

Remington Arms Co., Inc.

Product Service

Legal Case #:5006

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211355	11/23/2010	11/8/2010	11/24/2010	11/6/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Steve	Erlandsen	RR 1, Box 82	Alexandria	MO	63430		H 660-754-6166

Incident Information

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

11/8/10 Per call from Erlandsen, on 11/6 his 700 fired when he closed the bolt. He is the original owner.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	27478	E6385153	WR	8/5/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R	TWO PIECE SCOPE BASE	Y			

CONCERN:FBC

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
Replace TPA, clean at 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

11/8/10 Mailing ARS and box.cm 11/29/10 Per Ilion, could not duplicate concern. Trig assm and action have some light rust. Can offer to replace TPA, clean, test fire at 1/2 normal charges. Erlandsen approved the repair, ship back COD.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/24/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate	

		Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		WR
	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	SOME LITE RUST UNDER STOCK
	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---	.014
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	LITE RUSTING
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

frmREInquiry - Repair Inquiry

Repair Number: RE00211355 Serial: E6385153 Model 700 Center Fire Caliber 30065 PRG Produced: 08/05/1997 SKU: 27478 Repairman: Status: Repairing 11/24/2010 11:23:02 AM

Verify Repair

ADDRESS INFORMATION

Customer: Received from Return to Received from

Name: STEVE ERLANDSEN STEVE ERLANDSEN

Address 1: RR 1 BOX 82 RR 1 BOX 82

Address 2: PO Box PO Box

City: ALEXANDRIA ALEXANDRIA

State: MO Zip Code: 63430 Country: US MO Zip Code: 63430 Country: US

FPL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/23/2010 9	New	lcpalali	Repair Added	
11/24/2010 11	Maint	Travisbw	Repair Maintenance	Status: Rep

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

Current Status
Repairing
11/24/2010 11:23:02 AM
lcpalali
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

supply: ILN/Prod frmREInquiry D1102R7XPII Wednesday, Nov 24 2010 9:59 AM

start

\$60.49

RECEIVED
NOV 29 2010

BY:.....

5006

22"

4.54

we 8/97
.014

November 8, 2010

Steve Erlandsen
RR 1, Box 82
Alexandria, MO 63430

Subject: #5006, Model 700

Dear Mr. Erlandsen,

Per our conversation, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of this letter with the firearm. **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. Please mark the ends of the box with "Product Service".**

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

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

enclosure

could not duplicate concern.
T.A./action has some life rusting.
can offer to replace TPA, clean
at postfire at 1/2 normal charges

Quote

E6385153
Model: 700



RE00211355

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

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

Model Number: 700		Serial Number: E 6385153	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: STEVE ERLANDSEN		Date of Purchase: 5-6 YEARS AGO	
Address (no PO Boxes): RRI BOX 82			
City: ALEXANDRIA		State: MO	Zip: 63430
Phone (Daytime): 660-754-6166		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) NONE			
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>11/6/10 CHAMBERED A ROUND, WHEN I CLOSED THE BOLT THE RIFLE DISCHARGED, ON A PREVIOUS OCCASION THE RIFLE DISCHARGED WHEN I FLIPPED THE SAFETY OFF</p>			
500 characters left			
Ammunition Information:			
Manufacturer: REMINGTON		Type: 30.06. CENTERFIRE	
Other (i.e. bullet weight/type, shot size, powder):			
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:	REMINGTON REM ACTION CLEANER
How often do you clean the bore? (Months or Number of rounds)	EVERY 3 MONTHS
How often do you clean the action? (Months or Number of rounds)	EVERY 3 MONTHS
How often do you clean the trigger assembly? (Months or Number of rounds)	EVERY 3 MONTHS
Brand of lubricant used:	REM OIL
How often do you lubricate the bore? (Months or Number of rounds)	EVERY 3 MONTHS
How often do you lubricate the action? (Months or Number of rounds)	EVERY 3 MONTHS
How often do you lubricate the trigger assembly? (Months or Number of rounds)	EVERY 3 MONTHS
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?	
NEVER	
What were the services performed?	
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:	11/8/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		XXXXXX I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Steve Erlandsen RR1, Box 82 Alexandria, MO 63430
RETURN ITEM TO:	Rem Product Service

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

4XX596 NOV 8, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING 124XX5969066268109
REF 1: STEVE ERLANDSEN/CD/CM
REF 2: 700

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 DCD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.74 PUB+HANDLING 8.74





