

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3867

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
179795 + 190401	11/9/2009	10/19/2009	11/9/2009	10/12/2009			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Pat	Parrott	3393 CN 3300 E.	Kimberly	ID	83341		H 208-733-8109 C 208-539-5455

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Hole in floorboard of truck	Cause:4015 Improper Maintenance		
S		Concern:1007 Fired on Safe Release	Unknown	
C				

Customer reported: His friend was using his rifle & they both got into the friends truck. The friend decided to unload the gun inside of the truck & when he took the gun off safe to open bolt - the gun fired & shot a hole in the floorboard of the truck. No injury to anyone. dmf

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	*	62179		1/1/1900
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

## CONCERN:FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR		6278123	DS	9/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
			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. Date APV	Cash Date APV
Per Ilion, replace TPA, clean, check for BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				

10/19/09: Sending ARS label, letter and box. Box order # 1044036. dmf 3/1/10 Per Ilion, could not duplicate concern. Trig assm very dirty. Replace TPA, check over, clean under BLSM for \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/9/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		
	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	Worn; Not Functioning	BINDING
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	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		2/26/2010

Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SI[PRY
Barrel	Description		22" 3006 SPR
	Date Code		DS
	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	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

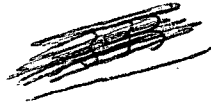
The image shows a close-up of a book cover. The cover is covered in a dense, repeating geometric pattern. The pattern consists of small squares and diamonds arranged in a grid-like fashion, creating a textured, woven appearance. The colors are in shades of gray, giving it a monochromatic look. The pattern is consistent across the entire visible surface of the book.

This is 2<sup>nd</sup> gun shipped in by this customer he put ~~the~~ a copy of the letter from the 1<sup>st</sup> gun in this one.

RECEIVED  
SHIPPED MAR 10 3 PM

BY: \_\_\_\_\_

# Remington®



October 19, 2009

DS 9/69  
22"  
3.5"  
013

Pat Parrott  
3393 CN 3300 E.  
Kimberly, ID 83341

Subject: #3867, Model 700, Serial # 62179

Dear Mr. Parrott,

I am sorry to learn about the issue experienced with your Model 700 rifle. Enclosed is a prepaid UPS shipping label to cover shipment of your rifle to our factory for evaluation. **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 boxes with the name "Supry".** Fred Supry will be inspecting the firearm and will contact me with the results.

I apologize for the inconvenience this has caused and I hope that this action will keep you as a loyal Remington customer.

Sincerely,

Dell Marie Fulcher  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8686

Fax: 336-548-7883

E-mail: [dell.fulcher@remington.com](mailto:dell.fulcher@remington.com)

could not duplicate concern.  
Trng. ASSM very dirty. Replace  
TPA, check over, clean under  
bolt lock, program Ron \$20.00+  
S&W

Quote

ton Drive • P.O. Box 700 • Madison, NC 27025  
• [www.remington.com](http://www.remington.com)

Serial Number: **6278123**

Model: **700**



**RE00190401**



## Factory Repair Form


Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <u>700</u>		Serial Number: <u>6278123</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>PAT M. PARROTT</u>		Date of Purchase: <u>1965?</u>	
Address (no PO Boxes): <u>33930 N 3300E</u>			
City: <u>Kimberly</u>		State: <u>ID</u>	Zip: <u>83341</u>
Phone (Daytime):		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>PAPA PARROTT papa.parrott@GMAIL.COM</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>This is # 2 of 2 same bolt problem.</u> <u>On # 1 taking the bolt to firing from safe it fired. you have already fixed it.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Rifle</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>30.06</u>			
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: <u>Correct</u>			
How often do you clean the bore? (Months or Number of rounds) <u>when changing</u>			
How often do you clean the action? (Months or Number of rounds) <u>when changing</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>when changing</u>			
Brand of lubricant used: <u>Pat Parrott</u>			
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 type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>Not</i>
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
<p>Ⓢ 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>:: 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.</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. We process checks electronically through Check21.</p>

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*Remington*

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Product Service  
Legal Case #:3867

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179795		10/19/2009		10/12/2009			

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## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Hole in floorboard of truck Cause:4079 Other - Unexamined Concern:1007 Fired on Safe Release		Unknown	

Customer reported: His friend was using his rifle & they both got into the friends truck. The friend decided to unload the gun inside of the truck & when he took the gun off safe to open bolt - the gun fired & shot a hole in the floorboard of the truck. No injury to anyone. dmf

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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/Replacement Cost	Repair/Replacement Date				

10/19/09: Sending ARS label, letter and box. Box order # 1044036. dmf

*11/19 Was not inspected by PS.  
Emailed Fred to get it to Bruce - pm*

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	10/19/2009	REQUESTED BY:	DMF
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: REF# 3867 RIFLE			

## LABEL INFORMATION

MAIL LABEL TO:	Pat Parrott 3393 CN 3300 E. Kimberly, ID 83341
RETURN ITEM TO:	Remington Arms Attn: Product Service Ilion, NY

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

4XX596 OCT 19, 2009 ALL CURR USD 1 OF 1  
SERVICE GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065960095  
REF 1: PAT PARROTT/CD/DMF  
REF 2: REF#3867

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
DV 0.00 COD 0.00 RS 0.50  
DC 0.00 DGD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 11.06 PUB+HANDLING 11.06