

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6485

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 240577 | 9/14/2011   | 8/22/2011       | 9/15/2011   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street                | City    | State | Zip   | Age | Contact        |
|----------|----------|------------|-----------|-----------------------|---------|-------|-------|-----|----------------|
| Incident |          | Clavin     | McArthur  | 11803 Knotty Pine Tr. | Houston | TX    | 77050 |     | H 281-458-2168 |

## Incident Information

| Claims | Codes                                        | Repair Est. | Medical Treatment | Medical Status |
|--------|----------------------------------------------|-------------|-------------------|----------------|
| PI     |                                              |             |                   |                |
| PD     | Cause:4006 Altered Adjustments or Components |             | Unknown           |                |
| S      | Concern:1008 Fired on Bolt Closing           |             |                   |                |
| C FBC  |                                              |             |                   |                |

8/22/11: Customer called in. He stated that he had a FBC last summer. No damage, No injury. He stated he saw something on tv & wanted to send it into us. df

## Firearm Information

| Mfg.           | Type            | Model/Ga.     | SKU            | Serial   | Bbl. | DOM       |
|----------------|-----------------|---------------|----------------|----------|------|-----------|
| Remington      | CF/BA           | 700/3006 SPRG | n/a            | A6793625 | PV   | 7/16/1979 |
| Date Purchased | Where Purchased | Accessories   | Original Owner |          |      |           |
|                | SPTG HOUSTON TX |               | N              |          |      |           |

CONCERN: FBC

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 |               |                 |                |               |
|                                       | \$30.40                 | 9/23/2011               |               |                 |                |               |

8/22/11: Mailing ARS, letter, form. Box order# 1244407. df 9/15/11: Customer called & said that he sent CC# with the paperwork with gun. df 9/23/11: Per Ilion - TA dirty & set screws altered. Trigger not returning properly. Replace TA, clean & test fire under BLM - Quote.

Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                              | Comment       |
|-------------|------------------------|-----------------------------------|---------------|
| Examination | Examiner               |                                   | B.TRAVIS      |
|             | Exam Date              |                                   | 9/15/2011     |
|             | Product Type           |                                   | RF            |
|             | Action Type            |                                   | A             |
|             | Assigned To            |                                   | T.NAGLE       |
| Cause       | 4006                   | Altered Adjustments or Components |               |
| Barrel      | Description            |                                   | 22" 3006 SPRG |
|             | Date Code              |                                   | PV            |
|             | 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---                   | N/A                                       |
|              | Notch              | Slightly Worn; Functioning     |                                           |
|              | Tests              | Test Fired                     | False                                     |
| Feeding Test |                    | False                          |                                           |
| Trigger      | Condition          | Slightly Worn; Not Functioning | DIRTY,TRIG NOT RETURNING WILL FOLLOW DOWN |
|              | Pull               | ---Select---                   | 1.5#                                      |
|              | Altered            | True                           | SET SCREWS ALTERED                        |
|              | Sub-Assembly       | M/700 Bolt Lock                |                                           |

2211  
PV6/79  
1.5#

COPY

6485

August 22, 2011

Clavin McArthur  
11803 Knotty Pine Tr.  
Houston, TX 77050  
Phone: 281-458-2168

Cell phone # 713-201-8284

Ref: # 6485, Model 700, Serial # A6793625

Dear Mr. McArthur,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form. A box will arrive separately.

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

RECEIVED  
SEP 20 2011

BY: .....

Serial Number:

A6793625

Model: 700



RE00240577

T.A. dirty + set screws  
Altered Targ. not returning  
properly. Replace TPA, CLEAN  
& Test Fire under BLP for  
\$ 20.00 + ship

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)

Print

Reset

|                                                                                                                                                                                                                                |  |                             |            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------|------------|
| Model<br>Number: 700                                                                                                                                                                                                           |  | Serial<br>Number: A6793626  |            |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                                                                                                               |  |                             |            |
| Name: CLAVIN McArthur                                                                                                                                                                                                          |  | Date of Purchase: None      |            |
| Address (no PO Boxes):<br>11803 Knotty Pine                                                                                                                                                                                    |  |                             |            |
| City: Houston                                                                                                                                                                                                                  |  | State: TX                   | Zip: 77050 |
| Phone<br>(Daytime): 281 458-2168                                                                                                                                                                                               |  | Fax: None                   |            |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) 11803 Knotty Pine TX Houston TX 77050                                                                                       |  |                             |            |
| 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>I opened the bolt and it was about 1000 rounds.<br>I was in the house and it was about 1000 rounds.<br>Twice more. At first time I got it in my<br>500 characters left |  |                             |            |
| Ammunition Information:                                                                                                                                                                                                        |  |                             |            |
| Manufacturer: Nosler and Rem                                                                                                                                                                                                   |  | Type: Spitzer and Remington |            |
| Other (i.e. bullet weight/type, shot size, powder): Nosler 1650 IMR-4350 6700 Rem 1650                                                                                                                                         |  |                             |            |
| Handload Information:                                                                                                                                                                                                          |  |                             |            |
| Powder Used: IMR-4350                                                                                                                                                                                                          |  | Powder Weight: 5700         |            |
| Case/Hull Used: Rem                                                                                                                                                                                                            |  | Primer Used: WLR            |            |
| Bullet Type/Shot Size: Nosler/Rem                                                                                                                                                                                              |  | Reloader Used:              |            |
| Firearms Care (Cleaning and Lubrication):                                                                                                                                                                                      |  |                             |            |

Brand of cleaning solution used: Hoppe's No 9How often do you clean the bore? (Months or Number of rounds) 20 to 30 RoundsHow often do you clean the action? (Months or Number of rounds) SIX MonthsHow often do you clean the trigger assembly? (Months or Number of rounds) Once YearBrand of lubricant used: RemHow often do you lubricate the bore? (Months or Number of rounds) Once A YearHow often do you lubricate the action? (Months or Number of rounds) Once A YearHow often do you lubricate the trigger assembly? (Months or Number of rounds) Once YearHave you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☒ YES ☐ NOWhen was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? I don't Recall. It wasWhat were the services performed? when I had some Bolt action done

Ship your INSURED firearm by either UPS or Parcel Post to:

**Remington Arms Co., Inc.**  
**Attn: Arms Service Division**  
**14 Hoefler Avenue**  
**Ilion, 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.**

:: Record the serial number of your firearm before sending it.

:: 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.)

:: Remove all accessories from your firearm to prevent loss or damage.

:: 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.

Visa

REDACTED

06/13



www.remington.com

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

## ARS LABEL REQUEST FORM

|                                          |           |                           |        |
|------------------------------------------|-----------|---------------------------|--------|
| DATE:                                    | 8/22/2011 | REQUESTED BY:             | Dell   |
| QUANTITY:                                | 1         | WEIGHT PER PKG:           | 10 lbs |
| <b>PLEASE CHECK ONE</b>                  |           |                           |        |
| <b>MEDIA<br/>COORDINATOR<br/>TO MAIL</b> |           | <b>I WILL MAIL</b> XXXXXX |        |
| DESCRIPTION: Ref# 6485<br>rifle          |           |                           |        |

## LABEL INFORMATION

|                                                                                                     |
|-----------------------------------------------------------------------------------------------------|
| MAIL LABEL TO: Clavin McArthur<br>11803 Knotty Pine Tr.<br>Houston, TX 77050<br>Phone: 281-458-2168 |
| RETURN ITEM TO Remington Arms<br>Attn: Product Service<br>Ilion, NY                                 |

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

4XX596 AUG 23, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067384375  
REF 1: CLAVIN MCARTHUR/CD/DMF  
REF 2: REF#6485/RIFLE

|                             |              |             |
|-----------------------------|--------------|-------------|
| HANDLING CHARGE 0.00        |              |             |
| SINGLE-PIECE PUB RATE CHRG: |              | SVC T/P USD |
| DV 0.00                     | COD 0.00     | RS 0.50     |
| DC 0.00                     | DGD 0.00     | SD 0.00     |
| AH 0.00                     | PR 0.00      | SP 0.00     |
| TOT PUB CHG 11.59           | PUB+HANDLING | 11.59       |











