

Remington Arms Co., Inc.
Product Service
Legal Case #:6945

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
252309	1/3/2012	11/30/2011	1/4/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Pollock	2391 Mahoning Dr. West	Lehighton	PA	18235		H 570-386-5123

Incident Information

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

11/30/11: Customer mailed a letter to us. He said he bought rifle in Aug. of 1974 from a dealer. He said the rifle has worked flawless until a week ago -he took the safety off & the gun discharged. He said he spoke to a local gunsmith & the gunsmith told him that he wasn't the only one with a problem, Remington knew about it & was doing nothing, gunsmith told him to look up the CNBC show in the internet. Customer is now upset. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6682690	EX	10/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	SKIS SPT CTR OTTSVILLE PA		Y			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

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	1/25/2012				

11/30/11: Mailing ARS & forms. Box order# 1277112. df 1/12/12: Per Ilion - TA very dirty & rusty causing parts to work sluggish. Replace TA, clean & test fire under BLM - quote. Customer apprvd & pd quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/4/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		EX
	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	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	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

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COPY

2211
EX 10/7:
45
1004

November 29, 2011

David Pollock
2391 Mahoning Dr. West
Lehighton, PA 18235
Phone: 570-386-5123

Ref: # 6945, Model 700, Serial # 6682690

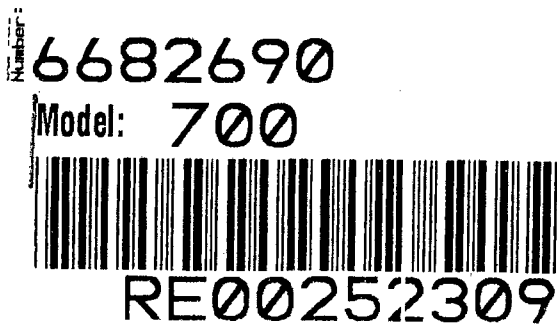
Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request. A box will arrive separately.

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



T. A. very dirty & rusty CAUSING
parts to work sluggish.
replace TPA, clean & test fire
under BCP for 20. + ship

Quote

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

PS 24500

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

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number	Serial Number / Description	Date of Request:	11/30/2011
SR00005265	6682690	Date Printed:	11/30/2011
	Model 700 Center Fire Caliber: 3006		

Customer:
DAVID POLLOCK
2391 MAHONING DR WEST
LEHIGHTON, PA 18235 US

Destination:
Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email:

Email:

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.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service # 6945 - FSR

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

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

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November 25, 2011

David Pollock
2391 Mahoning Drive West
Lehighton, PA 18235
570-386-523
Gentlemen;

Back in August of 1974, I purchased a Remington Model 700, 30-06 caliber serial number 6682690 rifle from a local sporting goods store. Until last week, the rifle has operated flawless. I was in the process of sighting in the rifle for the upcoming whitetail deer season. I loaded the rifle and placed the safety on, after aiming the rifle down range, I removed the safety and the rifle discharged. I bolted the empty cartridge out of the rifle and placed the rifle on safety. Once again I aimed the rifle down range, removed the safety and the rifle discharged on its own one more time. At this point in time, I bolted all of the remaining cartridges from the rifle placed the rifle in the carrying case and went home for the day. A few days later, I talked to a local gunsmith about the problem I was having with my rifle. He informed me that I wasn't the only individual having the same problem with the model 700. He also informed me that the Remington Arms Company knows about the problem and is doing nothing about it. He advised me to go home and access the internet and look for a video entitled; "Remington Under Fire", a ten month investigation conducted by CNBC. SHAME ON REMINGTON !!!!!!!!!!!

I need some help in repairing my rifle. Does Remington Arms manufacture a replacement trigger assembly that I can purchase to repair the problem? If not, what are my opinions? I look forward to your response.

Thank you for your time and consideration in this matter.

Sincerely,



David Pollock

ARS LABEL REQUEST FORM

DATE:	11/30/2011	Service Request #	SR00005265
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

LABEL INFORMATION

MAIL LABEL TO:	DAVID POLLOCK 2391 MAHONING DR WEST LEHIGHTON, PA 18235 US SR00005265 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 30, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065574968
REF 1:SR00005265
REF 2:

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 8.15	PUB+HANDLING	8.15

ATTN: Product Service



6682690
Mise 700
RE00252309



