

Remington Arms Co., Inc.
Product Service
Legal Case #:3168

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
162169	2/17/2009	2/2/2009	2/18/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		George	Mangum	489 SCR 558C	Pulaski	MS	39152		H 601-575-0205

Incident Information

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

2/2/09 It has had delayed firing in the past. Recently he flipped off the safety and it shot. I asked if he had pulled the trigger previous to this and had it not fire, then put on safe and he said he had not.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25773	C6808097	PN	6/23/1993
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R	SCOPE BASE	Y			

He bought from WalMart in 1993.cm CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	CL Ultra/	3006 SPR				
Concern	Other	Factory	Reload			
0:		Y	N			

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
repair at 1/2 normal charges as goodwill gesture						

Repair/Replacement Cost	Repair/Replacement Date

2/2/09 Sending ARS.cm 2/19/09 per Bruce, could not duplicate. Replace TPA, check over, clean, function test at 1/2 normal charges.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/18/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006 SPR
	Date Code		PN
	Bore Plugged	False	

PrintDisplay

Page 2 of 2

Barrel	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.016
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	

3168

PN 6/93
22#
4#
014

February 2, 2009

RECEIVED
FEB 19 2009

BY: _____

George Mangum
489 SCR 558C
Pulaski, MS 39152

Subject: #3168, Model 700

Dear Mr. Mangum,

I am sorry to learn about the unfortunate incident you experienced with the Model 700. Enclosed is a UPS prepaid shipping label for shipment to our factory. Please print out this letter and include it with the repair form inside the box with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the box with "Supry". Fred Supry will be inspecting the firearm and will contact me with the results.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

Number: C6808097

Model: 700



RE00162169

could not duplicate concern.
dupl. TPA, check over, clean.
fire test. at 1/2 normal
charges.

Quade

ton Drive • P.O. Box 700 • Madison, NC 27025
• www.remington.com

Factory Repair Form

30-06

Model Number:	Model 700A DL	Serial Number:	C680 8097
Are you the original owner?	Yes		
Name:	George S. MANGUM	Date of Purchase:	12-11-93
Address:	489 SCR 558-C		
City:	PULASKI	State:	MS Zip: 39152
Home phone:	601 536-3008	Daytime phone:	601-575-0205
Cell phone:	601 575-0205	Fax:	NONE
Email Address	Cmangum@unipres.com		
Please describe your problem and the date of occurrence: On Feb 1, 2009, my Gun fired without pulling the trigger when I switched it from Safe to fire on the safety mechanism. This is the first & only time it has ever done this. (One time is too many for this occurrence!) I shot it 6 more times immediately after the mishap and it worked perfectly. Over the years since I have owned it, it has bang fired.			
Ammunition Information:	Rem Core Lock Ultra, Fed Premium, Win Supreme		
Manufacturer:	Hornady Light Mag	Type:	165, 168, 180 grain
Other (i.e. bullet weight/type, shot size, powder):	All factory Loads		
Handload Information: NONE			
Powder Used:	Powder wt:		
Case/Hull Used:	NA	Primer Used:	NA
Bullet Type/Shot Size:	Reloader Used:		
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: Happy's, Rem Cleaners, CLP, etc.			
How often do you clean the bore? (Months or # of rounds): After about 20 rounds or so			
How often do you clean the action? (Months or # of rounds): Same as above			
How often do you clean the trigger? (Months or # of rounds): After using in rain			
Brand of lubricant used: Rem Oil, Knight Oil, CLP, etc.			
How often do you lubricate the bore? (Months or Number of rounds)			
I wipe bore dry after cleaning. For storing long periods (6 months or more)			
How often do you lubricate the action? (Months or Number of rounds)			
I lube action after cleaning & wipe dry			
How often do you lubricate the trigger assembly?			
I lube trigger Assy only when I clean it after getting wet or during a			
Have you ever reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? Yes			
When was the last time your firearm was serviced by an authorized repair center?			
Never The trigger, action, etc has never been to a gunsmith.			
If so, what were the services that were performed?			
<p>* 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 in a firearm box. (Note: original firearm boxes will not be returned.) *Remove all accessories. *Provide a return address on both the outside and inside of the box. *Ship it insured. Our company is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p>			

(continued on back of page)

or if in rain/humidity or high humidity

I run one wet patch thru bore after cleaning

thorough cleaning

I've only had a butt pad installed on this gun by a gunsmith. No one has ever worked on, or adjusted on, the trigger assy or bolt.

or delayed firing about 12 times or so. I always thought it was just bad primers on the bullets. It did this with some Hornady Light Magnum bullets about 5 or 6 years ago. After I would pull the trigger sometimes maybe $\frac{1}{10}$ of a second would pass & then the bullet would fire. I've never heard of a bolt action not firing, so I thought it was bad primers. Last year it delayed firing on ~~one~~ one Remington Core Lock ULTRAS when I was shooting at a deer. It took about $\frac{1}{10}$ of a second or so after I pulled the trigger for the bullet to fire. I went to the pasture about 1 hour later thinking the bullets had bad primers. I shot the gun 9 times in a row with the same box of bullets and it shot perfectly.

On all bullets that I have shot over the years the ones that, hang fired or delayed fired, all had the same firing pin indentation in the primers as the ones that shot correctly. That is why I always thought it was bad primers.

I have always used either Federal Premium Bullets, Winchester Supreme, Hornady Light Magnums, or recently Rem Core Lock ULTRAS. All are always Factory Loads. By the way I can shoot $\frac{1}{2}$ " or less 3 shot groups at 200 yds with this 30-06. It is probably without a doubt one of the best shooting guns I have ever shot.

The delayed firing it has done in the past makes me wonder if the bolt is the problem.

My biggest problem & (biggest safety concern) with this gun is it firing about a week ago when target shooting when I switched it from safe to fire. The barrel was not hot because I was shooting 3 shot groups then checking the target, then shooting again ^{with} about 15 minutes between groups. It wasn't cold; it was in the 50's.

Please find the problem. One time doing this is too many! Please replace the trigger mechanism because I do not Trust it any more. I've shot many different weapons over the years since I was in the Army & I've never had one shoot when moving the safety. God was watching & nobody got hurt.

Case #	3168	Date of Call	2/2/09	Date of Incident		PreLit		Lit		Obs	
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Reporter		Incident	
name		name	George Mangum
address		address	489 Ser 558C
			Palaski MS 39152
contact #'s		contact #'s	601-575-0205
email		email	

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700	CG808097	30-06	6/93		'93 new			

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info
		Rem				CL Ultra

Other Product	
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Notes:	has delayed firing in past. Flipped off safe & it shot.
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win Fall safes after that fired fine. safety worked. Didn't fire after safe any more.

Customer's request	wants new trigger
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My actions/offers	
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February 2, 2009

George Mangum
489 SCR 558C
Pulaski, MS 39152

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Sincerely,

Christy Mitchell
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

enclosure

Remington.

www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	2/2/2009	REQUESTED BY:	Christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO: George Mangum 489 SCR 558C Pulaski, MS 39152
RETURN ITEM TO: Rem Prod Serv.

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 FEB 3, 2009 ALL CURR USD 1 OF 1
 SERVICE GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067928064
 REF 1: GEORGE MANGUM/CM
 REF 2: REF#700

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 9.05	PUB+HANDLING	SP 0.00
		9.05