

Remington Arms Co., Inc.
Product Service
Legal Case #:6722

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
n/a		10/24/2011	7/5/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tim	Chapman	1905 SW 125 Court	Miami	FL	33175		H 305-796-4050 E tchapman@miamiherald.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064 Not Examined by Product Service		Unknown	
S FBC	Concern:1008 Fired on Bolt Closing			
C				

Customer sent in an email. Ref# 111016-000083. He stated in 2009 his rifle fired when he closed the bolt. No damage, No injury. He stated that he has kept the gun very clean and have never altered the trigger or anything else. He stated the FBC happened twice. He put rifle away after this happened. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25773	B6747347		
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY'S SPORT SHOP 18447		U			

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
Gun not returned to Ilion						
	Repair/Replacement Cost	Repair/Replacement Date				

10/24/11: ARS & forms emailed to customer. df 7/5/12: Gun not returned to Ilion. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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6722

Reference #
111016-000083
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
10/16/2011 11:56 PM
Date Initial Solution Response
10/21/2011 02:28 PM
Last Updated
10/21/2011 03:12 PM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

700 fired when I closed the bolt**Discussion Thread****Customer (Tim Chapman)****10/21/2011 03:12 PM**

Hi Dell, thanks for responding to me about the issue with my model 700 30-06. I pulled the file on the gun and see I purchased it new at a store in Miami in Dec. Of 1985. The serial no. Is B6747347, order no.5773 it is a model 700 ADL, 22" barrel, 30-06, the packing no is 5007RF, made in Ilion, NY. I have used the gun each year to hunt deer two trips each year since I bought the gun. The gun is in it's original state. I have not altered the gun in any way except to adjust the rear sight to place a 150 grain bullet in a target at 25 yards which makes it also right on at 100 yards. I have killed about twenty deer with the gun using the open sights that came from the factory. Each deer was killed with one well placed shot. The gun is very accurate as is. My last deer was killed at 285 yards with the gun in 2009. I keep the gun very clean and have never altered the trigger or anything else. After I shot the deer in the evening, I came back out to the same deer stand in the morning and after I climbed into the stand, I chambered a round and closed the bolt without my finger on the trigger and the gun fired. I was shocked but since I had the muzzle in a safe position, the only thing that was hurt was my pride and my hunting day. I inspected the gun, it was clean, so I chambered another round and it went off again. I put the gun away and have not touched it since. I assumed it had a very dangerous flaw. I hunted with my other guns last year, not dealing with the 700 until now. I have never let anyone else even touch this gun. It is my pride and joy because it is so accurate, so you must understand my feelings. Please send the label and form to me at: Tim Chapman, 1905 SW 125 court, Miami, Florida 33175 my phone is 305 796 4050. Thank you, Tim Chapman

From : Remington Information [mailto:info@remington.com]

Sent : Friday, October 21, 2011 11:28 AM

To : tchapman@miamiherald.com tchapman@miamiherald.com

Subject : 700 fired when I closed the bolt [Incident: 111016-000083]

Response (Dell -)**10/21/2011 02:28 PM**

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,
Dell

Note (Jennifer Rakestraw)**10/19/2011 03:20 PM**

Please see below. Thanks! Jen

Customer (Tim Chapman)**10/16/2011 11:56 PM**

The model 700 bolt action 30-06 I bought from you in the late 70,s or early 80,s fired when I closed the bolt. I checked the gun, it was clean as usual, and it did it again. I can't use a gun to hunt with that fires when I close the bolt. Call me please. Tim Chapman. 305 796-4050 or email me at tchapman@miamiherald.com.

Primary Contact**First Name:** Tim**Last Name:** Chapman**Organization:****Login:** tchapman@miamiherald.com**Title:****Contact Type:****Email:** tchapman@miamiherald.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**

Remington®

October 24, 2011

Tim Chapman
1905 SW 125 Court
Miami, FL 33175
Phone: 305-796-4050

Ref: # 6722, Model 700, Serial # B6747347

Enclosed is a form to let the factory know what happened and service request paperwork. A pre-paid shipping label for UPS will be emailed separately.

Please include a copy of this letter, form, and service request to put inside the shipping container. The letter, form 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

Model Number:		Serial Number:	
Name:		Date of Purchase:	
Address (no PO Boxes):			
City:		State:	Zip:
Phone (Daytime):		Fax:	
E-mail Address:			
Please describe your problem:			
500 characters left			
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.			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

[REDACTED]

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 SR00001781	Serial Number / Description B6747347 Model 700 RIFLE	Date of Request: 10/24/2011 Date Printed: 10/24/2011
Customer: TIM CHAPMAN 1905 SW 125 COURT MIAMI, FL 33175 US Email: tchapman@miamiherald.com	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
MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service# 6722 - FBC

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

Grand Total: \$. 00

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00001781
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



Fulcher, Dell Marie

From: postmaster@remington.com
To: tchapman@miamiherald.com
Sent: Monday, October 24, 2011 4:32 PM
Subject: Relayed: Tim Chapman - Remington Ref# 6722

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

tchapman@miamiherald.com

Subject: Tim Chapman - Remington Ref# 6722

ARS LABEL REQUEST FORM

DATE:	10/24/2011	Service Request #	SR00001781
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	

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

MAIL LABEL TO:	TIM CHAPMAN 1905 SW 125 COURT MIAMI, FL 33175 US SR00001781 Email: tchapman@miamiherald.com
RETURN ITEM TO:	ILN Arms Services



4XX596 OCT 24, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067567374
REF 1:SR00001781
REF 2:CD

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COO 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.77	PUB+HANDLING	10.77

ATTN: Product Service