

Remington Arms Co., Inc.
Product Service
Legal Case #:10790

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
472545	10/22/2014	10/9/2014	10/28/2014	10/4/2014			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Harry	Alderson	5042 South Scenic Hwy	Bland	VA	24315		H 276-613-1458 E harry.alderon@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S FBO	Concern:1020	Fired on Bolt Opening		
C				

10/9/14: Received call from Harry Alderson, he said that he was unloading his rifle and the gun fired while he was opening the bolt. He said that he purchased the gun new a little over a week ago. He said that the trigger has the punch mark on it indicating that the recall has been taken care of. He said that he bought the gun for his son and is now very concerned about him using it. No injury. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	N/A	RR56695E	BI	1/24/2014 11:00:31 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 1763	TWO PIECE BASE	Y			

CONCERN:FBO

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	Cash Date
					APV	APV
Per Ilion, replace trigger assembly, check						

over and test fire
at no charge

Repair/Replacement Repair/Replacement
Cost Date
\$27

10/9/14: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1741507. Ticket # 190076. jbi

10/27/14: Per Ilion, "replace trigger assembly, check over and test fire" at no charge. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		K.COFFIN
	Exam Date		10/23/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM REM MAG
	Date Code		BI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	

Safety	Description		XMP
	Function	Like new; Functioning	
	Lift	---Select---	.011
Sear	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
	Condition	Like new; Functioning	
Trigger	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		



2611
BEI/M
6#
.011

COPY

October 9, 2014

10790

Harry Alderson
5042 Scenic Hwy
Bland, VA 24315
Phone: 276-613-1458

Product Service Ref # 10790, Model 700

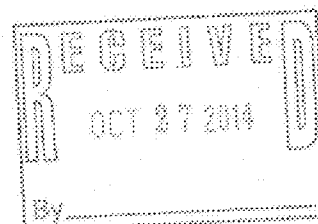
Dear Mr. Alderson,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. This label is for a UPS Hub or UPS Terminal. A box will arrive separately.

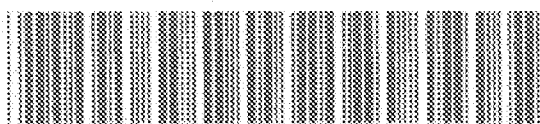
Please include a copy of this letter, form and service request to put inside the shipping container. The letter, form and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service".

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Outdoor Company
Phone: 336-548-8684
Fax: 336-548-7872

TAG: 2ND TIME



Model: 700



RE00472545



October 14, 2014

Dear Mr. Irving,

I was instructed by one of your representatives to send a letter to explain the issues I have with my Remington 700.

While attempting to unload a live round from the chamber I rifle functioned. I am enclosing (2) spent cartridges as requested by your company. The letter I received had a line marked through the portion concerning said spent cartridges. One of the shell casings appears normal at the primer while the other shell casing displays a more pronounced pucker at the primer location. I purchased the rifle at the Walmart located at 4001 College Ave., Bluefield VA 24605 on October 4, 2014. This rifle was to be son's first deer rifle.

Thank you,

Ray Shuman

Irving, Jesse

From: Nichols, Scott
Sent: Friday, October 24, 2014 11:51 AM
To: Irving, Jesse; Carson, Kris; Nickerson, Ken
Subject: RE: RR56695E

Yes, I was just looking at that and it means it was repaired from OHL in Ilion on the assembly line and not in ARM Service. The trigger will need to be replaced. Kris, I do not believe you need this gun, we can repair as needed.

From: Irving, Jesse
Sent: Friday, October 24, 2014 11:48 AM
To: Nichols, Scott; Carson, Kris; Nickerson, Ken
Subject: RE: RR56695E

Per Global, the gun came back to Ilion from OHL in May 2014 for the X-Mark Pro Trigger, and shipped back to OHL in August 2014.

DMS - Global Serial History

Serial Number:	RR56695E	Search	☐ Display BATF Only	☐ Display by Acti
			☒ Standard View	
Material Number:	27097	Date Prod/Acq:	2014/01/24 11:00:31 AM	Model ID: 700
Description:	MODEL 700.TM ADL SYNTHETIC BOLT ACTION CENTERFIRE RIFLE 26" BARREL 7mm REM MAG 3-9x40 MOUNTED SCOPE		Manufactured By:	Remington-US
			Firearm Type:	RIFLE
			Action Type:	BOLT
			Gauge/Caliber:	7MM
2014/01/09 10:04:21 PM	Rolled	barberickbj		
2014/01/24 11:00:31 AM	Packed	sterlinged	700 27097 6344319	
2014/01/24 11:00:31 AM	Print	sterlinged	PackingAdmin Reprint	
2014/01/24 01:29:24 PM	Pallet Add	sunderhaftlp	P:P200117132	
2014/01/24 01:28:24 PM	Warehoused	sunderhaftlp	6344319	
2014/01/24 01:29:29 PM	TransferAdd	sunderhaftlp	Transfer: T2008628 Pallet: P200117132	
2014/01/27 11:24:04 AM	Transferred	delongre	To: OHL on T2008628	
2014/05/29 08:47:36 AM	TransferRecv	sunderhaftlp	From: OHL Transfer: T10004921	
2014/05/29 01:28:28 PM	LocationSH	lfwarehouse	From:Receiving To:C79 Status:Warehoused	
2014/05/12 11:23:19 AM	PhyInv	lfwarehouse	Inv Loc: C79 Grouping: LEW79	
2014/05/18 08:41:21 AM	LocationSH	lfwarehouse	From:C79 To:EOD Status:Warehoused	
2014/05/19 06:02:04 AM	LocationSH	clavetteem	From:EOD To:LINE Status:Warehoused	
2014/05/19 06:07:14 AM	LocationSH	clavetteem	From:LINE To:LINE Status:Warehoused	
2014/05/19 10:50:05 PM	SpecialHandl	williamsrv	2013 X-Mark Pro Trigger	
2014/05/19 11:26:38 PM	Pallet Add	stearems	P:P200122502	
2014/05/19 11:25:45 PM	TransferAdd	stearems	Transfer: T2005317 Pallet: P200122502	
2014/05/21 09:44:18 AM	Transferred	delongre	To: OHL on T2005317	

Print

Close

From: Nichols, Scott
Sent: Friday, October 24, 2014 10:32 AM
To: Carson, Kris; Irving, Jesse; Nickerson, Ken
Subject: RR56695E

Kris, please review the following exam on a gun that came in for FBO. The trigger has the prick punch; however, the gun was not previously repaired in Ilion. Bruce Travis noted that there was not any sealant on the screws and even with the adjustment screw back all the way out, he was getting a 6# pull.

Do you want the gun as it was received to us? We could not duplicate the failure.

Sincerely,
Scott Nichols | Consumer Affairs/Quality Specialist
Remington Arms Company, Inc.

14 Hoeller Ave., Ilion, NY, 13357

Phone: 315-866-3481 | Cell: 315-866-8461 scott.nichols@remington.com



Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

October 14, 2014

Dear Mr. Irving,

I was instructed by one of your representatives to send a letter to explain the issues I have with my Remington 700.

While attempting to unload a live round from the chamber I rifle functioned. I am enclosing (2) spent cartridges as requested by your company. The letter I received had a line marked through the portion concerning said spent cartridges. One of the shell casings appears normal at the primer while the other shell casing displays a more pronounced pucker at the primer location. I purchased the rifle at the Wal-Mart located at 4001 College Ave., Bluefield VA 24605 on October 4, 2014. This rifle was to be son's first deer rifle.

Thank you,

Way Shuman



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/9/2014	REQUESTED BY:	J.B. IRVING
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
☐ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Rifle Ref.# 10790			

LABEL INFORMATION

MAIL LABEL TO: Harry Alderson 5042 South Scenic Hwy Bland, VA 24315 Phone: 276-613-1458
RETURN ITEM TO Remington Arms Co LLC Attn: Arm Service 14 Hoefler Ave. Ilion, NY 13357

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

4XX688 OCT 9, 2014 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT ALL CURRENCY USD
TRACKING# 174XX68800000018344
REF 1: REF# 10790/J/PD
REF 2:
RC 0.00 CMB 0.00 FRT: SRD
SHIPMENT PUB RATE CHARGES: SVC T/P USD
DV 0.00 CDD 0.00 RS 0.00
DC 0.00 CDD 0.00 ROD 0.00
AM 0.00 PR 0.00 PUB + HANDLING 11.00
TOT PUB CHG 11.00