

Remington Arms Co., Inc.
Product Service
Legal Case #:5810

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
223498	2/17/2011	2/2/2011	2/18/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Turner	4905 29th St	Dickinson	TX	77539		H 936-222-1687

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired when closing bolt Concern:1003 Fired on Bolt Closing			
C				

2/2/11 Per call from Turner, he bought his 700 in December 2010 2nd hand and it has been firing when he closes the bolt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	26096	E6689327	EU	10/12/2000 5:36:44 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP		Y			

CONCERN:FSR

Ammunition Information - None Defined

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 and test fire at 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

2/2/11 Mailing ARS.cm 2/28/11 Per Ilion, could not duplicate concern. Trigger assem set screws altered. Replace TPA, clean and test fire at 1/2 normal cost.cm 3/1/11 Emailed quote/inspection info to Turner.cm 3/8/11: Customer called & claims that he hasn't received his quote. He was argumentative about our findings. I verified his address & I'm mailing another quote to him for review & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 300 RUM
	Date Code		EU
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Face End Condition	--Select--	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	--Select--	.007
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	--Select--	5.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

#5810

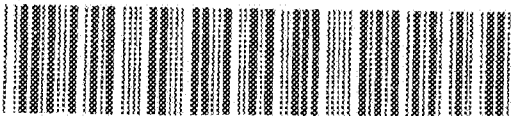
26"
EU 10/200
55#
1007

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

Model Number:	700 BDL		Serial Number:	E6689327	
Are you the original owner? ☒ YES ☐ NO					
Name: David P Turner			Date of Purchase: 12/2010		
Address (no PO Boxes): 4905 29th Street					
City: Dickinson		State: TX		Zip: 79539	
Phone (Daytime): 936-222-1687			Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) david_71_2_6@yahoo.com					
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.					
Please describe your problem and date of occurrence:					
Sometimes when I slam the bolt shut the firing pin goes off. I'm not sure if it's the bolt or the trigger. But there's sure a problem.					
500 characters left					
Type:					
Powder Weight:					
Primer Used:					
Bullet Type/Shot Size:					
Reloader Used:					
BY:					

Serial
E6689327

Model: 700



RE00223498

could not duplicate concern
T.A. set screws altered.
replace TPA, CLEAN + RUST CURE
AT 1/2 NORMAL COST.

Aunt

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppe's & Remington
How often do you clean the bore? (Months or Number of rounds)	Every time I shoot I clean it
How often do you clean the action? (Months or Number of rounds)	I have cleaned it once
How often do you clean the trigger assembly? (Months or Number of rounds)	once since I've owned it
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	Never
How often do you lubricate the action? (Months or Number of rounds)	Every time I clean it
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Once
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☒ YES ☐ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Never since I've owned it	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
⚠ 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. 1: Record the serial number of your firearm before sending it. 2: 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.) 3: Remove all accessories from your firearm to prevent loss or damage. 4: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.	

Case #	5810	Date of Call	2/2/11	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	David Turner
address		address	
contact #'s		contact #'s	
email		email	

4905 29th St
Dickinson TX 75399
936-222-1687

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700	E6689327	300RUA		Dec '10 2nd hand				

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	FBC
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Customer's Request	
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My actions/offers	
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/2/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL ☒	
DESCRIPTION: 700 E6689327			

LABEL INFORMATION

MAIL LABEL TO:	David Turner 4906 29th St. Dickinson, TX 77539
RETURN ITEM TO:	Rem Prod Service

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

4XX586 FEB 3, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 19.0 LBS
TRACKING# 1Z4XX5869065721852
REF 1:DAVID TURNER/CD/CM
REF 2:700/E6689327

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 0.00
BY 0.00	COD 0.00	SD 0.00
DC 0.00	DDO 0.00	SP 0.00
AM 0.00	PR 0.00	
TOT PUB CHG 11.23	PUB+HANDLING	11.23

