

Remington Arms Co., Inc.
Product Service
Legal Case #:6032

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228365	4/8/2011	3/23/2011	4/11/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Roy	Slagle	1291 Hardison Rd.	Columbia	TN	38401		H 931-486-1205 E seepingsprings@aol.com

Incident Information

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

Customer sent in an email. He stated he bought rifle new about 30 years ago. He stated he has used it a lot but it has started firing on safe release. He wants to be able to shoot it again but he cannot trust it as it is. He would like to get it fixed. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6436958	KU	5/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	CLEARFIELD HDWE CLEARFIELD PA	TWO PIECE BASE	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 - Repair under BLM						

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	4/15/2011

3/23/11: Sending ARS, letter, form. df 3/29/11: Customer emailed & needs a box. Box order# 1206259. df 4/15/11: Per Ilion - TA dirty & set screws altered. Replace TA, clean & test fire under BLM. Customer included credit card number to charge for repair. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/11/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 243 WIN HB
	Date Code		KU
	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---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED HAS A TRIG SHOE INSTALLED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington®

24"
KUS/71
2.5#
.007

6032

March 23, 2011

Roy Slagle
1291 Hardison Rd.
Columbia, TN 38401
Ph: 931-486-1205

Ref: # 6032, M/700, Serial # 6436958

Dear Mr. Slagle,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form to fill out.

Please include a copy of this letter and form to put inside the shipping container. The letter and form 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

RECEIVED
APR 15 2011

BY:

enclosure

Number: 6436958
Model: 700



RE00228365

T.A. Dirty + set screws altered.
Replace TPA, clean + Test fire
Under BLP for \$2000 + ship

~~File~~

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

PS 21566

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>6436958</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Roy T SLAGLE</u>		Date of Purchase: <u>1975 or 1976</u>	
Address (no PO Boxes): <u>1291 HARDISON Rd</u>			
City: <u>COLUMBIA</u>		State: <u>TN</u>	Zip: <u>38401</u>
Phone (Daytime): <u>931-486-1205</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>SEEPINGS SPRINGS@AOL.COM</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>got the gun to shoot a COYOTE A WEEK I TOOK THE SAFETY OFF it FIRED,</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>EXPRESS</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>80 GR PSP</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:	
How often do you clean the bore? (Months or Number of rounds)	ONCE A YEAR <i>SOME TIME NOT USED FOR</i>
How often do you clean the action? (Months or Number of rounds)	ONCE A YEAR <i>A YEAR OR TWO</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	ONE A YEAR
Brand of lubricant used:	DIFFERENT TYPES
How often do you lubricate the bore? (Months or Number of rounds)	ONCE A YEAR
How often do you lubricate the action? (Months or Number of rounds)	ONCE A YEAR
How often do you lubricate the trigger assembly? (Months or Number of rounds)	NOT OFTEN
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
NEVER	
What were the services performed?	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p><input type="checkbox"/> 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.</p> <p style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p style="text-align: center;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>	

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.

Roy SLAGLE

VISA

REDACTED

8874

~~NOT~~ IF MORE THAN \$300.⁰⁰/₀₀ CALL

Roy SLAGLE - 931-626-3154

Reference #
110307-000157
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
03/07/2011 08:40 PM
Initial Response
03/15/2011 02:53 PM
Last Updated
03/15/2011 08:26 PM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

700 bdl trigger**Discussion Thread****Customer (Roy Slagle)**

03/15/2011 08:26 PM

The serial number is 6436958 Do I need to remove the scope or send both. I have a hard plastic case I can put it in.

Thanks

Roy Slagle

Remington Information wrote:

Response (Dell -)

03/15/2011 02:53 PM

Dear Mr. Slagle,

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm. We would like to 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, and when this occurred.

Sincerely,

Dell

Customer (Roy Slagle)

03/07/2011 08:40 PM

Hello,

I have a 700 243 BDL varment rifle. I bought it new about 30 years ago.

I have shot a truck load of ground hogs with it. However, I can not use it anymore because it fires as soon as I release the safety. I would like to be

able to shoot it again, but I can not trust that it will not discharge and kill someone. What can I do to get it fixed. I emailed you before and have not received a reply.

Thanks for your help in advance

Roy Slagle

1291 Hardison Road

Columbia Tn 38401

931-486-1205

Primary Contact

First Name: Roy

Last Name: Slagle

Organization:

Login: seepingsprings@aol.com

Title:

Contact Type:

Email: seepingsprings@aol.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	3/23/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 6032 rifle			

LABEL INFORMATION

MAIL LABEL TO: Roy Slagle 1291 Hardison Rd. Columbia, TN 38401 Ph: 931-486-1205
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 MAR 23, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969067218474
REF 1: ROY SLAGLE/CD/DMF
REF 2: 6032/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRGs:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
		SP 0.00
TOT PUB CHG 9.45	PUB+HANDLING	9.45







