

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7035

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 251297 | 12/20/2011  | 12/12/2011      | 12/21/2011  | 11/30/2011    |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street          | City     | State | Zip   | Age | Contact                                    |
|----------|----------|------------|-----------|-----------------|----------|-------|-------|-----|--|
| Incident |          | Bryan      | Hastings  | 221 Farmdale Rd | Kirkwood | PA    | 17536 |     | H 717-475-4134<br>E bhastings153@yahoo.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. Ref# 111206-000048. He stated he has had the rifle for over 30 years & never had a problem. He said on 11/30/11 he had a FSR while trying to unload the rifle. No damage, No injury. df

## Firearm Information

| Mfg.           | Type                     | Model/Ga.     | SKU            | Serial   | Bbl. | DOM      |
|----------------|--------------------------|---------------|----------------|----------|------|----------|
| Remington      | CF/BA                    | 700/3006 SPRG | n/a            | A6412062 | LO   | 2/7/1977 |
| Date Purchased | Where Purchased          | Accessories   | Original Owner |          |      |          |
|                | JERRYS SPORT HARTFORD CT |               | 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 - Quote to repair under BLM |                   |              |               |                 |                |               |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| \$29                    | 1/16/2012               |

12/12/11: Mailing ARS & forms. df 12/22/11: Per Ilion - TA dirty & rusty. Set screws altered. Replace TA, clean & test fire under BLM - quote. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code | Comment    |
|-------------|--------------|------|------------|
| Examination | Examiner     |      | B.TRAVIS   |
|             | Exam Date    |      | 12/21/2011 |
|             | Product Type |      | RF         |
|             | Action Type  |      | A          |
|             | Assigned To  |      | T.NAGLE    |

|              |                        |                                   |   |
|--------------|------------------------|-----------------------------------|---|
| Cause        | 4006                   | Altered Adjustments or Components | IMPROPER MAINTENANCE                                    |
| Barrel       | Description            |                                   | 22" 3006 SPRG   |
|              | Date Code              |                                   | LO  |
|              | 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        | 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; 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---                      | .006  |
|              | Notch                  | Slightly Worn; Functioning        |   |
| Feeding Test | Tests                  | Test Fired                        | False   |
|              |                        | False                             |   |
| Trigger      | Condition              | Slightly Worn; Not Functioning    | DIRTY,STICKY,RUSTY TRIG HAS MIN RETURN WILL FOLLOW DOWN |
|              | Pull                   | ---Select---                      | 1.5#  |
|              | Altered                | True                              | SET SCREWS ALTERED                                      |
|              | Sub-Assembly           | M/700 Bolt Lock                   |   |

# Service Request

Remington Service  
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

[www.Remington.com](http://www.Remington.com)

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

2211  
1021  
1.54  
1001

|  |   |   |
|--|---|---|
| <b>Service Request Number</b><br>SR00006332                                    | <b>Serial Number / Description</b><br>A6412062<br>Model 700 Center Fire Caliber: 3006 | <b>Date of Request:</b> 12/12/2011<br><b>Date Printed:</b> 12/12/2011 |
| <b>Customer:</b><br>BRYAN HASTINGS<br>221 FARMDALE RD<br>KIRKWOOD, PA 17536 US | <b>Destination:</b><br>Arms Services<br>14 Hoefler Ave<br>Ilion, NY 13357 US          |   |
| <b>Email:</b>  | <b>Email:</b>   |   |

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

|  |
|--|
| <b>Reason For Return</b><br>M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION |
|--|

|  |
|--|
| <b>Service Request Section</b><br>Product Service # 7035 - FSR |
|--|

| Material | Type | Description | Qty Needed | Warranty | Price | Disc | Amount |
|----------|------|-------------|------------|----------|-------|------|--------|
|----------|------|-------------|------------|----------|-------|------|--------|

Serial Number:  
**A6412062**  
Model: **700**



**RE00251297**

T.A. dirty, sticky + rusty. Set screw.  
Altered. replace TPA, clean + Test  
Ripe under BLP Bar & 20. + ship

Quote

RECEIVED  
DEC 22 2011

BY: \_\_\_\_\_

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

|                |        |
|----------------|--------|
| Sub Total:     | .00    |
| Est Sales Tax: | .00    |
| Grand Total:   | \$ .00 |

COPY

December 12, 2011

Bryan Hastings  
221 Farmdale Rd  
Kirkwood, PA 17536  
Phone: 717-475-4134

Ref: # 7035, Model 700, Serial # A6412062

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request.

Please include a copy of this **letter and service request** to put inside the shipping container. The letter and service request inside are 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 will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co., LLC  
Phone: 1-800-243-9700 press 0 and ask for ext 8686  
Fax: 336-548-7872

enclosure



Please return ship to  
this address

Thanks

Bryan Hastings

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

Print

Reset

|  |  |                                   |            |
|--|--|-----------------------------------|------------|
| <b>Model</b><br>Number: 700 BDL 30-06  |  | <b>Serial</b><br>Number: A6412062 |            |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO   |  |                                   |            |
| Name: Bryan Hastings   |  | Date of Purchase: ? 76-78 ?       |            |
| Address (no PO Boxes):<br>221 Farmdale Rd  |  |                                   |            |
| City: Kickwood   |  | State: PA                         | Zip: 17536 |
| Phone<br>(Daytime): 717 475 4134   |  | Fax:                              |            |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) b.hastings153@yahoo.com   |  |                                   |            |
| E-mail Address:<br><input type="checkbox"/> I would like to receive future e-mail updates from Remington.  |  |                                   |            |
| Please describe your problem and date of occurrence:<br>11-30-11 while attempting to unload gun<br>I emptied the magazine and when I went<br>to let the safety off to open bolt to clear<br>chamber the gun fired as I released safety |  |                                   |            |
| 500 characters left  |  |                                   |            |
| <b>Ammunition Information:</b>   |  |                                   |            |
| Manufacturer: Remington  |  | Type:                             |            |
| Other (i.e. bullet weight/type, shot size, powder): 180 PSP  |  |                                   |            |
| <b>Handload Information:</b>   |  |                                   |            |
| Powder Used:   |  | Powder Weight:                    |            |
| Case/Hull Used:  |  | Primer Used:                      |            |
| Bullet Type/Shot Size:   |  | Reloader Used:                    |            |
| <b>Firearms Care (Cleaning and Lubrication):</b>   |  |                                   |            |

|   |
|---|
| Brand of cleaning solution used: <u>O+S</u>   |
| How often do you clean the bore? (Months or Number of rounds) <u>50 rounds</u>  |
| How often do you clean the action? (Months or Number of rounds) <u>once a year</u>  |
| How often do you clean the trigger assembly? (Months or Number of rounds) <u>never</u>  |
| Brand of lubricant used:  |
| How often do you lubricate the bore? (Months or Number of rounds)   |
| How often do you lubricate the action? (Months or Number of rounds) <u>once a year</u>  |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>never</u>  |
| 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? <u>never</u>  |
| What were the services performed?)  |
| Ship your INSURED firearm by either UPS or Parcel Post to:<br><br><b>Remington Arms Co., Inc.<br/>Attn: Arms Service Division<br/>14 Hoefler Avenue<br/>Ilion, NY 13357</b>   |
| <input type="checkbox"/> <b>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.</b><br><br>:: Record the serial number of your firearm before sending it.<br>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,<br>ship in a firearm box. (Note: Original boxes may not be returned.)<br>:: Remove all accessories from your firearm to prevent loss or damage.<br>:: Provide a return address on both the outside and inside the box. Shipments without a proper |

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.

7035

|                                       |
|---------------------------------------|
| <b>Reference #</b>                    |
| 111206-000048                         |
| <b>Status</b>                         |
| Updated                               |
| <b>Assigned To</b>                    |
| Administrators                        |
| Dell -                                |
| <b>Product</b>                        |
| Firearms                              |
| <b>SLA</b>                            |
| Not specified                         |
| <b>Queue</b>                          |
| CSR                                   |
| <b>Date Created</b>                   |
| 12/06/2011 08:28 AM                   |
| <b>Date Initial Solution Response</b> |
| 12/08/2011 08:54 AM                   |
| <b>Last Updated</b>                   |
| 12/08/2011 08:59 PM                   |
| <b>Customer SmartSense</b>            |
| 0 (on -3 to +3 scale)                 |
| <b>Staff SmartSense</b>               |
| +1 (on -3 to +3 scale)                |

**model 700 bdl****Discussion Thread****Customer (Bryan Hastings)**

12/08/2011 08:59 PM

Bryan Hastings  
221 Farmdale Rd  
Kirkwood, PA 17536  
Do I need to remove the scope?

**Response (Dell -)**

12/08/2011 08:54 AM

Dear Mr. Hastings,  
We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with your mailing address. 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

**Note (Danny -)**

12/08/2011 07:23 AM

Dell and Christy

**Customer (Bryan Hastings)**

12/07/2011 08:41 PM

Does anybody work there who will get back to me or should I just destroy this gun????????? It would be nice if someone would reply to my e-mail, I went to the support site but didn't get any support!!!!

Bryan Hastings

**Customer (Bryan Hastings)**

12/06/2011 11:45 AM

What can be done to make gun safe??

**Customer (Bryan Hastings)**

12/06/2011 08:28 AM

I have a model 700 bdl rifle that I have had for 30+ years. I never had a problem with the gun, always loved it. Last Wednesday while unloading it after deer hunting, I unloaded the magazine then as I went to release the safety to open the bolt the gun fired! No one was hurt and nothing was damaged as I had the gun pointed in a safe direction, but needless to say I was shocked as well as my hunting companions. I have seen that this might be an on going problem that Remington says doesn't happen but I can assure you it did. I have been a Remington man for all of my adult life and this was disappointing to say the least. We actually had talked about this at camp earlier that week and I said that I never had a problem with my gun and didn't think there was a problem with the 700 rifle. I would like to know what can be done to fix this condition, and how to get it fixed, if possible. If it can't be fixed I need to know so I can dispose of the gun, so no one ever gets hurt from it. The serial number is A6412062, remington model 700 bdl in 30-06.

Thanks, Bryan Hastings  
717-475-4134

**Primary Contact**

**First Name:** Bryan  
**Last Name:** Hastings  
**Organization:**

**Login:** bhastings153@yahoo.com

**Title:**

**Contact Type:**

**Email:** bhastings153@yahoo.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**



## ARS LABEL REQUEST FORM

|                         |                                  |
|-------------------------|----------------------------------|
| DATE: 12/12/2011        | Service Request # SR00006332     |
| QUANTITY: 1             | WEIGHT PER PACKAGE: 10 LBS       |
| REQUESTED BY: fulcherdm | email address: I WILL MAIL LABEL |

### Business:

Remington Service  
PO Box 700  
Madison, NC 27025-0700  
[www.Remington.com](http://www.Remington.com)

## LABEL INFORMATION

|                 |  |
|-----------------|--|
| MAIL LABEL TO:  | BRYAN HASTINGS<br>221 FARMDALE RD<br>KIRKWOOD, PA 17536 US<br>SR00006332<br><br>Email: |
| RETURN ITEM TO: | ILN<br><br>Arms Services   |



4XX596 DEC 12, 2011 ACT WT 10.0 LBS #PK 1  
SVC GND COM BL WT 10.0 LBS  
TRACKING# 124XX6969067051724 ALL CURRENCY USD  
REF 1:SR00006332  
REF 2:

|                            |          |              |      |
|----------------------------|----------|--------------|------|
| HANDLING CHARGE 0.00       |          | FRT: 3RD     |      |
| SHIPMENT PUB RATE CHARGES: |          | SVC T/P USD  |      |
| DV 0.00                    | COD 0.00 | RS           | 0.50 |
| DC 0.00                    | DGD 0.00 |              |      |
| AH 0.00                    | PR 0.00  | ROD          | 0.00 |
| TOT PUB CHG 8.15           |          | PUB+HANDLING | 8.15 |

ATTN: Product Service







