

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6214

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
232377	5/27/2011	5/18/2011	5/31/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Howard	McCracken, Jr	1768 Turquoise Ct	Virginia Beach	VA	23456		H 757-471-2576

## Incident Information

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

5/18/11 Per call from McCracken, he bought this rifle new in 1987 and has only shot it once. He had an accident (unrelated to Remington) and has been on disability since. He has cleaned it in the years in between and found that it would fire when he closes the bolt. He has never made any adjustments to it.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	25773	B6659791		
Date Purchased	Where Purchased	Accessories	Original Owner			
	GREEN TOP SPTG GOODS 23060		Y			

Purchased new around 1987.

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 trigger plate assm, clean and test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.40	6/10/2011				

5/18/11 Sending ARS. Ordered box to be sent from factory.cm 5/31/11 Per Ilion, "could not duplicate concern.trigger assm dirty, sticky parts work sluggish. replace trigger plate assm, clean and test fire at 1/2 normal cost." Called McCracken and he approved the charge.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/31/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		XE
	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	WORKS 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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY PARTS WORK SLUGGISH
	Pull	---Select---	9#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

22"  
X212/84  
9#  
014

6214

May 18, 2011

Howard McCracken, Jr  
1768 Turquoise Ct  
Virginia Beach, VA 23456

Subject: #6214

Dear Mr. McCracken,

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 firearm is logged in correctly.**

I apologize for the inconvenience 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](mailto:christy.mitchell@remington.com)

RECEIVED  
JUN 09 2011

BY:.....

enclosure

Serial  
Number:

B6659791

Model: 700



RE00232377

could not duplicate concern.  
T.A. dirty & sticky, parts work  
sluggish. 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](http://www.remington.com)

PS 21285

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

Model Number: 700 ADC 30-06		Serial Number: B665 9791	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Howard J. McCracken JR		Date of Purchase: 11-16-87	
Address (no PO Boxes): 1768 Turquoise Court			
City: VIRGINIA Beach		State: VA.	Zip: 23456
Phone (Daytime): 757-471-2576		Fax: none.	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) none			
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: win I pull the bolt back <del>and</del> and Forward It will  Fire by itself  I use BALLISTOL			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: 30-06 Springfield	
Other (i.e. bullet weight/type, shot size, powder): 180 Grain Soft Point			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	5/18/2011	REQUESTED BY:	BH
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b> MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION: Model 700 B6659791			

## LABEL INFORMATION

MAIL LABEL TO: 757-471-2576  
Howard McCracken  
1768 Turquoise Court  
Virginia Beach, VA 23456

RETURN ITEM TO:  
Ilion- REM

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

4XX596 MAY 18, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969066427400  
REF 1: HOWARD MCCracken/CD/BH  
REF 2: 700/B6659791

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
AH 0.00	PR 0.00	PUB+HANDLING	8.96
TOT PUB CHG 8.96			











