

Remington Arms Co., Inc.
Product Service
Legal Case #:5047

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213252	12/8/2010	11/10/2010	12/14/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Curtis	Bedbury	308 Leonard Ln	Midland	MI	48640		E.c.bedbury@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Fired on safety release	Concern:1007	Fired on Safe Release	
C				

11/10/10 Per email through Remington.com, incid #101104-000127, "I've experienced 2 mis-fires over the last two years. The first occurred when switching my safety to the fire position, the second occurred when I racked in a new shell."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	B6780242	CG	4/8/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
	OSCAR ROBBINS & CO	TWO PIECE SCOPE BASE	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, test fire at 1/2 normal charges

Repair/Replacement Cost	Repair/Replacement Date

11/10/10 Emailing label and letter.cm 12/22/10 Per Ilion, could not duplicate concern. Trig is functioning as designed. Trig asm is dirty. To restore confidence in rifle can offer to replace TPA, clean and test fire at 1/2 normal charges. Called Bedbury and he approved repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		CG
	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	SLUGGISH
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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

5047

"22"
CG 4/86
SIS#
015

24 November 2010

Attn : Remington Arms Service Department

Please contact Christy Mitchell with the inspection report so she can call me before any repairs or work is initiated.

Thank you,

Curtis Bedbury

CURTIS BEDBURY 308 LEONARD LANE MIDLAND MI 48640	10 LBS	1 OF 1
RS		
SHIP TO: ATTN: PRODUCT SERVICES REMINGTON ARMS CO., INC. 14 HOEFLER AVE. ILION NY 13357		

FOLD HERE

2297XXXXXX NY 125 001

Serial

B6780242

Model: 700



RE00213252

could not duplicate concern w/ Trig. is functioning as designed
T.A. is dirty. To restore confidence in rifle can offer to purchase TPA, clean + test rifle at 1/2 normal cost.

@note

frmREInquiry - Repair Inquiry

Repair Number: **RE00213252** Serial: 86780242 Model: 700 Center File Caliber: 3006 SPRG Produced: 04/08/1986 Repairman: Charles Swanson

Verify Repair: Status: Approval Hold 12/14/2010 10:12:20 AM

ADDRESS INFORMATION

Customer: Received from: Return To: Received from:

Name: CURTIS BEDBURY CURTIS BEDBURY

Address 1: 308 LEONARD LANE 308 LEONARD LANE

Address 2: PO Box: PO Box:

City: MIDLAND MIDLAND

State: MI Zip Code: 48640 Country: US MI Zip Code: 48640 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
12/8/2010 9:55	New	lopatafi	Repair Added		<input type="checkbox"/>	Approval Hold
12/14/2010 9:...	Maint	Travisbw	Repair Maintenance	Status: N	<input type="checkbox"/>	12/14/2010 10:12:20 AM
12/14/2010 10...	Estimate	swansonch	Estimate Update	Status: E	<input type="checkbox"/>	swansonch
12/14/2010 10...	Estimate	swansonch	Estimate Update	Status: A	<input type="checkbox"/>	Repair Bench
12/14/2010 10...	ApprovalH...	System	Immediate SAP Allocation		<input type="checkbox"/>	Repair Location

Shipping Hold
 Interface Hold
 Estimate Sent
 Parts Received
 Passed Inspection
 Return as Received
 Has Been Approved
 Internal Repair
 Exclude TATC

Current Status
 Approval Hold
 swansonch
 Repair Bench
 Repair Location
 Current Location
 ILN
 ILN
 Transfer Number

Repair Search Refresh Close

RECEIVED

DEC 17 2010

BY:

5097

Reference # 101104-000127
Status Updated
Assigned To Administrators Christy -
Product Firearms Centerfire Rifles
SLA Not specified
Queue CSR
Date Created 11/04/2010 09:45 PM
Initial Response 11/05/2010 05:35 PM
Last Updated 11/09/2010 10:41 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense +2 (on -3 to +3 scale)

700 Mountain Mid-sire

Discussion Thread

Customer (Curtis Bedbury)

11/09/2010 10:41 PM

Christy,
Please go ahead and send me the shipping documents. I will ship the rifle to your factory.
Curtis Bedbury

ARS emailed letter

From: info@remington.com
To: c.bedbury@hotmail.com
Date: Tue, 9 Nov 2010 22:03:31 -0500
Subject: 700 Mountain Mid-sire [Incident: 101104-000127]

Response (Christy -)

11/09/2010 10:03 PM

Mr. Bedbury, I would prefer to have it come to the factory however if you are more comfortable not shipping it, the Remington Repair Center in Davison would be the next best choice.

I recommend not using the rifle until it has been checked since you have had it misfire.

Customer (Curtis Bedbury)

11/09/2010 06:26 PM

Christy,
I am re-sending you this email from my new email account.
Curtis Bedbury

From: c.bedbury@hotmail.com
To: info@remington.com
Subject: FW: 700 Mountain Mid-sire [Incident: 101104-000127]
Date: Tue, 9 Nov 2010 10:57:56 +0000

Dear Christy Mitchell,
Please send the UPS label and letter to my home address at :
308 Leonard Ln
Midland, MI 48640
I will ship the rifle to Remington after deer season in December.
As an alternative to shipping, can I drop the rifle off at the authorized service center in Davison, MI or does it need to go back to the factory ?
Thanks,
Curtis Bedbury

From: cjbedbury@chartermi.net
To: c.bedbury@hotmail.com
Subject: Fw: 700 Mountain Mid-sire [Incident: 101104-000127]
Date: Sat, 6 Nov 2010 18:26:10 -0400

----- Original Message ----- From: Remington Information
To: cjbedbury@chartermi.net
Sent: Friday, November 05, 2010 5:35 PM
Subject: 700 Mountain Mid-sire [Incident: 101104-000127]

Customer (Curtis Bedbury)

11/06/2010 06:34 PM

I plan on using my rifle this deer season which starts November 15th and see how it goes. I would be interested in having the rifle checked over when the season is over which ends Nov 30th. It that okay? ALos, my new email address is : c.bedbury@hotmail.com

Response (Christy -)

11/05/2010 05:35 PM

Mr. Bedbury, I can send you a prepaid UPS ground shipping label to cover shipment and a free inspection at the factory to determine the cause of the incident you described. I would call you after inspection with the details and resolution.

I will also send you a letter that I would ask you to insert inside the box with the rifle before shipping. Let me know what address you would like on the label as that would be the address the rifle would return to and it will require an adult signature.

I can email or fax the labels and letters if you prefer to speed the process. I'll await your reply.

Sincerely,
Christy Mitchell

Customer (Curtis Bedbury)

11/04/2010 09:45 PM

I've experienced 2 mis-fires over the last two years. The first occurred when switching my safety to the fire position, the second occurred when I racked in a new shell. Is there a service that can be done on this rifle ?

Primary Contact

First Name: Curtis
Last Name: Bedbury
Organization:
Login: cjbedbury
Title:
Contact Type:

Email: c.bedbury@hotmail.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 Arms Company, Inc.
 870 Remington Drive
 P. O. Box 700
 Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	11/10/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	Email to him at:		
COORDINATOR	<u>c.bedbury@hotmail.com</u>		
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Curtis Bedbury 308 Leonard Ln Midland, MI 48640
	Email to him at: <u>c.bedbury@hotmail.com</u>
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

4XX596 NGV 10, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969065606110
 REF 1 CURTIS BEDBURY/CD/CM
 REF 2 700

HANDLING CHARGE 0.00		SVC TYP USD
SINGLE-PIECE PUB RATE CHRGS.		RS 1.00
DV 0.00	COU 0.00	SD 0.00
DC 0.00	DCD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 8.70
TOT PUB CHG 8.70		


 c.bedbury@hotmail.com







