

Remington Arms Co., Inc.
Product Service
Legal Case #:7250

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
259626	2/23/2012	12/27/2011	2/24/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Nicholas	Brown	1203 Penn Ave	Vandergrift	PA	15690		H 724-889-6743 E alovedove@hotmail.com

Incident Information

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

12/27/11 Per email sent to Remington.com, incid #111220-000062, "i have a misfire problem with a gun i aquired a few years ago brand new from your company. the model number is g6628607. i am a ware of mis fire problems you r having with the model 700. my gun is a model 700 22-250. the problem i have is that when hunting and ready to shoot i move the safty to fire. when i do this my gun discharges with my hand or finger no where near the triger. this has happened on moe than 1 ocasion . this for me is dangrous. but my question is does your company reimburse me for the cost of fixing this problem? i know of the recalls on the 600 modles and the 1% problems with the 700 modles. there for my second question is should i return the gun to the factory for a replacement or a nother model of rifle."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	84216	G6628607	XA	12/11/2006 11:08:19 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRICE WHOLESALE		U			

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, check over, test at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

12/27/11 Mailing ARS.cm 3/6/12 Per Ilion, trigger assm set screws altered. Trigger no returning under sear. Replace TPA, check over, test at 1/2 normal cost.cm

Mc Brown approved & will mail quote with a check ca.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/24/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 22-250 REM HB
	Date Code		XA
	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		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	X-Mark Pro	

7250

COPY

2611
XA12/06
1.5#
1007

January 10, 2012

Nicholas Brown
1203 Penn Ave
Vandergrift, PA 15690

Subject: Case # 7250, Model 700, SR# 9095

Dear Mr. Brown,

Please include a copy of this letter with the firearm as well as the Service Request form.
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 small ends of the box "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.

Sincerely,

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

RECEIVED
FEB 27 2012

BY:

U.S. A.S.T.
Number:

G6628607

Model: 700



RE00259626

T.A. set screws altered.
Trig not returning under
slack. Replace TPA, checkover,
Test w/ 1/2 Normal cost
Quote

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #7250

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00009095	Serial Number / Description G6628607 Model 700 RIFLE	Date of Request: 01/10/2012 Date Printed: 01/10/2012
Customer: NICHOLAS BROWN 1203 PENN AVE VANDERGRIFT, PA 15690 US Email: Christy		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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

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

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

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

Model Number: 700		Serial Number: G6638607	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Nicholas Brown		Date of Purchase: Not Sure of Exact Date won at Gun Bash	
Address (no PO Boxes): 1203 Penn ave			
City: Vandergrift		State: PA	Zip: 15690
Phone (Daytime): (724) 889-6743		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) _____			
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:			
<div>Nov 28 2011 Dec 2 2011 Nov 29 2010 Dec 3 2009</div> <div>When switching the gun from safty to fire, it discharged w/out touching the trigger.</div>			
500 characters left			
Ammunition Information: use Factory Remington Ammo			
Manufacturer: Remington		Type: 22-250	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information: N/A			
Powder Used: N/A		Powder Weight: N/A	
Case/Hull Used: N/A		Primer Used: N/A	
Bullet Type/Shot Size: N/A		Reloader Used: N/A	

Firearms Care (Cleaning and Lubrication): <u>Every 6 Rounds or After Hunting Season</u>	
Brand of cleaning solution used: <u>Remington</u>	
How often do you clean the bore? (Months or Number of rounds) <u>Every 6 Rounds</u>	
How often do you clean the action? (Months or Number of rounds) <u>Every 6 Rounds or After Deer Season</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>Every 6 months</u>	
Brand of lubricant used: <u>Rem oil</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>Every 6 Rounds</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>Every 6 rounds</u>	
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>Every 6 months</u>	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>N/A</u>	
What were the services performed? <u>N/A</u>	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p>⚠ 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>:: 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.</p>	

Reference #
111220-000062

Status
Unresolved

Assigned To
Administrators
Christy -

Product
Firearms
Centerfire Rifles

SLA
Not specified

Queue
CSR

Date Created
12/20/2011 01:55 PM

Date Initial Solution Response
None

Last Updated
12/20/2011 04:07 PM

Customer SmartSense
-1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

miss fire

Discussion Thread

Note (Jennifer .)
claims it fired without finger on trigger

12/20/2011 04:07 PM

Customer (nicholas brown)

12/20/2011 01:55 PM

i have a misfire problem with a gun i aquired a few years ago brand new from your company. the model number is g6628607. i am a ware of mis fire problems you r having with the model 700. my gun is a model 700 22-250. the problem i have is that when hunting and ready to shoot i move the safty to fire. when i do this my gun discharges with my hand or finger no where near the trigger. this has happened on moe than 1 ocasion. this for me is dangrous. but my question is does your company reimburse me for the cost of fixing this problem? i know of the recalls on the 600 modles and the 1% problems with the 700 modles. there for my second question is should i return the gun to the factory for a replacement or a nother model of rifle.

Primary Contact

First Name: nicholas
Last Name: brown
Organization:

Login: nickbrown
Title:

Contact Type:

Email: alovedove@hotmail.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

7250

1203 Penn Ave
Vandergriff, PA 15690

724-889-6743

ARS LABEL REQUEST FORM

DATE: 01/10/2012	Service Request # SR00009095
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	
email address: Christy.Mitchell@remington.com	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	NICHOLAS BROWN 1203 PENN AVE VANDERGRIFT, PA 15690 US SR00009095 Email: Christy
RETURN ITEM TO:	ILN Arms Services



4XX598 JAN 10, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX5989065047359 ALL CURRENCY USD
 REF 1:SR00009095
 REF 2:

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

ATTN: Prod Serv #7250



106628607
Size: 700
RE00259626



