

Remington Arms Co., Inc.
Product Service
Legal Case #:7587

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
266119	4/30/2012	4/16/2012	5/1/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mitchell	Johnson	3526 W Morrow Dr	Glendale	AZ	85308		H 623-581-7383

Incident Information

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

4/16/12 Per call from Mitchell, last wife his wife was going to shoot at a deer and if fired when she flipped the safety off. He has cleaned it and checked it since and it looked clean.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPRG	25634	B6780941	CG	4/22/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
	UDISCO		N			

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 at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.40	5/7/2012				

4/16/12 Mailing ARS.cm 5/7/12 Per Ilion, could not duplicate concern. Trigger assm dirty and pull screw altered. Safe works very hard. Replace TPA, clean, test at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/1/2012
	Product Type		RF
	Action Type		A

	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		CG
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	GLASS BEDDED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, SAFE WORKS VERY HARD
	Pull	---Select---	2.5#
	Altered	True	PULL SCREW ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

CG 4/86 200
2.54
.012
COPY

7587

April 16, 2012

Mitchell Johnson
3526 W. Morrow Dr
Glendale, AZ 85308

Subject: Case # 7587, Model 700 Barrel, SR# 17556

Dear Mr. Johnson,

Enclosed is a prepaid shipping label to cover shipment of the firearm to our factory for inspection. Please include a copy of this letter with it 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 product is logged in correctly.** Please mark the small ends of the boxes "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
MAY 07 2012

BY:

Serial Number: **B6780941**

Model: **700**



RE00266119

could not dip concern
T.A. dirty & pull screw altered
SAFE works very hard
replace TPA, clean & test AT
N/c #230145

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #7587

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 SR00017556	Serial Number / Description B6780941 Model 700 RIFLE	Date of Request: 04/16/2012 Date Printed: 04/16/2012
Customer: MITCHELL JOHNSON 3526 W MORROW DR GLENDALE, AZ 85308 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

Fired when releasing safety.cm

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

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

Model Number: <u>700</u>	Serial Number: <u>B6780941</u>
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: <u>Mitchell Johnson</u>	Date of Purchase: <u>1996</u>
Address (no PO Boxes): <u>3526 W. Morrow Dr.</u>	
City: <u>Glendale</u>	State: <u>AZ</u> Zip: <u>85308</u>
Phone (Daytime): <u>623-581-7383</u>	Fax: <u></u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>M.MJ737@AOL.COM</u>	
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>November 19th 2011 We had a hunt going on. Twice on that hunt, when the safety was moved to the "off safe" position the rifle discharged. Also the safety is hard to move from safe to off safe. The rifle gets maybe 20 to 30 rounds a year through it.</u>	
Ammunition Information:	
Manufacturer: <u>Federal</u>	Type: <u>Paper Shot</u>
Other (i.e. bullet weight/type, shot size, powder): <u>180 gr</u>	
Handload Information:	
Powder Used: <u></u>	Powder Weight: <u></u>
Case/Hull Used: <u></u>	Primer Used: <u></u>
Bullet Type/Shot Size: <u></u>	Reloader Used: <u></u>

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	<i>Butch's Bore Shine</i>
How often do you clean the bore? (Months or Number of rounds)	<i>each range session</i>
How often do you clean the action? (Months or Number of rounds)	<i>each range session</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>12 months</i>
Brand of lubricant used:	<i>M-Pro 7</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>each range session</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>each range session</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>12 months</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
<i>never</i>	
What were the services performed?	
<i>N/A</i>	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
<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.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

ARS LABEL REQUEST FORM

DATE: 04/16/2012	Service Request # SR00017556
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchellcs	email address: Christy.Mitchell@remington.com

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

LABEL INFORMATION

MAIL LABEL TO:	MITCHELL JOHNSON 3526 W MORROW DR GLENDALE, AZ 85308 US SR00017556 Email: Christy
RETURN ITEM TO:	ILN Arms Services



4XX596 APR 16, 2012 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066658563
 REF 1: SR00017556
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRGs:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 13.52		SP 0.00
	PUB+HANDLING	13.52

ATTN: Prod Serv #7587	
------------------------------	--

7779

JOHNSON'S GUN DEPOT

2231 Mt. Pleasant Road - Box 175

Norvelt, PA 15674

Phone: 724.423.1100 Fax: 724.423.1454

email: guns@zoominternet.net ---- www.johnsongundepot.com

721
PA 48
4#
.009

Date: 7/9/12 RMA # (If needed) _____

To: REMINGTON ARMS SERVICE

Address: SR# SR00023508 14 HOEFLER AVE

City: ILION State: NY Zip: 13357

Attention: REPAIR

Dear Sir or Madam:

We are sending the following firearm to you:

Make: REMINGTON Model: 700BDL Serial: 6804902 Caliber/Gauge: 270

for: _____

The following is a description of the problems with this firearm or the work that is needed to this firearm:

Closed Bolt released safety
Gun fired prematurely

RECEIVED
JUL 19 2012

Serial Number:

B6225176

Model: **700**



RE00274363

BY: _____
could not duplicate concern
T.A. dirty. replace TPA, clean &
test under BLP low & 20. + ship
Quote

Your prompt cooperation in handling this fireram is sincerely appreciated. If you have any need to contact us concerning this fireram, please direct your call to me. Thanks again.

Timothy A. Shauli
Representative of Johnsons Gun Depot





