

Remington Arms Co., Inc.
Product Service
Legal Case #:5413

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217413	1/4/2011	12/13/2010	1/6/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Larry	Matchak	1500 Sandy Lane	Hermitage	PA	16148		H 724-962-4637 E lmatchak@verizon.net

Incident Information

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

Customer sent in an email. He stated that his son was currently using the Model 700 that was his father's. His father bought the rifle around 1972. He stated that his father & his son have had a FSR. No damage, No injury. He would like to have trigger replaced. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	311943	EP	10/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWP PIECE BASE	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 - Quote to repair under BLM program						

Repair/Replacement Cost	Repair/Replacement Date
\$45.40	1/17/2011

12/13/10: I will email ltr & form. I will ask media coord. to email ARS. df 1/17/11: Per Ilion - Could not duplicate concern. TA very dirty & sticky, parts work sluggish. Replace TA, clean & test fire under BLM program - quote. Customer apprvd repair & paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/6/2011
	Product Type		RF

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5413&Type=Case>

1/17/2011

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		EP
	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWP PIECE BASE

Remington®

5413

22"
EP10/67
6#
009

December 13, 2010

Larry Matchak
1500 Sandy Lane
Hermitage, PA 16148
Ph: 724-962-4637
Email: lmatchak@verizon.net

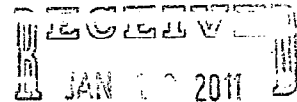
Ref: # 5413

Dear Mr. Matchak,

You will receive a pre-paid shipping label in a separate email within 24-48 hours. Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872



enclosure

Serial Number

311943

Model: 700



RE00217413

could not duplicate concern
T.A. very dirty & sticky, PARTS
work sluggish. Replace TPA,
clean & test fire under BLP
for \$20.00 + ship.

Quote

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

3006

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>311943</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>LARRY MATCHAK</u>		Date of Purchase: <u>2-3-1972</u>	
Address (no PO Boxes): <u>1500 SANDY LANE</u>			
City: <u>HERMITAGE</u>		State: <u>PA.</u>	Zip: <u>16178</u>
Phone (Daytime): <u>724-962-4637</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>LMATCHAK@VERIZON.NET</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>ACCIDENTAL FIRING WHEN SAFETY IS TAKEN OFF.</u> <u>THIS HAPPENED ON 2 OCCASIONS.</u> <u>ONCE APPROX. 20 YEARS AGO, &</u> <u>ONCE A COUPLE WEEKS AGO</u> <u>* SEE ATTACHED LETTER *</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>CORE-LOKT</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 & 180 GRAIN</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):			

LARRY MATCHAK

1500 SANDY LANE

HERMITAGE, PA. 16148

PH# 724-962-4637

REF#5413 COPY OF ORIGINAL E-MAIL SENT

MY SON IS PRESENTLY USING HIS GRANDFATHERS REMINGTON MODEL 700 30-06 BOLT ACTION RIFLE. THIS GUN WAS PURCHASE BY MY FATHER IN 1972. BETWEEN MY SON AND MY FATHER THERE HAS BEEN 2 ACCIDENTAL FIRINGS OVER THE YEARS WHEN THE SAFETY IS TAKEN OFF. I UNDERSTAND THAT THERE HAS BEEN THIS TYPE OF PROBLEM WITH THIS RIFLE DATING WAY BACK . I AM NOT INTERESTED IN ANY LAW SUITS BUT WOULD FEEL MUCH BETTER KNOWING THE GUN IS SAFE. I UNDERSTAND THAT THERE IS A REPLACEMENT TRIGGER THAT WILL SOLVE THE PROBLEM. I BELIEVE THAT IT IS THE X-MARK PRO TRIGGER ASSEMBLY. SO FAR I HAVE BEEN TOLD BY SEVERAL GUN DEALERS THAT I HAVE TO SEND THE RIFLE TO THE FACTORY TO GET THIS DONE. IF THIS IS TRUE WHERE DO I SEND IT AND HOW MUCH WILL IT COST? I WOULD APPRECIATE ANY HELP YOU CAN GIVE ME. SERIAL NUMBER ON THIS RIFLE IS #311943. THANK YOU

Brand of cleaning solution used:	OUTER'S + HOPPE'S
How often do you clean the bore? (Months or Number of rounds)	AFTER USAGE <i>DEPEND ON WEATHER CONDITIONS</i>
How often do you clean the action? (Months or Number of rounds)	AFTER USAGE
How often do you clean the trigger assembly? (Months or Number of rounds)	YEARLY
Brand of lubricant used:	OUTER'S + HOPPE'S
How often do you lubricate the bore? (Months or Number of rounds)	YEARLY - BEFORE STORING AWAY
How often do you lubricate the action? (Months or Number of rounds)	YEARLY
How often do you lubricate the trigger assembly? (Months or Number of rounds)	YEARLY
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?	
NEVER	
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<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.	
:: Provide a return address on both the outside and inside the box. Shipments without a proper	

return address will be refused.

:: 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.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Reference #
101209-000045
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
12/09/2010 12:12 PM
Initial Response
12/13/2010 08:51 AM
Last Updated
12/13/2010 09:56 AM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

REMINGTON MODEL 700 BDL

Discussion Thread

Customer (Larry Matchak)

12/13/2010 09:56 AM

HERE IS THE INFORMATION YOU REQUESTED:

RIFLE SERIAL #311943

CAL. 30-06

MAILING ADDRESS:

LARRY MATCHAK

1500 SANDY LANE

HERMITAGE, PA. 16148

PHONE # 724-962-4637

----- Original Message -----

From: Remington Information

To: lmatchak@verizon.net

Sent: Monday, December 13, 2010 8:51 AM

Subject: REMINGTON MODEL 700 BDL [Incident: 101209-000045]

Response (Dell -)

12/13/2010 08:51 AM

Dear Mr. Matchak,

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, when this occurred, and what you are expecting.

Sincerely,

Dell

Customer (Larry Matchak)

12/09/2010 12:12 PM

MY SON IS PRESENTLY USING HIS GRANDFATHERS REMINGTON MODEL 700 BDL 30-06 BOLT ACTION RIFLE. THIS GUN WAS PURCHASE BY MY FATHER IN 1972. BETWEEN MY SON AND MY FATHER THERE HAS BEEN 2 ACCIDENTAL FIRINGS OVER THE YEARS WHEN THE SAFETY IS TAKEN OFF. I UNDERSTAND THAT THERE HAS BEEN THIS TYPE OF PROBLEM WITH THIS RIFLE DATING WAY BACK. I AM NOT INTERESTED IN ANY LAW SUITS BUT WOULD FEEL MUCH BETTER KNOWING THE GUN IS SAFE. I UNDERSTAND THAT THERE IS A REPLACEMENT TRIGGER THAT WILL SOLVE THE PROBLEM. I BELIEVE THAT IT IS THE X-MARK PRO TRIGGER ASSEMBLY. SO FAR I HAVE BEEN TOLD BY SEVERAL GUN DEALERS THAT I HAVE TO SEND THE RIFLE TO THE FACTORY TO GET THIS DONE. IF THIS IS TURE WHERE DO I SEND IT AND HOW MUCH WILL IT COST? I WOULD APPRECIATE ANY HELP YOU CAN GIVE ME. SERIAL NUMBER ON THIS RIFLE IS #311943. THANK YOU

Primary Contact

First Name: Larry

Last Name: Matchak

Organization:

Login: lmatchak@verizon.net

Title:

Contact Type:

Email: lmatchak@verizon.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Model Number: 700

5413

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_... 12/13/2010

Remington -- Emailed to customer

December 13, 2010

Larry Matchak
1500 Sandy Lane
Hermitage, PA 16148
Ph: 724-962-4637
Email: lmatchak@verizon.net

Ref: # 5413

Dear Mr. Matchak,

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Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

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

copy/

December 13, 2010

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1500 Sandy Lane
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Ph: 724-962-4637
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Ref: # 5413

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enclosure

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

Print

Reset

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input type="text"/>
What were the services performed? <input type="text"/>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><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.</p> <p style="text-align: center;">:: 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. :: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

return address will be refused.

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Fulcher, Dell Marie

From: Verizon Online Postmaster [postmaster@verizon.net]
To: lmatchak@verizon.net
Sent: Monday, December 13, 2010 5:13 PM
Subject: Delivered: Larry Matchak - Ref# 5413

Your message has been delivered to the following recipients:

lmatchak@verizon.net

Subject: Larry Matchak - Ref# 5413

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/13/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR	XXXXXX		
TO MAIL			
DESCRIPTION: Ref # 5413 rifle			
4XX596 DEC 14, 2010 ALL CURR USD 1 OF 1 SVC GND COM ACT WT 10.0 LBS TRACKING# 124XX5969067010143 REF 1: LARRY MATCHAK/CD/DMF REF 2: 5413/RIFLE			

LABEL INFO

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	SVC	T/P USD
DC 0.00	DGD 0.00	RS	1.00
AM 0.00	PR 0.00	SD	0.00
TOT PUB CHG 7.92		SP	0.00
		PUB+HANDLING	7.92

MAIL LABEL TO: Larry Matchak
1500 Sandy Lane
Hermitage, PA 16148
Ph: 724-962-4637
Email: lmatchak@verizon.net

Email to customer

RETURN ITEM TO Remington Arms
Attn: Product Service
Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM

lmatchak@verizon.net

"L"

