

Remington Arms Co., Inc.
Product Service
Legal Case #:7923

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
281814	9/11/2012	9/12/2012	9/12/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William	Wagner	7162 Spring Hill Rd	North East	PA	16428		H 814-397-7988 E william.wagner@kemira.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Failed to fire then could not put on Safe	Cause:4015 Improper Maintenance Concern:1032 Safety not working properly	Unknown	
C				

9/21/12 Per letter with rifle, Wagner purchased this rifle in the 80's. At times the gun will fire by itself when a new shell is racked and the bolt closed. He mentions an incident in 2002, hunting in NW PA, very cold, he loaded his rifle with 5 new shells and put the safety on. When a doc came by, he pulled up, took the safety off and depressed the trigger and it did not fire. The trigger would not move. He tried to put the safe back on and the lever would not move. He tried it a couple of times. He unloaded and left for the day. He cleaned and put it away for the year.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25793	B6630165	EE	10/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	R M CRAWFORD CO INC 15537	TWO PIECE BASE	U			

CONCERN: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Can offer to replace TPA, clean, test at 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

9/21/12 Per Ilion, trigger assm has a partially dried and sticky lube residue causing parts to bind and work sluggish. Can offer to replace TPA, clean, test at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/12/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
	Description		22" 3006 SPRG
	Date Code		EE
	Bore Plugged	False	
	Bulged	False	

Barrel	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; Not Functioning	BINDS
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		STANDARD SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	HAS A DRIED AND STICKY LBE RESIDUE,PARTS BIND AND WROK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Parts and Repairs: P-800-243-9700 F-356-548-7801

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.

22.11
EE 10/8
6.54
0.014

Service Request Number SR00028071	Serial Number / Description B6630165 Model 700 RIFLE	<u>7923</u>	Date of Request: 09-04-2012 Date Printed: 09-04-2012
Customer: WILLIAM WAGNER 7161 SPRING HILL ROAD NORTH EAST, PA 16428 US	Destination: Arms Services 14 Hoedler Ave Ticon, NY 13357 US		

Email: william.wagner@kemura.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 R123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
Service Request Section Consumer had an issue with the safety not working properly. Also the firearm went off when consumer closed the bolt.

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

Serial Number: B6630165
Model: 700

RE00281814

T.A. has a partially dried + sticky lube residue causing parts to bind + work sluggish. can offer to replace TPA, clean + Test At 1/2 normal cost.

Q

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

RECEIVED
SEP 17 2012

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

BY:

Remington Arms Services
14 Hoefler Ave
Ilion, NY 13357

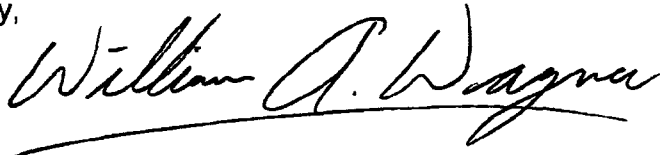
Re: Remington 700 BDL – Email conversation / misfire issue. Serial # B6630165

To whom it may concern,

I wanted to enclose all of the conversations surrounding this claim to better prepare the gunsmith in the manner of what has happened in regards to misfires over the years.

If you have any questions at all you can contact me at any time via the cell phone number below and or email. I appreciate the care that you will give to this rifle as it has been by me for many years and I still trust in the Remington name.

Sincerely,

A handwritten signature in black ink that reads "William A. Wagner". The signature is fluid and cursive, with a long horizontal line extending from the end of the name.

William A. Wagner
7162 Springhill Rd
North East, PA. 16428-5144
(814) 397-7988
William.wagner@kemira.com

Wagner William

From: Remington Information <info@remington.com>
Sent: Tuesday, February 21, 2012 12:32 PM
To: Wagner William
Subject: Fire / Safe mishap (?) 700 BDL [Incident: 120217-000044]

Follow Up Flag: Follow up
Flag Status: Flagged

Recently you requested personal assistance from our on-line support center. Below is our response.

If this issue is not resolved to your satisfaction, you may reopen it within the next 7 days.

Thank you for allowing us to be of service to you.

[To access your question from our support site, click here.](#)

Subject

Fire / Safe mishap (?) 700 BDL

Discussion Thread

Response Via Email (Jim)

02/21/2012 12:32 PM

Mr. William,

It would be best to call us at 1-800-243-9700 ask for repair and let us set up a return request.

Please be sure you have your serial number when you call.

Thank you

Customer By Email (Wagner William)

02/21/2012 08:13 AM

Jim,

Please provide me with a ship to Address and contact. Are there any specific directions required prior to shipping? Do I need to take the scope off prior to shipping?

Thank you,
Bill

Recently you requested personal assistance from our on-line support center. Below is our response.

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Subject

Fire / Safe mishap (?) 700 BDL

Discussion Thread

Response Via Email (Jim)

02/20/2012 03:31 PM

Mr. Wagner,

I can only reenter at what I have said. The safety Modification Program is for Remington model 700's produced before March 1982. Your rifle was manufactured in 1985 outside the program. We can not blindly accept your word for the problem, we have to see and duplicate the problem in our factory. Since it is out of the range of the program we would charge for this service.

Thank you

Customer By Email (Wagner William)

02/20/2012 03:00 PM

Jim,

If I am correct. So what you are telling me is that Remington is not accepting any fault or repair with this issue? What were the safety modifications as you state because it seems I definitely have an UN-safe rifle manufactured by Remington Arms. Are you telling me to send in my rifle to your shop and you will determine what the problem is or are you telling me that you will perform a service for a fee?

I am sure that in reading this letter you have concluded that this is the same type of incident that was widely talked about in the press and other forms of media and social media. Remington does not want to be responsible for his? I hope this is not the case as this is clearly nothing that I have done to the rifle.

I look forward to your response as this will set in motion my next response....

Sincerely,
Bill Wagner

mishap (?) 700 BDL [Incident: 120217-000044]

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Subject

Fire / Safe mishap (?) 700 BDL

Discussion Thread

Response Via Email (Jim)

02/20/2012 02:27 PM

Mr. William,

There is no safety recall on the rifle you have, as It was manufactured in 1985 which is after the safety modification programs date . However if you are having trouble with the trigger we will be happy to examine your rifle to determine what is going on. Please call us at 1-877-387-6691 and ask for repair.

Thank you

Customer By Email (Wagner William)

02/17/2012 01:44 PM

Dear Remington Arms,

I am writing this email in hopes of getting my Remington 700 BDL 30-06 back in proper firing condition and not harming anyone nor myself. I had a recent incident this past hunting season that made me really reflect on how this rifle has performed in the past and what issues it has had. Some very dangerous, luckily no one was injured.

I have a Remington model 700 BDL chambered in 30-06. Serial number B 6630165. I purchased this rifle for hunting back in the 80's. since then for the most part the rifle has been flawless. I have had three incidents hunting now that are all attributed to the same problem, the gun will fire BY ITSELF at times when a new shell is racked and the bolt closed. Let me explain.

The first incident occurred in 2002 hunting in NW PA. It was very cold that day. I loaded my rifle with 5 shells and put the safety on. (the gun had been fired previously in the year sighting in). After a while a whitetail doe came by, I pulled up, took the safety off and depressed the trigger.... Nothing, the gun acted like it was froze up. The trigger would not move. I tried to put the safe back on and the positioner would not move. I tried this a couple of times. I concluded at the time the rifle was froze up. I unloaded and walked off of the mountain. That was it for that day. No other opportunities arose so the rifle was cleaned and put away for the year. I never looked into the Non-fire event from then on.





