

Remington Arms Co., Inc.
Product Service
Legal Case #:5891

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228973	4/15/2011	2/15/2011	4/18/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dax	Permenter	679 8 W. Wright	Boise	ID	83709		C 208-914-1197
Reporter		Owner: Justin	Grant						H 209-743-5993

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Fired on safety release	Concern:1007	Fired on Safe Release	Unknown
C				

2/16/11 Per call from Dax, he has a 700 BDL that he can pull the trigger with the safety on, then take the safety off and it will fire.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7 MAG	n/a	6812293	7MM REM MAG	1/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE,BOTTOM HALF RINGS	N			

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, replace TPA, clean, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	4/21/2011				

2/15/11 Mailing box and ARS.cm 4/21/11 Per Ilion, trigger assm and sticky, trigger not returning properly. Replace TPA, clean, test fire under BLSM program price of \$20 + S&H.cm 6/2/11 Spoke with Dax and he says he did not get my voice message. He gave rifle owner's name, #. I left voice message for owner with inspect/quote info.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
	Description		24" 7MM REM MAG
	Date Code		BZ
	Bore Plugged	False	
	Bulged	False	

Barrel	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---	.004
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	8#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

Remington®

24"
321/75
8#
1004

5891

February 15, 2011

Dax Permenter
6798 W. Wright St.
Boise, ID 83709

Subject: #5891, Model 700

Dear Mr. Permenter,

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.

6240
37
30.40

Sincerely,

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

Will always be
a loyal customer. Best
rifles made.

Number:

681 2293

Model: 700



RE00228973

T.A. dirty + sticky, trig not returning properly. Replace TPA, clean + test
Rize under BLP for \$20.00 + ship

Quote RECEIVED
APR 20 2011

BY:.....

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

Model Number: Rem. 700 BDL	Serial Number:
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: Dax Permenter	Date of Purchase: ? N/A
Address (no PO Boxes): 6798 W. Wright St.	
City: Boise	State: ID Zip: 83705
Phone (Daytime): 208-914-1197	Fax: N/A
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) drumsticksmj@hotmail.com	
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: Sometimes after closing the bolt and taking the safety of the rifle will NOT fire. Other times after closing the bolt when the safety is pushed forward the rifle fires just from the safety being pushed forward, the (finger nowhere near trigger). (Multiple occurrences no specific dates) You may also want to contact Justin Grant 209-743-5993 he is rifle's owner. 500 characters left To current knowledge no modifications made to trigger assembly.	
Ammunition Information: Federal Barnes Bullets, Remington core-lokt, nosker	
Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder): 150-160 grm. Bullets	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Case #		Date of Call	2/15/11	Date of Incident		PreLit		Lit		Obs	
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Reporter name	6798 W. Wright Boise ID 83709	Incident Name/Age	Dax Permenter 1155 S.E. Bromall Blvd Pullman WA 99163 208-914-1197
address		address	
contact #'s		contact #'s	
email		email	

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			
	6812293	7 Mag.	1975	N	inherited			

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

Other Product	
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Notes:	BDL 700 Sometimes when pulling bolt back the piece in the back Pulled trigger w/ safety on then took safety off & it fired
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Customer's Request	
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My actions/offers	box & ARS
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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:	2/15/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700 6812293			

LABEL INFORMATION

MAIL LABEL TO:	Dax Permenter 6799 W. Wright St Boise, ID 83709
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 FEB 17, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066529596
REF 1:DAX PERMENTER/CD/CM
REF 2:700/6812293

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 12.46	
TOT PUB CHG 12.46			







