

Remington Arms Co., Inc.
Product Service
Legal Case #:4721

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
202083	9/7/2010	9/8/2010	9/8/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Glen B.	Starnes	3502 Metairie Ct.	Garland	TX	75040		H 972-495-4338 F 972-675-3729 E glenstarnes@verizon.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1008	Fired on Bolt Closing	Unknown	
C	Fired on bolt closing			

Customer stated on our repair form - He was hunting recently in Colorado & as he chambered a round, the rifle discharged automatically. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	25787	B6772051	LG	2/19/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
6/1/1986	OSHSAN SPORTING GOODS	SCOPE BASE,BOTTOM HALF OF FRONT RING	U			

CONCERN:FBC

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	Core Lokt/100 gr	243 WIN				
Concern	Other	Factory	Reload			
0:		Y	N			

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$47.23	9/9/2010				

9/9/10: Per Fred S. - Could not duplicate concern. As goodwill gesture - replace TPA, check over, clean & test fire at n/c to restore confidence in rifle. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/8/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	

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Barrel	Description		22" 243 WIN
	Date Code		LG
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	SLIGHTLY DIRTY
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF OF FRONT RING

DMS - Marlin Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System

Repair Inquiry

Repair Number: **RE00202083** Serial: B6772051, Model 700, Center Fire, Caliber: 243
 VIN Produced: 02/19/1986 Repairman: Bruce Travis
 Status: Repairing 9/8/2010 10:30:10 AM

Verify Repair

ADDRESS INFORMATION

Customer: **GLEN STARNES** Received from: **GLEN STARNES**
 Address 1: **3502 METAIRIE COURT** Return To: **3502 METAIRIE COURT**
 Address 2: **PO Box:** PO Box: **PO Box:**
 City: **GARLAND** City: **GARLAND**
 State: **TX** Zip Code: **75040** Country: **US** State: **TX** Zip Code: **75040** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2		Shipping Hold	Current Status
9/7/2010 12:0...	EmailSent	ArmEmail	Repair Received	GLENSTARNE...		<input type="checkbox"/> Shipping Hold	Repairing
9/7/2010 12:0...	EmailVerified	ArmEmail	Receipt	GLENSTARNE...		<input type="checkbox"/> Interface Hold	9/8/2010 10:30:10 AM
9/8/2010 9:25...	MainI	Travisbw	Repair Mainten...	Status: Estimating		<input type="checkbox"/> Estimate Sent	System
9/8/2010 10:2...	Estimate	Travisbw	Estimate Update	Status: PartsHold		<input checked="" type="checkbox"/> Parts Received	Gallery
9/8/2010 10:3...	Repairing	System	Immediate SAP ...			<input type="checkbox"/> Passed Inspection	Repair Location
9/8/2010 12:3...	Expedite	pencerl	From: Repair Be...	To: Gallery		<input type="checkbox"/> Return as Received	ILN
						<input type="checkbox"/> Has Been Approved	Current Location
						<input type="checkbox"/> Internal Repair	ILN
							Transfer Number

Repair Search Refresh Close

supryfl - ILN/Prod frmRepairMain D1102R7XPIL Wednesday, Sep 8 2010 3:50 PM

start Inbox - Microsoft DMS - Desktop DMS - Marlin Rep...

RECEIVED
 SEP 09 2010

BY:.....

Print

Reset

Model Number: 700 BDL cal .243		Serial Number: B6772051	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Glen B. Starnes		Date of Purchase: 06/1986	
Address (no PO Boxes): 3502 Metairie Court			
City: Garland	State: Tx	Zip: 75040	
Phone (Daytime): 972-495-4338		Fax: 972-675-3729	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) glenstarnes@verizon.net			
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: Recently while hunting in Colorado as I chambered a round into the chamber the rifle discharged automatically. I was careful not to touch the trigger during the operation of the bolt. I chambered the round from the magazine for the initial load in preparation of the hunt. It discharge as the bolt was locked but before completion of the process. <i>could not duplicate concern.</i> <i>As a Good-will gesture, will replace</i> <i>TPA, check over, clean & TEST FIRE AT</i> <i>N/C, TO RESTORE confidence in rifle.</i> 153 characters left			
Ammunition Information:			
Manufacturer: Remington Core lockt		Type: .243	
Other (i.e. bullet weight/type, shot size, powder): 100 grain			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

22"
 6.5"
 6.5"
 .012

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Brand of cleaning solution used: Remington
How often do you clean the bore? (Months or Number of rounds)
How often do you clean the action? (Months or Number of rounds) after each use
How often do you clean the trigger assembly? (Months or Number of rounds) after each use
Brand of lubricant used: Remington
How often do you lubricate the bore? (Months or Number of rounds) after each use
How often do you lubricate the action? (Months or Number of rounds) after each use
How often do you lubricate the trigger assembly? (Months or Number of rounds) after each use
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? never
What were the services performed? n/a
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

Serial Number: **B6772051**Model: **700****RE00202083**

SPENT SHELLS IN YOUR FIREARM OR IN THIS IS A VIOLATION OF FEDERAL LAW. IF NT SHELLS PLEASE SEND THEM IN A E NAME, ADDRESS (WITH ZIP CODE), ERIAL NUMBER OF YOUR FIREARM.

of your firearm before sending it.
ent further damage in shipping and handling.
erably,
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

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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.

VISA #

REDACTED

8634

exp: 02-13

Glen B. Starnes
3502 Metairie Ct
Garland, Texas

75040



Print

Subject: **Model 700 BDL .243; Ser #B6772051; Ilion, N.Y. [Incident: 100822-000028]**
 From: **Remington Information <info@remington.com>**
 Sent: **Aug 24, 2010 08:35:12 AM**
 To: **glenstarnes@verizon.net**
 Reply-To: **info@remington.com**

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

We will assume your issue has been resolved if we do not hear from you within 72 hours.

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

To access your question from our support site, click here.

Subject

Model 700 BDL .243; Ser #B6772051; Ilion, N.Y.

Discussion Thread

Response (Daniel)

08/24/2010 09:35 AM

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

You can print the factory repair form and instructions at the following section of our site.

<http://www.remington.com/pages/support/factory-repair-form.aspx>

Or follow these guidelines if in the US:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.
5. Ship your firearm by either United Parcel Service (UPS) or Parcel Post (US Post Office). Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from

BARBER - Kinzer PPS GAL RE 0012428

your carrier. Customer is responsible for shipping charges to the factory.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoefler Avenue
Ilion, NY 13357

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.

If you have any questions as to the warranty on Remington firearms, please refer to the following section of our site.

<http://www.remington.com/pages/support/firearm-warranty-information.aspx>

Customer (Glen Starnes)

08/22/2010 01:46 PM

Here is my problem - recently on a hunting trip to Colorado, while operating the bolt to chamber a round the rifle discharged without me touching the trigger. That is the first and only time it has happened. The rifle was being held in a safe direction as always, but it automatically discharged. Please let me know if this is related to any recall of this model and group. Tell me of any corrective action I need to take so this cannot occur again. I am the original owner of this rifle which was purchased approximately in June of 1986. I hope to hear from you soon. Thank You Glen Starnes

Question Reference #100822-000028

Product Level 1: Firearms

Product Level 2: Centerfire Rifles

Date Created: 08/22/2010 01:46 PM

Last Updated: 08/24/2010 09:35 AM

Status: Waiting

----- We hope that this information will be helpful to you.
If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/>
REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> -----
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