

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4828

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209137	11/3/2010	10/22/2010	11/4/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Abersold	200 Hickory Ln	Valencia	PA	16059		H 724-898-3560

## Incident Information

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

10/22/10 Per call from Abersold, he has a 1971 Model 700 that he sent to us in 1999 for repair for firing on the bolt closing. He had a local gunsmith work on it before that and he replaced a spring in the trigger but says it was a problem with the factory trigger not from the spring the local gunsmith installed.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	6424818	OU 6/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner		
	FED FIREARMS CO OAKDALE PA	SCOPE BASE,BOTTOM HALF OF RINGS	Y		

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						

Repair/Replacement Cost	Repair/Replacement Date
33.30	11/8/2010

10/22/10 Sending ARS. He is interested in a quote for the new X-Mark Pro trigger. Call him when quote available. He'll decide if he wants that or just the bolt lock removed.cm 11/8/10 Per Ilion, could not duplicate concern. Per request, quote to replace with XMark TPA under bolt lock program for \$20 + test.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/4/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		OU
	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
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF OF RINGS

4828

22"  
ou 6/71  
4.54  
.012

October 28, 2010

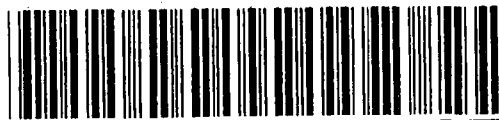
TO: Remington Arms Company, Inc.  
14 Hoefler Avenue  
Ilion, NY 13357

FROM: Charles J. Abersold  
200 Hickory Lane  
Valencia, PA 16059  
Home: 724-898-3560  
Cell: 724-612-7758

Serial Number:

6424818

Model: 700



RE00209137

RE: Safety Replacement parts

Dear Remington Representative:

I called Remington on October 22, 2010 and spoke with Christy Mitchell concerning a Remington 700 30-06 ADL with serial number 6424818 that I purchased in 1972 who forwarded me an authorized return shipping label.

On October 20, 2010 and October 24, 2010 in Pennsylvania I viewed a television presentation on Channel 42 regarding the unsafe condition on the model 700 Remington--more specifically, the Walker trigger assembly and the bolt safety. The problems documented by hunters, sportsmen and the military are exactly what transpired with my rifle. First, in pushing the safety off, the gun would discharge. Second, in closing the bolt, the gun would discharge. And third, you must place the rifle in firing position off safety in order to unload the rifle.

This rifle was in your factory on August 19, 1999 for the above described repairs. I was advised at that time that the sear was bad and paid \$ 45.58 for a new trigger assembly. The bolt-lock condition was not corrected and the rifle was returned to me.

I am returning the rifle to your factory to correct the bolt-lock condition so that the rifle will remain on safe while loading and unloading the rifle. I would like the Walker assembly now in the rifle to be **replaced** with the new X-Mark pro trigger assembly so that the rifle is safe to use.

Please contact me and advise as to any additional costs to correct this unsafe condition.

Sincerely,

*Charles J. Abersold*

Charles J. Abersold

Shipped UPS  
Tracking number 1Z 4XX 596 90 6780 3242

could not duplicate concern  
Per Request, Quote to Replace  
w/ Xmp TPA ~~at \$45.58~~  
~~under bolt lock~~  
Program for \$20.00. Test fire

## frmREInquiry - Repair Inquiry

Repair Number: RE00209137 Serial: 6424816 Model 700 Center Fire Caliber 3006 Repairman: Bruce Travis  
SPRG SKU: 72280 Status: ApprovaHold 11/4/2010 2:25:47 PM

## ADDRESS INFORMATION

Customer: CHARLES ABERSOLD Received from: CHARLES ABERSOLD  
Address 1: 200 HICKORY LANE Address 2: 200 HICKORY LANE  
City: VALENCIA City: VALENCIA  
State: PA Zip Code: 16059 Country: US State: PA Zip Code: 16059 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
11/4/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: F	
11/4/2010 2:2...	Estimate	Travisbw	Estimate Update	Status: A	
11/4/2010 2:2...	ApprovaH...	System	Immediate SAP Allocation		
11/4/2010 3:0...	Expedite	pencerl	From: Repair Bench	To: Appl	
11/4/2010 3:0...	ApprovaH...	BatchJob	Quotation Control		

- ☐ Shipping Hold  
☐ Interface Hold  
☒ Estimate Sent  
☐ Parts Received  
☐ Passed Inspection  
☐ Return as Received  
☐ Has Been Approved  
☐ Internal Repair  
☐ Exclude IATC

## Current Status

ApprovaHold  
11/4/2010 2:25:47 PM  
Travisbw  
ApprovaRack  
Repair Location  
ILN  
Current Location  
ILN  
Transfer Number

Repair Search

Refresh

Close

supryfl - ILN/Prod

frmREInquiry

D1102R7XPL

Wednesday, Nov 3 2010

1:25 PM

start

DMS - Desktop

frmRepairMain

DMS - Global Se

DMS - Global Se

DMS - Global Se

DMS - Global Se

DMS - Global Se

DMS - Global Se

RECEIVED  
NOV - 5 2010  
BY:.....

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

Model Number: <u>700</u>	Serial Number: <u>6424818</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Charles J. Abersold</u>	Date of Purchase: <u>1972</u>
Address (no PO Boxes): <u>200 Hickory Lane</u>	
City: <u>Valencia</u>	State: <u>PennA</u> Zip: <u>16059-1910</u>
Phone (Daytime): <u>724-898-3560</u>	Fax: <u>724-898-3616</u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) _____	
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:	
<p><u>See written Report. (Typed)</u></p> <p><u>1. Bolt Lock Removed</u></p> <p><u>2. Replace Walker Trigger Assembly</u> <u>with X MARK Pro. TO INCREASE SAFETY.</u></p>	
500	
Ammunition Information:	
Manufacturer: <u>Remington</u>	Type: <u>150 Gr S. Point</u>
Other (i.e. bullet weight/type, shot size, powder): _____	
Handload Information:	
Powder Used: <u>PMR 4320</u>	Powder Weight: <u>52.0 GRAINS</u>
Case/Hull Used: <u>Remington</u>	Primer Used: <u>CCI - Bench Rest</u>
Bullet Type/Shot Size: <u>150 G. Sierra Boat Tail</u> <u>SATURN</u>	Reloader Used: <u>LYMAN -</u>

27  
20  
47  
25.52  
412.52  
39.22  
373.30

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppe's Bench Rest 9
How often do you clean the bore? (Months or Number of rounds)	Every 20 Rounds -
How often do you clean the action? (Months or Number of rounds)	Wipe Down every 100 RD's
How often do you clean the trigger assembly? (Months or Number of rounds)	I DO NOT TAKE APART. I USE HIGH BRUSH TO CLEAN
Brand of lubricant used:	Rem-oil - I keep firing pin assembly dry - I Wipe Down OUTSIDE OF BOLT
How often do you lubricate the bore? (Months or Number of rounds)	High Lubricant every Cleaning
How often do you lubricate the action? (Months or Number of rounds)	Wipe Down w/ Rem oil
How often do you lubricate the trigger assembly? (Months or Number of rounds)	I DO NOT
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?)	8-19-99
What were the services performed?)	Replace Trigger Assembly 26345
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.</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>	



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	10/22/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b> MEDIA COORDINATOR TO MAIL		XXXXXXXXXXXXXXXXXXXXX I WILL MAIL	
DESCRIPTION:  700 6424818			

## LABEL INFORMATION

MAIL LABEL TO:	Charles Abersold 200 Hickory Ln Valencia, PA 16059
RETURN ITEM TO: Rem Product Service	

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

4XX596 OCT 25, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067803242  
REF 1 CHARLES ABERSOLD/CD/CM  
REF 2:700/6424818

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
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 7.45		PUB+HANDLING	7.45