

Remington Arms Co., Inc.
Product Service
Legal Case #:7256

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
253336	1/10/2012	1/11/2012	1/11/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Ray	1153 W Enclave Circle	Lewisville	CO	80027		E.jray5740@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired on safety release	Concern:1007 Fired on Safe Release		Unknown
C				

1/26/12 Per note with rifle, If you close the bolt with the safety in the on position, then push the safety off you can see a slight movement.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	85408	G6983664	CE	7/1/2010 8:44:37 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	PACIFIC FLYWAY 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, clean, test fire, final ream and polish chamber under warranty						

Repair/Replacement Cost	Repair/Replacement Date
47.40	1/26/2012

1/26/12 Per Ilion, check rifle completely. Could not duplicate concern. To restore confidence in rifle will replace TPA, clean, test fire, final ream and polish chamber under warranty. Note: the movement in F. P. head is normal, it is making contact with sear cam.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/11/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 300 RUM
	Date Code		CE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; 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	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	True	PULL SCREW ALTERED SEALANT REMOVED
	Sub-Assembly	X-Mark Pro	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



26"
CE 4/1
5#
.007

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 SR00007730	Serial Number / Description G6983664 Model 700 RIFLE Caliber: 300	Date of Request: 12/28/2011 Date Printed: 12/28/2011
Customer: JOHN RAY 1153 W. ENCLAVE CIRCLE LEWISVILLE, CO 80027 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	

Email: jray5740@gmail.com
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

CLAIMS GUN WILL FIRE WHEN THE SAFETY IS RELEASED *NOT A CLAIM, ITS A FACT, IT HAPPENED. PROBABLY MORE THAN ONCE AS EVIDENCED BY OTHER LINK ROUNDS TAKEN OUT OF GUN (SEE INCLUDED WRITE UP + PHOTO'S). ALSO PLEASE REVIEW PHOTO'S OF FIRED CASES + CHECK CHAMBER FOR BUCKS. IF YOU CLOSE THE BOLT WITH THE SAFETY IN THE ON POSITION, THEN PUSH THE SAFETY OFF YOU CAN SEE A SLIGHT MOVEMENT*

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	
OF THE PROTRUDING PART OF THE REAR OF THE BOLT. (A SIMPLE TEST I did)								
THANK YOU								
John RAY								

G6983664
Model: 700



RE00253336

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

check rifle over completely.
could not duplicate concern.
to restore confidence in rifle
will replace TPA + Test Rifle.
check over, final clean + polish
chamber. Note: the movement
in F.P. head is normal - it is making
contact with sensor cam.

warranty

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

RECEIVED
JAN 16 2012

BY:

Correction to the SR Number, The service rep on the phone told me the number for this request was SR7715, however when I got the instructional email from customerservice@remington.com it is saying the number is SR7730. Please reference the attached to the proper SR #, whichever it is.

Thank You
John Ray

On 12/28/2011 9:18 AM, JOHNNY RAY wrote:
To whom it may concern:

After talking with a service rep I am sending this email description of my issue along with a PDF of photo's taken under an electronic digital micro scope. Remington model 700 in 300 Rem Ultra Mag s/n G6983664 was purchased in April of 2011. Gun has no more than 2 boxes of shells fired through it. Service rep has issued me case number SR7715.

Sequence of events:

- 1) Gun purchased from Remington rep in April 2011.
- 2) Scope mounted and bore sighted June 2011
- 3) Gun Sighted in July 2011
- 4) Late Oct 2011 gun was taken on an Elk hunt in Colo.
 - Upon returning to camp for the day saftey was pushed to off (fire position) to unload gun. Gun went off as saftey was pushed.
 - Continued to hunt for remainder of trip. As my new job required lock down training for several months I did not have a chance to get back to this until now as my training has completed.
- 5) Over Christmas I got a new scope and we began to talk about what had happened while on our Elk trip. That led to us looking closely at other unfired shells that were in the gun and noticed small firing pin impressions in a couple of the primers (see photo's). Because we are unsure if this is occurring while closing the bolt or while pushing off the saftey (or both) we are afraid to chamber another round to find out
- 6) Began looking at cases which were fired through the gun at the sight in range and notice a gouge or groove in them which looks like it could be coming from a burr inside the chamber. Only seen this condidtion on fired cases, not on unfired cases.

My family owns more than a dozen Remington fire arms and we are very experienced shooters and hunters. None of our other products have ever shown an issue and we are Remington supporters/fans. None of our guns, including this one have ever been modified. Something is wrong with my new rifle and I am requesting the situation be taken of. I feel this gun is unsafe and would like it fixed, or better yet replaced.

I have attached a PDF of photo's related to the issues. Included you will find:

- a couple of photo's showing the original box label, sn, and date of manufacture
- a couple of pictures of the fired cases showing the Gouges (they are identical on all fired cases)
- A photo of two unfired shells showing the primer impressions.
- the photo to right of this is one of these shells showing that it is in fact unfired.

Again I am an avid Remington supporter and wish only to have a reliable, safe gun to enjoy.
Please do all that you can to assist me with resolving this issue.

Respectfully

John Ray

Subject: Service request SR7715/7730

From: JOHNNY RAY <c_j_ray@msn.com>

Date: 12/28/2011 9:18 AM

To: <info@remington.com>, <johnny.ray@oracle.com>, <jray5740@gmail.com>

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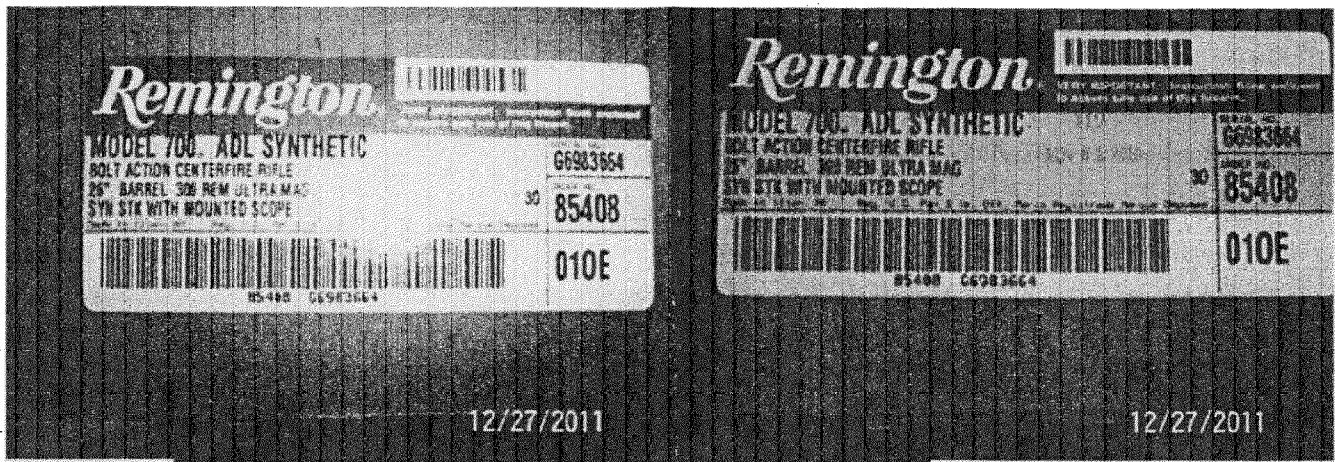
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John Ray

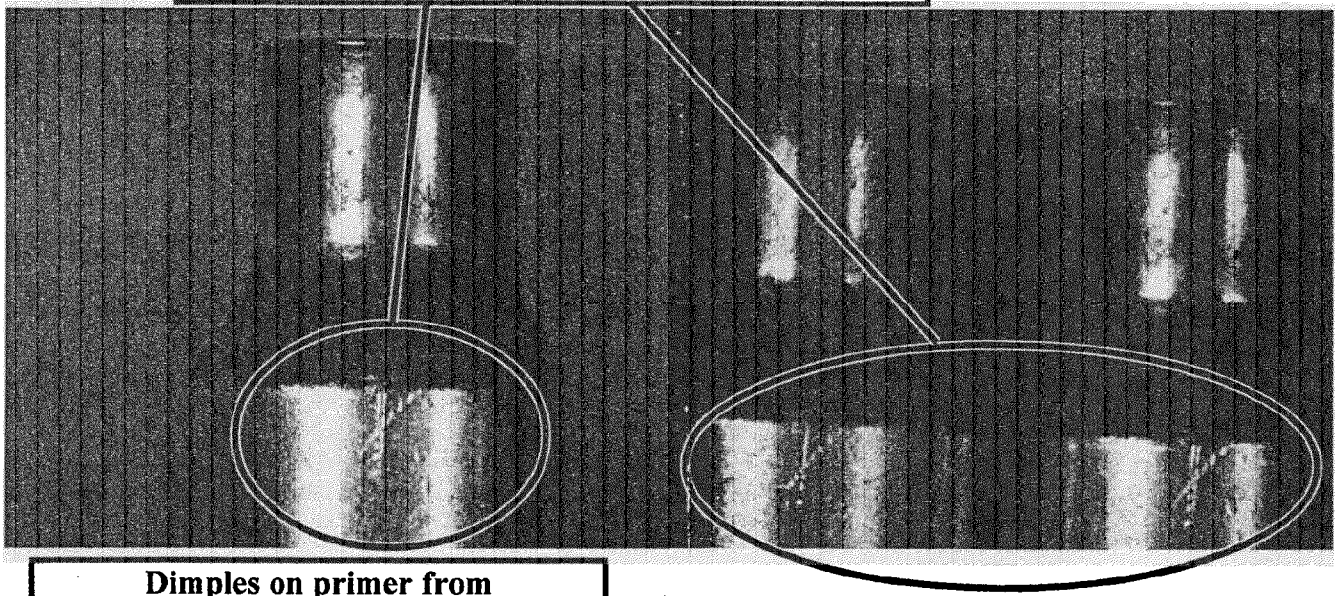
— Attachments: —

Serial No. G6983664-4.pdf

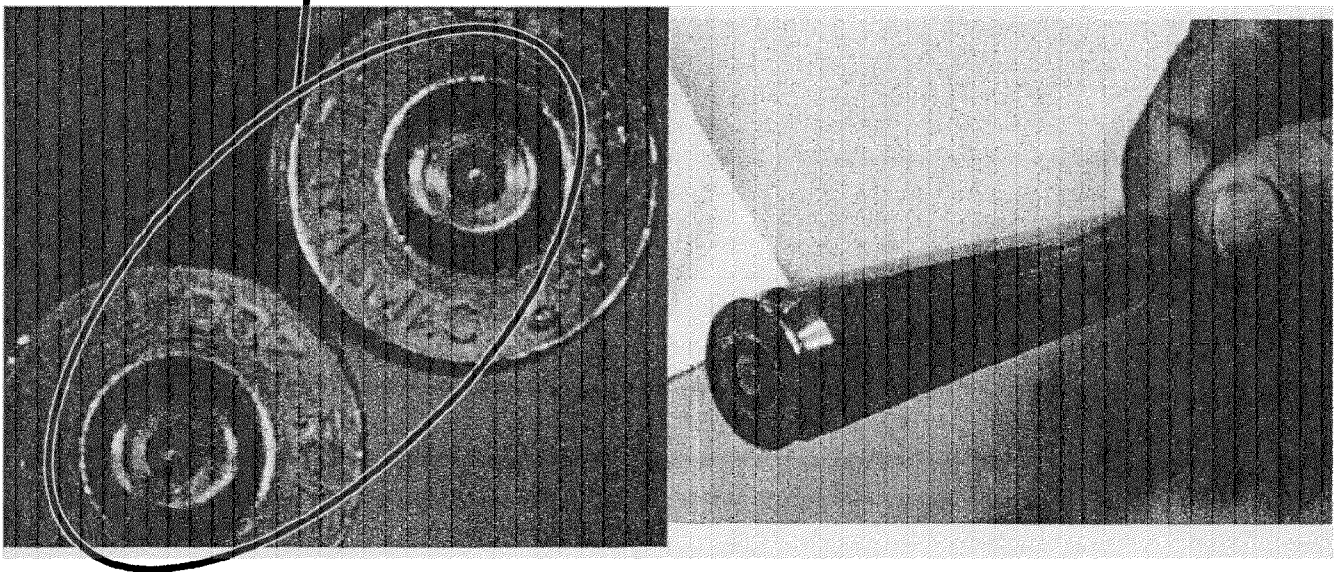
106 KB



Identical grooves upon extraction of the shell



Dimples on primer from unfired shells





JG69833664
SNP 700
REG0253336

