire under BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				

1/17/11 Mailing box and ARS both from Corporate Office.cm 2/15/11 Adkins approved by phone on 2/1. Per Ilion, could not duplicate concern. Trigger assm dirty and set screws altered. Replace TPA, clean and test fire under BLSM program price of \$20 + shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/31/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5677&Type=Case>

2/15/2011

Case	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		DO
	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	Like new; Functioning	SLUGGISH
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 BOLT LOCK 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	DIRTY
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

24"
DO 9/77
2#
011

5677

January 17, 2011

John Adkins
789 Cherokee Rd
Raceland, KY 41169

Subject: #5677, Model 700

Dear Mr. Adkins,

Thank you for your patience. Enclosed is 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. **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 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.

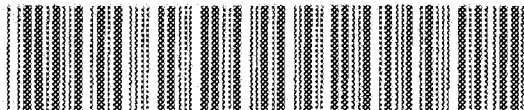
Sincerely,

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

Serial Number:

A6506729

Model: 700



RE00220994

could not duplicate concern
T.A. Dirty + set screens & head.
Replace TPA, clean + test fire
Under RCP for \$20.00 + ship

Quote
FEB 03 2011

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC-27025---
Phone 800-243-9700 • www.remington.com

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

Model Number: 700		Serial Number: A6506729	
Are you the original owner? ☐ YES ☒ NO			
Name: John Adkins		Date of Purchase: 1977	
Address (no PO Boxes): 789 Cherokee Rd,			
City: Raceland		State: Ky	Zip: 41169
Phone (Daytime): 606-571-6033		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) jenkadkins@ROADRUNNER.com			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: When loading with bolt action, gun went off it happens twice			
500 characters left			
Ammunition Information:			
Manufacturer: Winchester		Type: 7mm Rem. mag.	
Other (i.e. bullet weight/type, shot size, powder): 150 gr. power-point x7mmR			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Full Used:		Primer Used:	
Bullet Type/Shot Size:		Rebinder Used:	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/17/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR		xx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
A0506729 700			

LABEL INFORMATION

MAIL LABEL TO:	John Adkins 789 Cherokee Rd Raceland, KY 41169
RETURN ITEM TO:	Rem Product Service

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

