

Remington Arms Co., Inc.
Product Service
Legal Case #:5502

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/28/2010	1/10/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gary	Beachley	10 Bedrock Ln.	Keedysville	MD	21756		H 301-432-2452 W 301-739-3500 x 2216 E gbeachley@pangbom.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064 Not Examined by Product Service		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C	FBC			

Customer sent in an email. He stated that about a month ago he experienced a FBC. He stated when he removed the stock, the action worked just fine. When he reassembled the stock, the gun would go off & thinks it may be the amount of torque on the rear screw. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06 REM	n/a	6439021		
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

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
Gun not coming back in						

Repair/Replacement Cost	Repair/Replacement Date

12/28/10: I will email letter & form. I will ask media coord to email ARS. df 1/10/11: Customer sent in an email stating that he found the problem was a broken trigger guard & he was apologetic about contacting us. I will order a new trigger guard & send it to him at n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Fulcher, Dell Marie

From: Beachley, Gary [gbeachley@pangborn.com]
Sent: Friday, January 07, 2011 4:44 PM
To: Fulcher, Dell Marie
Subject: FW: Gary Beachley - Remington. Ref# 5502
Attachments: mad2-sharp-front@remington.com_20101229_085937.pdf; 100_1211.jpg; 100_1216.jpg; 100_1218.jpg

Importance: High

Dear Remington Arms and Ms. Fulcher,

In my initial request to Remington concerning the sear not holding the firing pin when the bolt was rotated down into the bolt closed position.

After disassembling the 25-06 (removing the action from the stock) and working the bolt and trigger. I experienced no problems with the firing pin remaining cocked. But when the gun was reassembled the problem surfaced again. That's when I noticed the triggered guard was interfering with the trigger. Please see attached photos of the 25-06 BDL and another Remington 700 Sendero I own. The problem is obvious....the Sendero has a gap between the trigger and the guard (see photo 100 1218), the 25-06 does not (see photos 100 1211 and 100 1216).

I am very careful with all my firearms and take the utmost care not to damage them in anyway; however, this gun was loaned to a friend and I'm fairly sure this is where the trigger guard got damaged.

My deepest apologies to Remington Arms for something that was my fault I should have looked more closely at the firearm.

Now...I would like to order the complete trigger guard assembly (gloss black finish) for the a long action Rem 700 BDL in a 25-06 caliber....can you tell me the correct part number. My instructions list PN 26345....is this number correct and how can I order this part?

Sincerely,
Gary Beachley

-----Original Message-----

From: Fulcher, Dell Marie [mailto:Dell.Fulcher@remington.com]
Sent: Wednesday, December 29, 2010 8:50 AM
To: Beachley, Gary
Subject: Gary Beachley - Remington. Ref# 5502
Importance: High

Please see attachment.

If you do not receive attachment, please let me know & I will mail it.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

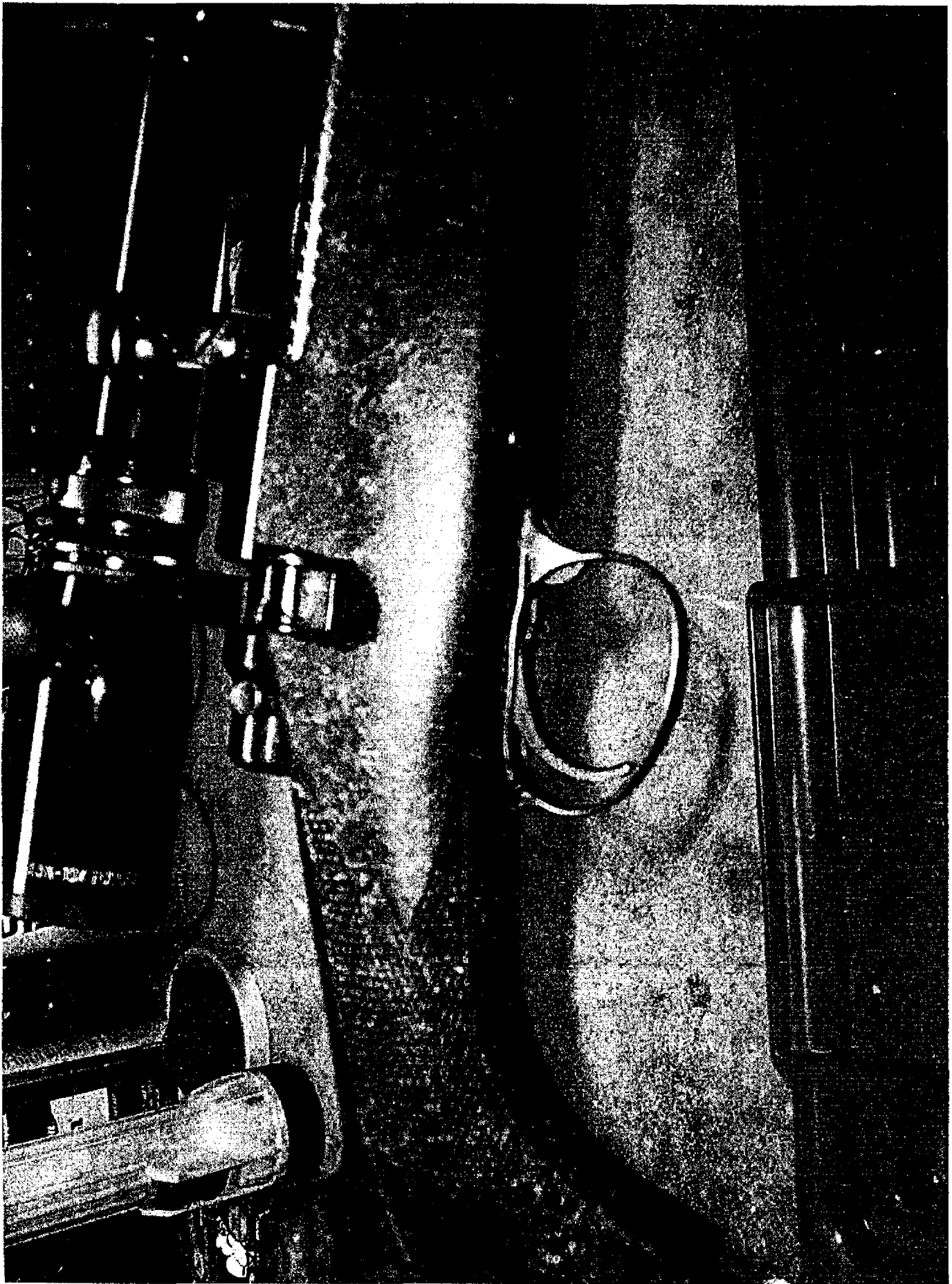
Phone: 1.800.243.9700 | Fax: 336.548.7872 Freedom Group Family of

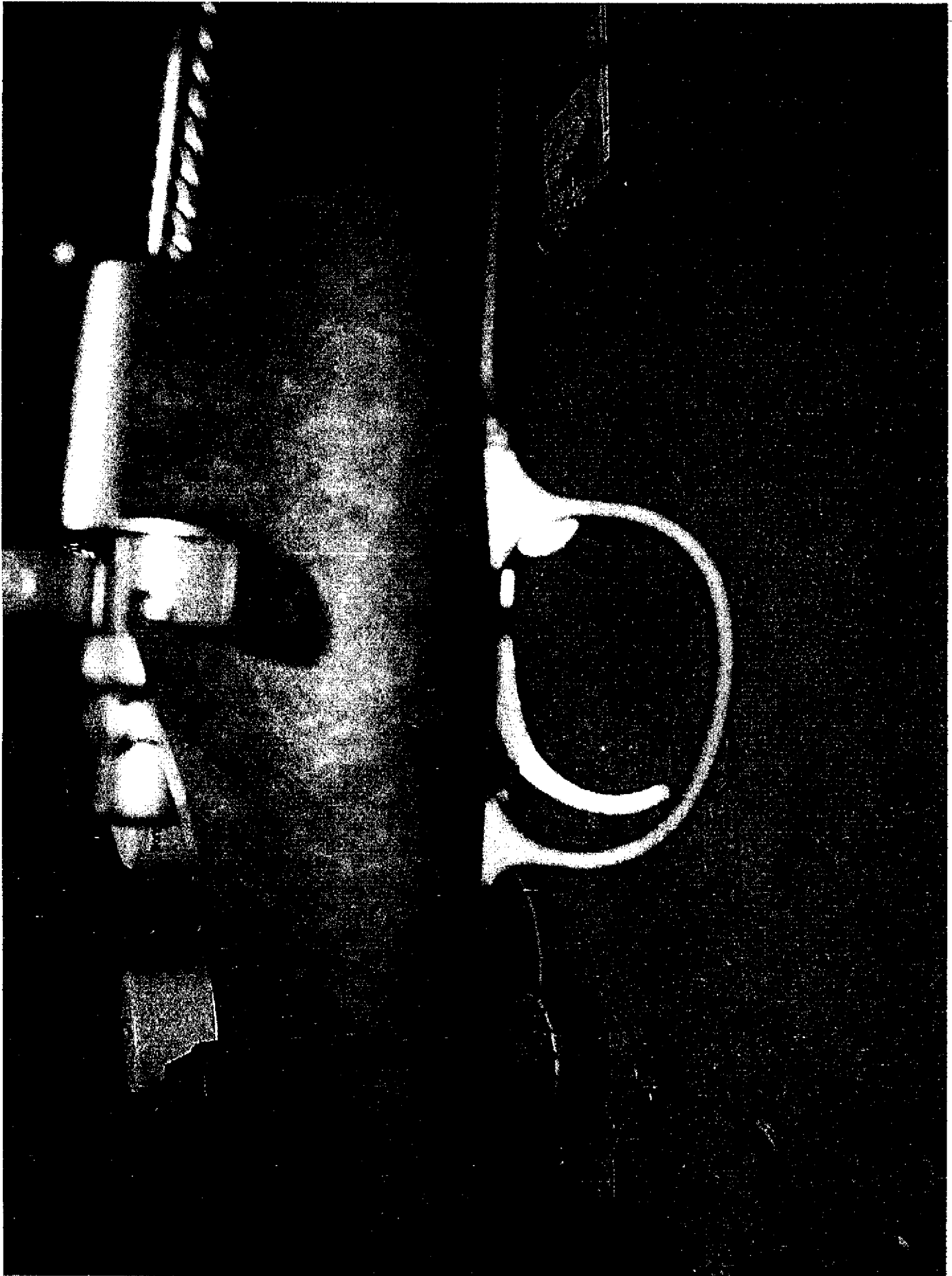
Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |

Advanced Armament Corp | Mountain Khakis | EOTAC | Dakota Arms | Parker Gun

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.







Reference #
101207-000051
Status
Waiting
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
12/07/2010 12:57 PM
Initial Response
12/13/2010 08:29 AM
Last Updated
12/29/2010 08:23 AM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

Model 700 BDL**Discussion Thread****Response (Dell -)**

12/29/2010 08:23 AM

Dear Gary,
We apologize for the delay in response. I will email you a letter with contact information and a form to fill out for the factory. In a separate email, you will receive a pre-paid shipping label for UPS to send the gun in for exam/repair.

Sincerely,
Dell

Customer (Gary Beachley)

12/14/2010 08:11 AM

Dear Remington, The problem with the rifle has not been resolved. Serial Number -- 6439021 Caliber -- 25-06 Rem Mailing address--Gary Beachley 10 Bedrock Lane Keedysville, MD 21756 Home phone -- 301-432-2452 Also, what on the gun do you want me to return -- bolt, receiver and barrel unit. Do you want the original wood stock or the Bell & Carlson which is currently on the rifle or no stock? Sincerely, Gary Beachley

From: Remington Information [mailto:info@remington.com]

Sent: Monday, December 13,

2010 8:30 AM

To: Beachley, Gary

Subject: Model 700 BDL [Incident: 101207-000051]

Response (Dell -)

12/13/2010 08:29 AM

Dear Mr. Beachley,
We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred, and what you are expecting.

Sincerely,
Dell

Customer (Gary Beachley)

12/08/2010 11:57 AM

How do I access this support site? I tried creating a new account and that doesn't seem to work. Gary Beachley

From: Remington Information [mailto:info@remington.com]

Sent: Tuesday, December 07, 2010 12:57 PM

To: Beachley, Gary

Subject: Model 700 BDL [Incident: 101207-000051]

Customer (Gary Beachley)

12/07/2010 12:57 PM

Dear Remington,

I have two of your Model 700 rifles one is a BDL purchased back in the early 70's in 25-06 caliber and the other is a Sendero in 300 Wby.

I am having some issues with the BDL rifle trigger.

About a month ago I was at the shooting range. I loaded a single cartridge into the rifle and closed the bolt squeezed the trigger and the bullet hit the bull at 100yds. However, when I closed the bolt on the second chambered round the firing pin disengaged from the sear as I closed the bolt with the safety off. If I close the bolt with the safety on the firing pin does not disengage until the safety is moved to the fire position.

When I removed the stock the action work just fine. But when I reassembled the stock I noticed that the gun would go off. It seems to be caused by the amount of torque place on the rear screw.

After this happened I don't feel comfortable using this rifle. Your thoughts and comments?

Gary Beachley

10 Bedrock Lane

Keedysville, Md 21756

301-432-2452 (H)

301-739-3500 x2216 (W)

Primary Contact

First Name: Gary

Last Name: Beachley

Organization:

Login: gbeachley@pangborn.com

Title:

Contact Type:

5502

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_... 12/29/2010

Email: gbeachley@pangborn.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Remington®

Emailed to customer

December 28, 201

Gary Beachley
10 Bedrock Ln.
Keedysville, MD 21756
Ph: 301-432-2452
Email: gbeachley@pangborn.com

Ref: # 5502

Dear Mr. Beachley,

You will receive a pre-paid shipping label in a separate email within 24-48 hours. 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 box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

[Copy]

December 28, 2010

Gary Beachley
10 Bedrock Ln.
Keedysville, MD 21756
Ph: 301-432-2452
Email: gbeachley@pangborn.com

Ref: # 5502

Dear Mr. Beachley,

You will receive a pre-paid shipping label in a separate email within 24-48 hours. 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 box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 11729

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
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: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
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? <input type="text"/>
What were the services performed? <input type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to: <div style="text-align: center;"> Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357 </div>
<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. :: 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.

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 gun)

:: 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.

Fulcher, Dell Marie

From: postmaster@remington.com
To: gbeachley@pangborn.com
Sent: Wednesday, December 29, 2010 8:50 AM
Subject: Relayed: Gary Beachley - Remington. Ref# 5502

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

gbeachley@pangborn.com

Subject: Gary Beachley - Remington. Ref# 5502

Fulcher, Dell Marie

From: Beachley, Gary [gbeachley@pangborn.com]
To: Fulcher, Dell Marie
Sent: Wednesday, December 29, 2010 9:46 AM
Subject: Read: Gary Beachley - Remington. Ref# 5502

Your message was read on Wednesday, December 29, 2010 9:45:58 AM (GMT-05:00) Eastern Time (US & Canada).

Remington.

www.remington.com

Email

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

ARS LABEL REQUEST FORM

DATE:	12/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR		XXXXXX	
TO MAIL			
DESCRIPTION: Ref # 5502 rifle			
4XX596 DEC 29, 2010 ALL CURR USD 1 OF 1 SVC GND COM ACT WT 10.0 LBS TRACKING# 124XX5969067004945 REF 1: GARY BEACHLEY/CD/DMF REF 2: 5502/RIFLE			

LABEL IN

MAIL LABEL TO: Gary Beachley
10 Bedrock Ln.
Keedysville, MD 21756
Ph: 301-432-2452
Email: gbeachley@pangborn.com

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 1.00
DV 0.00	SD 0.00
DC 0.00	SP 0.00
AH 0.00	PUB+HANDLING 7.95
TOT PUB CHG 7.95	

~~Email ARS to customer~~

RETURN ITEM TO Remington Arms
Attn: Product Service
Ilion, NY

~~PLEASE COMPLETE ALL PARTS OF THIS FORM~~

gbeachley@pangborn.com