

Remington Arms Co., Inc.
Product Service
Legal Case #:4962

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211255	11/22/2010	11/3/2010	11/23/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Bowles						

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fired on safety release	Concern:1007 Fired on Safe Release		
C				

11/3/10 Per email from Bowles via Remington.com, incident # 101031-000003,"My Model 700 30-06 fires when pushing the safety off. I am glad I have not shot someone or my self. My niece was cleaning her mod700 recently and the gun fired. Fingers on the trigger are not an issue here. I took my gun to my club's range to verify that the rifle fires when disengaging the safety. First time the safety was pushed to the off position the round fired. I was drawing down on an 8 point buck from my tree stand when this issue first occurred to me. The rifle fired before I was able to draw a bead on the animal upon pushing the safety to the off position."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	6551793	KW	1/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	SCHOELLKOPF CO DALLAS TX	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 at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.23	11/29/2010				

11/3/10 Emailing ARS and letter.cm 11/29/10 Per Ilion, will follow down. Trigger set screws altered and trig assm very sticky from a partially dried lube residue. Can offer to replace TPA, clean & test fire under BLSM proram for \$20 + shipping. Emailing quote/inspection to Bowles.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/23/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
	Description		22" 30-06 SPR
	Date Code		KW

Barrel	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	STICKS
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	SCRATCHES,MARS
Receiver	Fore End Condition	--Select--	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	--Select--	.007
	Notch	Slightly Worn; Functioning	SLUGGISH
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN,TA VERY STICKY,TRIG NOT RETURNING
	Pull	--Select--	4.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

frmREInquiry - Repair Inquiry

Repair Number: **RE00211255** Serial: 6551793 Model 700 Center Fire Caliber: 3006 Repairman: Bruce Travis
 Verify Repair: ☐ SPRG Status: Approval Hold 11/24/2010 6:35:46 AM

ADDRESS INFORMATION

Customer ☒ Received from **Return To** ☒ Received from

Name: **JOHN BOWLES** **JOHN BOWLES**
 Address 1: **544 LAKESIDE AVE** **544 LAKESIDE AVE**
 Address 2: PO Box:
 City: **CAMDEN** **CAMDEN**
 State: **AR** Zip Code: **71701** Country: **US** **AR** Zip Code: **71701** Country: **US**

FIL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/22/2010 1...	New	lopatafi	Repair Added	
11/24/2010 5...	Maint	Travisbw	Repair Maintenance	Status: Reps
11/24/2010 6...	Estimate	Travisbw	Estimate Update	Status: Appr
11/24/2010 6...	Expedite	Travisbw	From: Repair Bench	To: Approve
11/24/2010 6...	ApprovalH...	System	Immediate SAP Allocation	

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

Current Status
 Approval Hold: 11/24/2010 6:35:46 AM
 Travisbw
 Approver Rack
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close

frmREI

frmREI

RECEIVED
 NOV 29 2010
 BY:

To: "John Bowles" <jkbowles@sbcglobal.net>
Date: Tuesday, October 26, 2010, 9:05 AM

Hello,

Thank you for your inquiry.

Unfortunately, the Remington Country Store does not have access to the information that you have requested.

If the information that you need is not shown on the Remington Country Store website, please contact Remington Arms at 800 243 9700, 9 am to 5 pm Eastern, Mon thru Friday. Or email questions to info@remington.com or info@remington.com

Regards,
Customer Support Services
Robertson Marketing Group
for Remington Country Store

From: John Bowles [jkbowles@sbcglobal.net]
Sent: Friday, October 22, 2010 5:45 PM
To: Remington Support
Subject: model 700 safety issue

My Model 700 30-06 fires when pushing the safety off. I am glad I have not shot someone or my self. My niece was cleaning her mod700 recently and the gun fired. Fingers on the trigger are not an issue here. I took my gun to my club's range to verify that the rifle fires when disengaging the safety. First time the safety was pushed to the off position the round fired. I was drawing down on an 8 point buck from my tree stand when this issue first occurred to me. The rifle fired before I was able to draw a bead on the animal upon pushing the safety to the off position. The Semo. on my rifle is 6551793 if that helps. Does Remington have a program to repair/retrofit the trigger/safety action for this product? Please reply to this e-mail address.

Regards,
John Bowles

Question Reference #101031-000003

Product Level 1: Firearms
Date Created: 10/31/2010 02:42 AM
Last Updated: 11/03/2010 04:52 PM
Status: Waiting

We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. — America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700—FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> [—001:003555:15125—]

Delete Reply Forward Spam Move...

Previous Next Back to Messages

Select Message Encoding

Full Headers

Check Mail New

Mail Search

6551793

Model: 700



RE00211255

will follow down. Trig. set screws altered + T.A. very sticky from a partially dried lube residue. can often to replace TPA, clean + test fine under BLP Ron \$20.00 + ship

Quote

Search

Web Search

Contacts Calendar Notepad

What's New? Mobile Mail Options

Check Mail New

Mail Search

Check your
MyLife Messages[Previous](#) | [Next](#) | [Back to Top](#)[Print this page](#) | [Print](#)

Delete Reply Forward Spam Move...

Folders

Inbox (107)

Drafts

Sent

Spam [Empty]

Trash [Empty]

My Photos

My Attachments

Available

1 Online Contact [Add]

Judy&Frank Adcock -...

Not Listed? New Chat

25 Mobile Contacts [Add]

(703) 754-5000 (7...

14025151268 140...

15037012067 150...

18164362504 181...

10585145402 185...

18589455005 185...

18708333607 187...

8703121310 8708

8708366205 8708...

Adnan Frost 1 (816...

Adnan Frost 1 (816...

Not Listed? New Text

My Folders [Add - Edit]

Notes

ADVERTISEMENT

Fw: RE: model 700 safety issue [Incident: 101031-000003]

Wednesday, November 3, 2010 3:52 PM

"Remington Information" <info@remington.com>

jkbowles@sbcglobal.net

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To answer your question from our support site, [click here](#).

Subject

Fw: RE: model 700 safety issue

Discussion Thread

Response (Chris)

11/03/2010 04:52 PM

Mr. Bowles, please do remove the scope. They will remove it at the factory and ship it separate from the rifle if not. It would be safer with you than all that shipping.

Customer (John Bowles)

11/03/2010 01:26 PM

Christy,

Thanks for your reply to my inquiry. My address is 544 Lakeside Ave., Camden, AR 71701. Please advise regarding if I should remove the scope on the rifle before shipping.

Thanks,

John Bowles
870-718-3874

--- On Wed, 11/3/10, Remington Information wrote:

From: Remington Information

Subject: Fw: RE: model 700 safety issue [Incident: 101031-000003]

To: jkbowles@sbcglobal.net

Date: Wednesday, November 3, 2010, 10:23 AM

Response (Chris)

11/03/2010 11:23 AM

Mr. Bowles, 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 (John Bowles)

10/31/2010 02:42 AM

--- On Tue, 10/26/10, Remington Support <remingtonsupport@robertsonmarketing.com> wrote:

From: Remington Support <remingtonsupport@robertsonmarketing.com>

Subject: RE: model 700 safety issue

RETURN THE RIFLE TO:

JOHN BOWLES
544 LAKESIDE
CAMDEN, AR 71701

PH 870-836-5784

Electronic Return Label Receipt

This letter includes a UPS return label and a receipt for your records.

Instructions

1. Print Label and Receipt. Select Print from the File menu in this browser window.
2. Retain this page as your receipt.
3. Follow the instructions on the second page to label and ship your package.
4. Take this package to a UPS location, to find your closest UPS location visit www.ups.com/content/us/en/index.jsx and select Drop-Off.

Receipt

**RETURN SERVICE
CUSTOMER RECEIPT**
2010-11-05

SHIP TO: ATTN:PRODUCT SERVICES
 REMINGTON ARMS CO., INC.
 14 HOEFLER AVE.
 ILION NY 13357

PACKAGE CONTENTS: FIREARMS

REFERENCE NO.1: JOHN BOWLES/CD/CM

REFERENCE NO.2: 700

UPS GROUND TRACKING #: 1Z4XX5969066616572

Customer Service

Visit us at www.ups.com/content/us/en/index.jsx or call 1-800-PICK-UPS (7425-877).

#4962

Reference #
 101031-000003

Status
 Updated

Assigned To
 Administrators
 Christy -

Product
 Firearms

SLA
 Not specified

Queue
 CSR

Date Created
 10/31/2010 02:42 AM

Initial Response
 11/03/2010 11:23 AM

Last Updated
 11/03/2010 01:26 PM

Customer SmartSense
 +1 (on -3 to +3 scale)

Staff SmartSense
 +1 (on -3 to +3 scale)

Fw: RE: model 700 safety issue**Discussion Thread****Customer (John Bowles)**

11/03/2010 01:26 PM

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Regards,
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 Robertson Marketing Group
 for Remington Country Store

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Please reply to this e-mail address.

Regards,
 John Bowles

Primary Contact

First Name: John
Last Name: Bowles
Organization:
Login: jkbowles@sbcglobal.net
Title:
Contact Type:

mailed letter ✓
AKS ✓

Email: jkbowles@sbcglobal.net

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:	11/3/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA		Email to him at:	
COORDINATOR		jkbowles@sbcglobal.net	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	John Bowles
	Email to him at:
	jkbowles@sbcglobal.net
	544 Lakeside Ave., Camden, AR 71701.
RETURN ITEM TO:	Rem Prod Serv

jkbowles@sbcglobal.net

4XX595 NOV 5 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5959066616572
REF 1: JOHN BOWLES/CD/CM
REF 2: 700

HANDLING CHARGE 0.00	SVC 1/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 1.00
DV 0.00	COD 0.00
DC 0.00	DGD 0.00
AH 0.00	PR 0.00
TOT PUB CHC 9.95	PUB+HANDLING 9.95





