

Remington Arms Co., Inc.
Product Service
Legal Case #:4492

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
193821	4/12/2010	4/13/2010	4/13/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	McCoy Outdoor Co.		McCoy Outdoor C	3498 Springhill Ave	Mobile	AL	36608		H 251-473-1080
Incident		Charlton D	Harris	418 Stirrup Ct	Mobile	AL	36608		H 251-380-9076

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S Fired on safe release	Concern:1007 Fired on Safe Release			
C				

4/14/10 Per letter with rifle, he fired the gun at a target, bolted in the next round, aimed and tried to pull the trigger and it would not pull. His friend asked to see the gun and as he was moving the safety from on to off the gun fired, into the ground. The same thing happened last year and he took it to Nusbaum and he supposedly fixed it but it has happened again.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	6681148	EX	10/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	US TACKLE CHICAGO ELK GRV ILL		U			

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. APV	Cash Date APV
Per Ilion, replace TPA, clean at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.23	4/14/2010				

4/14/10 Per Ilion, trigger assm is contaminated with a dried and sticky lubrication residue causing parts to work sluggish. Check over, replace TPA, clean under bolt lock program price for \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/13/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPR
	Date Code		EX
	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		STANDARD M/700 BOLT LOCK SAFETY - CUT OFF,MISSASSM
	Function	---Select---	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	STICKY,PARTS SLUGGISH TRIG NOT RETURNING
	Pull	---Select---	12+#
	Altered	True	SET SCREWS ALTERED SAFETY CUT OFF AND RETAINER MISSASSM
	Sub-Assembly	M/700 Bolt Lock	

Arms Services Repair & Estimate System

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

Repair Inquiry

Repair Number: **RE00193821** Serial: 6681148 Model 700 Center Fire Caliber: 3006 sprg Produced: 10/17/1973 Repairman: **Bruce Travis**
 Verify Repair Status: **ApprovalHold 4/13/2010 7:41:48 AM**

Address Information

Customer: ☒ Received From Return To: ☐ Received From
 Name: **MCCOY OUTDOOR COMPANY** **MCCOY OUTDOOR COMPANY**
 Address 1: **3498 SPRINGHILL AVE** **3498 SPRINGHILL AVE**
 Address 2: PO Box: PO Box:
 City: **MOBILE** **MOBILE**
 State: **AL** Zip Code: **36608** Country: **US** State: **AL** Zip Code: **36608** Country: **US**
 FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
4/12/2010 9:41:3	New	gamseyk	Repair Added	
4/12/2010 9:47:2	Expedite	gamseyk	From: Check In	To:
4/12/2010 11:02:	Update	valentis	Repair information cha:	
4/13/2010 8:22:1	Maint	Travisbw	Repair Maintenance	Status: Repairing
4/13/2010 7:41:4	Estimate	Travisbw	Estimate Update	Status: ApprovalHold
4/13/2010 7:42:	ApprovalHold	System	Immediate SAP Allocati	
4/13/2010 7:58:	Expedite	pencerl	From: Repair Bench	To: ApproveRack

☐ Shipping Hold
☐ Interface Hold
☐ Estimate Sent
☐ Parts Received
☐ Passed Inspection
☐ Return As Received
☐ Has been Approved
☐ Internal Repair

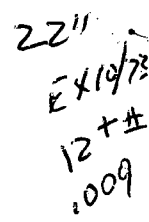
Current Status
 ApprovalHold
 4/13/2010 7:41:48 AM
 Travisbw
 ApproveRack
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close

27.00
 20.23
 20. —
 67.23
 37. —
 30.23

RECEIVED
 APR 14 2010

BY:



9492

Date 7-6-2010

Make/Model

Phone 251-380-9076.

- ☐ Reel _____
- ☐ Rod _____
- ☒ Gun _____
- ☐ Optics _____
- ☐ Sunglasses _____
- ☐ Other _____

Please repair as needed in
Mr. Harris's letter enclosed.

TRIS.

681148
700



RE00193821

TRIG. ASSM. IS CONTAMINATED
A DRIED + STICKY LUBRICATION
RESIDUE CAUSING PARTS TO WEAR
SLUGGISH. CHECK OVER, REPLACE
CLEAN UNDER BOLT LOCK PRO
CON @ 20.00 + S&H

Quote

6681148

Model: 700



RE00193821

TRIG. ASSM. IS CONTAMINATED WITH
A DRIED + STICKY LUBRICATION
RESIDUE CAUSING PARTS TO WORK
SLUGGISH. CHECK OVER, REPLACE TPA,
CLEAN UNDER BOLT LOCK PROGRAM
CON @ 20.00 + S+H

Quote

Received By: _____

Date sent to Vendor: _____

Date Received from Vendor: _____

Called Customer to Pick-up: _____

White • Store Copy / Yellow • Vendor Copy

PS 10758

also the bolt stop release is extremely hard to release. Also the magazine will only hold 2 shells.

The serial number is 6681148 (I think it is a 1973 model) Enclosed: 1 model 700 BDL 30.06 Cal. bolt action complete gun - Bolt removed and separate wrapped inside of this box.

Sincerely
Charlton D. Harris
418 Stirrup Ct
Mobile, Ala. 36608

If needed
American Express
#3772 241720 11000
Val thru 10/13

Remington Arms Co
April 2010

Gentlemen:

I am here with sending you my Remington Model 700 BDL Bolt action 30.06 Rifle for you to check out and repair.

I trust you will do these repairs for a fair price. Problem: I fired the gun at a target - bolted in the next round, aimed, and tried to pull trigger and it would not pull. My friend asked to see the gun, as he was moving the safety from on to off the gun fired, (into the ground).

The same thing happened last year. I took the gun to Mr. Nuckbaum, a local gun smith. He supposedly fixed it. But it happened again.

Print

Reset

Model Number: 700 BDL - 30.06		Serial Number: 6281148	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: CHARLTON D. HARRIS		Date of Purchase: Aug 3, 1974	
Address (no PO Boxes): 418 STIRUP CT.			
City: MOBILE	State: ALA.	Zip: 36608	
Phone (Daytime): 251-380-9076		Fax: 251-380-9076 251-380-9076	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) cbharris2007@att.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: Oct. 2010 - I fired 1 shot at a target. Bolted in a second round, aimed, tried to pull the trigger and it would not pull. My friend asked to see the rifle, as he was moving the safety from on to off the gun fired. The same thing happened about a year ago and I took the gun to Mr. Nushbaum a local Remington gunsmith. He supposedly fixed it, but it happened again. Please check this out. 500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size: Pointing SP-B, Part 150 grain		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used:			

to receive
complete form - Model number and
serial number this box.

* Also the data step 2. & 3. is different by about
also the magazine will only hold 2 shots.

How often do you clean the bore? (Months or Number of rounds)	
How often do you clean the action? (Months or Number of rounds)	
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	<i>1. 2. 3. 4. 5.</i>
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <i>about a year and a half ago.</i>	
What were the services performed?) <i>Same as above - Trigger & Safety</i>	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p 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 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 return address will be refused. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for</p>	

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 *American Express* gun)
3772 241720 11000 10/13
- :: 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.