

Remington Arms Co., Inc.
Product Service
Legal Case #:7194

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
255348	1/20/2012	1/3/2012	1/23/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Scott	Campbell	1114 Pointe Cove	Brandon	MS	39042		W 601-961-0007 E scottcamp70@att.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054 As received Follows Down		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

1/3/12: Customer called in. He stated the trigger was set at about 2 pounds but he turned it up to make it heavier. He feels there is a safety issue. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84467	S6692872	PD	6/24/2009 8:54:06 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
7/1/2009	SPORTS SOUTH LLC		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 - Repair @ n/c - warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50	1/25/2012				

1/4/12: Mailing ARS & forms. Box order# 1292625. df 1/21/12: Per Ilion - Trigger not returning under sear properly. Replace TA, check over & test fire at n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/23/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4054	As received Follows Down	TRIGGER NOT RETURNING PROPERLY
Barrel	Description		20" 308 WIN HB FL
	Date Code		PD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Scar	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	False	40X TPA
	Sub-Assembly	M/700 Non-Bolt Lock	

2011
PD6/09
3#
2012

COPY

7194

January 4, 2012

Scott Campbell
1114 Point Cove
Brandon, MS 39042
Phone: 601-961-0007

Ref: # 7194, Model 700, Serial # S6692872

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

RECEIVED
JAN 21 2012

enclosure

S6692872

Model: 700



RE00255348

BY:.....
Trig. not returning under
Sera properly, replace TPA,
check over & test fire at
N/C
warranty

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

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

Service Request Number SR00008320	Serial Number / Description S6692872 Model 700 RIFLE Caliber: 308	Date of Request: 01/04/2012 Date Printed: 01/04/2012
Customer: SCOTT CAMPBELL 1114 POINT COVE BRANDON, MS 39042 US Email:	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

Product Service # 7194 - FSR

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

Model Number: (308) 700 XCR COMPACT TACTICAL		Serial Number: S 6692872	
Name: SCOTT CAMPBELL		Date of Purchase: 7/1/09	
Address (no PO Boxes): 1114 POINTE CV			
City: BRANDON MS		State: MS	Zip: 39042
Phone (Daytime): 601-961-0007		Fax:	
E-mail Address: SCOTTCAMP70@ATT.NET			
Please describe your problem: (SEE ATTACHED LETTER) <div>500 characters left</div>			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> 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. :: 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.			
<div>Print</div>		<div>Reset</div>	

Summary of Model 700 XCR Compact Tactical Issues

Date: 1/5/12

Product: Remington 700 XCR Compact Tactical S/N: **S6692872**

Owner: Scott H. Campbell, 1114 Pointe Cv, Brandon, MS 39042

Issues/Failures:

- 1) Firing pin falling when safety is flipped from off to on position. Doesn't happen every time and is random.
- 2) With Safety in OFF position, firing pin will frequently fall simply by cycling the bolt.
- 3) Inconsistent trigger pull weight when measured. Pull weight can sometimes vary by up to 1 lb or more from dry fire shot to shot with no adjustment made to the trigger weight screw. Pull weight measured using Lyman digital scale and tested in a consistent manner shot to shot. (To verify the accuracy/consistency of my Lyman gauge I checked two other Savage AccuTrigger rifles and it is measuring completely consistent on them, within 3 ounces or so on a 2.5lb trigger pull wt).

For Issue 1: First experience with a failure occurred during a deer hunt in December. As a deer approached, I slowly eased the safety to OFF with my thumb and index finger and immediately the gun went off - as soon as the safety reached the forward/OFF position. My hand was not near the trigger or even the trigger guard, nor was there anything else touching or near the trigger. Rifle was stationary (not being moved around) and was resting on a shooting rail. The rifle was pointed in a safe direction so no harm was done other than scaring the heck out of me. In almost 30 years of hunting/shooting, I've never had a weapon fire by simply flipping the safety off.

In trying to replicate this failure, it appears that if the trigger weight is set less than about 4 lbs and there is *any* pressure applied to the trigger with the safety ON, the firing pin will occasionally fall when the safety is later flipped to OFF. It doesn't happen every time but through my testing there were several times it happened consecutively. (Note: I have a friend with the exact same model 700 XCR Compact Tactical in .308 - in no instance did his fire upon flipping the safety, no matter what amount of pressure was applied to trigger *prior* to flipping safety to OFF)

For Issue 2: With the safety OFF, I can cycle the bolt and the firing pin will frequently fall when the bolt is returned to the forward position. The firing pin appears to fall as the bolt is returned to the forward position and *begins rotation toward the lock position*. This could be an incredibly dangerous situation with live rounds. The round could fire before the bolt lugs are fully engaged and blow the bolt back in a shooter's face with horrific results. I have not experienced any failures once the trigger pull weight is adjusted up to 4 lbs plus. There are times when I can cycle it 20 times without a failure and then it will go on a streak of failing frequently (several times in a row or then about 1 out of every 3 times for a period of time).

For Issue 3: With the trigger set at a relatively high pull wt of 4 lbs plus, the measured pull weight is fairly consistent. However, as the trigger pull weight is adjusted incrementally lighter, the measured pull

Summary of Model 700 XCR Compact Tactical Issues

weight begins to vary widely. The lighter the trigger is adjusted the more the pull weight varies from dry fire shot to shot (It may be 2# 8 ounces one time and 3# 11 oz the next shot with no adjustment being made). I expected much more consistency from the 40X trigger.

Other Observations: Just for testing purposes, I took my friend's bolt (same model, same .308 caliber) and placed it in my rifle for subsequent dry fire testing. The failure issues still occurred with the other bolt so I'm convinced it is not a bolt issue but rather an issue with the 40X trigger sear engagement.

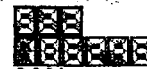
This rifle has exactly 90 rounds through it. Prior to these issues experienced recently, I was pleased with this rifle. I take extremely good care of my rifles and this one has never been dropped, bumped or mishandled in any way. I am very disappointed having experienced these recent, potentially dangerous, issues and expected much better quality control from Remington on one of your high-end products.

I can be contacted at 601-961-0007(daytime-office) or 601-826-0521 (mobile) with your findings and proposed resolution. My email is scottcamp70@att.net

Sincerely,



Scott Campbell



ist Financing!!!

We Pay CASH for Your Used

[Click Here to Sell or Trade with Us](#)

Click Here to Trade with



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Order Information

[\(Printer Friendly Version\)](#)

Advanced Firearm Search

Select Gun Caliber

POWER SEARCH
Find it Quick

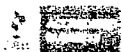
HOLSTER/OPTICS FIT CHARTS

Quick Find



Search In Descriptions

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Store Directory

Gift Card

Muzzleloaders

[+] Ammunition

[+] Gun Accessories

[+] Gun Safes

[+] Handguns

Left Hand

[+] Rifles

[+] Shotguns

Youth Guns

[+] Scopes / Optics

Gun Closeouts

Gun Exclusives

[+] Used Guns

Reserve Order Guns

MAP

Manufacturers

Beretta

Browning

CZ USA

Leupold

Remington

Ruger

Savage Arms

Smith & Wesson

Springfield

Taurus Handguns

[click here to see all brands we sell](#)

Gun Classifieds

Order #82452 (No FFL or Pay)

Order Date: Wednesday 01 July, 2009

Order Total: \$1,115.00

Delivery Address

Scott Campbell
207 Cherry Dr.
Brandon, Mississippi
39042
U

Products

1 x Remington 700 TACT XCR 308 20 GRN/BLK

Shipping Method

Shipping to Mississippi:
1 gun (Insured - (full refund/replace for items lost/damaged in shipping))

Billing Information

Billing Address

Scott Campbell
207 Cherry Dr.
Brandon, Mississippi
39042
U

Sub-Total: \$1,103.00

Shipping to Mississippi:

1 gun (Insured - (full refund/replace for items lost/damaged in shipping)):

\$12.00

Total: **\$1,115.00**

Payment Method

ccsecured

Order History

07/01/2009 Pending

07/01/2009 No FFL or Pay We will need a copy of your dealers FFL license and your payment before we can proceed to process your order.

Please reference your NAME and ORDER NUMBER when sending your payment and FFL. You will receive additional emails from us to let you know when we have received your information.

Please send Payment and FFL too:

BudsGunShop.com

1123 Winchester Road

Lexington Ky 40505

phone: 859-368-0371

MODEL 700TH XCR COMPACT TACTICAL
BOLT ACTION RIFLE - W/TRINYTETM
20" FLUTED BBL 308 WIN
OLIVE GREEN/BLACK TACTICAL STOCK

ASK FOR THE PACKING CARTON

3509 INSTRUCTION BOOK
301049 CABLE LOCK

30 FORM F1684

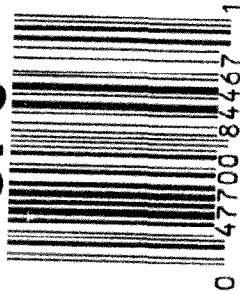
owner registration sticker



proof of purchase



UPC



ORDER NO. **84467**

BARREL LENGTH 20"

CAPACITY 6

S6692872

Remington[®]

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PRINTED IN U.S.A.

PART NO. 3509
RD FORM RD 7055 REV. 12/08

ARS LABEL REQUEST FORM

DATE: 01/04/2012	Service Request # SR00008320
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
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LABEL INFORMATION

MAIL LABEL TO:	SCOTT CAMPBELL 1114 POINT COVE BRANDON, MS 39042 US SR00008320 Email:
RETURN ITEM TO:	ILN Arms Services



4XX698 JAN 4, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX6989068021071
 REF 1: SR00008320
 REF 2:
 ALL CURRENCY USD
 HANDLING CHARGE 0.00
 SHIPMENT PUB RATE CHARGES:
 DV 0.00
 DC 0.00
 AH 0.00
 TOT PUB CHG 10.27
 COD 0.00
 DGD 0.00
 PR 0.00
 FRT: 3RD
 SVC T/P USD
 RS 0.50
 ROD 0.00
 PUB + HANDLING 10.27

ATTN: Product Service





