

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3859

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
177692	10/14/2009	10/15/2009	10/15/2009				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Adam	McCrory	3042 N. 56th St.	Springdale	AR	72762		H 479-409-8310 E adamscontracting@gmail.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S Dry fired on bolt closing	Cause:4015 Improper Maintenance Concern:1008 Fired on Bolt Closing		Unknown	
C				

Customer reported: Gun dry fired on closing the bolt several times. Wants gun repaired or replaced. Asked us to adjust the trigger down to 4 lbs. dmf

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	27478	F6270694	KX	5/8/2003 6:01:44 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
9/1/2007	WAL-MART DC 6003R-REGULAR		Y			

CONCERN:FBC

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
Repair at 1/2 normal charges - gesture of goodwill						
Repair/Replacement Cost	Repair/Replacement Date					

10/16/09: Per Fred S. - Trigger & Trigger pin rusted and binding. Check over, clean & replace trigger assembly at 1/2 normal charges as goodwill gesture. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	10/15/2009	
	Product Type	RF	
	Action Type	A	
	Assigned To	F.SUPRY	
Cause	4015	Improper Maintenance	
Barrel	Description	22" 3006 SPR	
	Date Code	KX	
	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	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description	STANDARD M/700 SAFETY	
	Function	Like new; Functioning	
Sear	Sub-Assembly	ISS	
	Lift	---Select---	.012
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG AND PIN RUSTED/BINDING
	Pull	---Select---	7.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

3859

October 6<sup>th</sup>, 2009

JS  
7.5#  
14x5/03  
22"  
#012

Remington Repairs,

This is my model 700 30-06 #F670694. I retrieved it from its case on Saturday, September 26<sup>th</sup>, 2009 and opened the bolt to safety check the weapon. Nothing was in the chamber so I closed the bolt. Upon closing the bolt, the firing pin released without me touching the trigger. Shocked, I cycled the bolt several more times and the same thing happened each time. Finally, the weapon stayed in the cocked position until the safety was switched to the fire position and again the firing pin was released without the aid of the trigger.

On the following Monday, I called your service center and was given instructions to ship the gun to you for repair. That evening I got the gun back out of the case to take off the scope and sling, went through the same procedure and had the same results. Seven times I cycled the bolt and all seven times the weapon fired without the use of the trigger until finally it stayed in the cocked position.

My wife purchased this gun brand new two years ago; it had never been removed from the box. It has had 73 rounds through it and has never had the trigger adjusted. I do not feel comfortable with this firearm in my house or around my family and friends. I respectfully request, if you cannot ensure the problem is corrected, a new firearm (of equal value) be returned. My contact information has been provided below for your convenience.

Also I was wondering if while you have this gun if you could adjust the trigger pull to 4 lbs. If this is going to void any warranty please do not do this.

Thank you for your cooperation.

Sincerely,

Adam McCrory  
3042 N 56<sup>th</sup> St.  
Springdale, AR 72762  
(479) 409-8310  
Adamscontracting@gmail.com

Number: **F6270694**

Model: **700**



**RE00177692**

TRIG. + TRIG. PIN RUSTED + BINDING.  
check over, clean + replace TPA AT  
1/2 normal charges Good-will  
gesture. Quote

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## Factory Repair Instructions

Model Number: 700-30-06		Serial Number:	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Adam McCrory		Date of Purchase: sept 07	
Address (no PO Boxes): 3042 N 56th St			
City: Springdale		State: AR	Zip: 72762
Phone (Daytime): (479) 409-8310		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: see attached letter			
Ammunition Information:			
Manufacturer: Remington		Type: Core Lokt	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:	Powder Weight:		
Case/Hull Used:	Primer Used:		
Bullet Type/Shot Size:	Reloader Used:		
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: Outers			
How often do you clean the bore? (Months or Number of rounds) when through shooting each			
How often do you clean the action? (Months or Number of rounds) when through shooting each			
How often do you clean the trigger assembly? (Months or Number of rounds) when through shooting			
Brand of lubricant used: Outers			

How often do you lubricate the bore? (Months or Number of rounds) <i>after every time shot</i>
How often do you lubricate the action? (Months or Number of rounds) <i>every time shot</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <i>every time shot</i>
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
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>never</i>
What were the services performed?
<p>Ship your <b>INSURED</b> firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;"><b>REMINGTON ARMS CO., INC</b></p> <p style="text-align: center;"><b>ATTN: Arms Service Division</b></p> <p style="text-align: center;"><b>14 Hoefler Ave</b></p> <p style="text-align: center;"><b>Ilion, NY 13357</b></p>
<p><b>⚠ 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.</b></p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your <b>INSURED</b> 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p>

**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: **RE00177692** Serial: F6270694 Model 700 Center Fire Caliber: 3006 SPRG Produced: 05/08/2003 Repairman: **Bruce Travis**

Status: **ApprovalHold 10/15/2009 11:20:26 AM**

#### Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **ADAM MCCRORY** **ADAM MCCRORY**

Address 1: **3042 N 56TH ST** **3042 N 56TH ST**

Address 2:   PO Box:

City: **SPRINGDALE** **SPRINGDALE**

State: **AR** Zip Code: **72762** Country: **US** State: **AR** Zip Code: **72762** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
10/14/2009 1:13	New	thomaspe	Repair Added	
10/14/2009 1:15	Expedite	thomaspe	From: Check In	To:
10/15/2009 6:45	Main	Travisbw	Repair Maintenance	Status: Rep
10/15/2009 11:2	Estimate	Travisbw	Estimate Update	Status: Appi
10/15/2009 11:2	Approval	System	Immediate SAP Allocation	
10/15/2009 11:2	Expedite	penceri	From: Repair Bench	To: Approve

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

Current Status: **ApprovalHold**  
 10/15/2009 11:20:26 AM  
 Travisbw  
 Approver: **Rack**  
 Repair Location: **ILN**  
 Current Location: **ILN**  
 Transfer Number:

supply 10/15/2009 3:16 PM NUM IIS

start Outlook Microsoft Office Arms Services Repair & Estimate System

RECEIVED  
OCT 16 2009

BY: .....