

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5607

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220337	1/24/2011	12/7/2010	1/25/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Flynt	8861 E. Buckboard Rd	Tucson	AZ	85749		H 520-760-6005

Incident Information

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

1/11/10 Per email sent to Remington.com, incid #101202-000100, "I purchased a remington Model 700BDL sometime in around 1975-80. I love the gun and it preforms well. I saw the CNBC story and was intereste because I have had the same trouble some time ago, with a discharge, when taking the safty off. It has only happened once, but was scary to say the least. Also I have noticed, in cold weather, when closing the bolt, sometime the hammer will drop the first time."

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	6675138	DX	9/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	BONITZ BROS HARRISBURG PA	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 BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.40	1/30/2011				

1/11/11 Emailing ARS.cm 1/30/11 Per Ilion, could not duplicate concern. Trigger assm dirty and set screws altered. Trigger has minimum return. Replace TPA, clean, test fire at BLSM program price of \$20 + S&H. Approved by phone call to Consumer Dept on 1/28.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/25/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006 SPR
	Date Code		DX
	Bore Plugged	False	

Barrel	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		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,MIN TRIG RETURN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

22"  
Dx9/7  
2.5#  
.007

5607

January 11, 2011

Charles Flynt  
8861 E. Buckboard Rd  
Tucson, AZ 85749

Subject: #5607, Model 700

Dear Mr. Flynt,

Thank you for your patience. You should receive another email from me soon that will have the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. **This 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 boxes with "Product Service".

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

Sincerely,

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

20.40  
22  
35  
87.40  
37. —  
45.40

enclosure

Serial Number:

6675138

Model: 700



RE00220337

could not duplicate concern.  
T.A. Dirty + set screws altered  
TRIG has MIN RETURN.  
Replace TPA, clean + test fire  
Under BLP for \$20.00 + ship

RECEIVED  
JAN 27 2011

BY:.....

**Reference #**  
101202-000100

**Status**  
Solved

**Assigned To Administrators**  
Christy -

**Product**  
Firearms

**SLA**  
Not specified

**Queue**  
CSR

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**Date Created**  
12/02/2010 05:26 PM

**Initial Response**  
12/07/2010 10:15 PM

**Last Updated**  
12/11/2010 03:27 AM

**Date Closed**  
12/11/2010 03:27 AM

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**Customer SmartSense**  
0 (on -3 to +3 scale)

**Staff SmartSense**  
0 (on -3 to +3 scale)

### A form was submitted on REMINGTON - PROD.

#### Discussion Thread

**Response (Christy -)** 12/07/2010 10:15 PM  
Mr. Flynt, I apologize for the delay in responding. I can send you a prepaid shipping label to cover shipment to our factory for inspection of the problem you had with the Model 700. We will contact you after inspection regarding the results.

If you would like me to send the label, forward the mailing address it should be mailed to and the serial number of the rifle.

Sincerely,  
Christy Mitchell

**Customer (Joseph P)** 12/02/2010 05:26 PM  
Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us  
 First Name: Charles  
 Last Name: Flynt  
 Email: [azranger09291@yahoo.com](mailto:azranger09291@yahoo.com)  
 Address 1: 8861 E. Buckboard Rd  
 Address 2:  
 Telephone: 520-760-6005  
 City: Tucson  
 State: Arizona  
 Zip Code: 85749  
 Country:

Comments:  
 Hi.. I purchased a remington Model 700BDL sometime in around 1975-80. I love the gun and it preforms well. I saw the CNBC story and was intereste because I have had the same trouble some time ago, with a discharge, when taking the safty off. It has only happened once, but was scary to say the least. Also I have noticed, in cold weather, when closing the bolt, sometime the hammer will drop the firts time.... Have you heard of this and what can be done about it..? Thanks, Chuck

#### Primary Contact

First Name: Joseph  
 Last Name: P  
 Organization:  
 Login: pMneUrsN8RJA  
 Title:  
 Contact Type:  
 Email: [pmpci@wiu.edu](mailto:pmpci@wiu.edu)  
 Email - Alternate #1:  
 Email - Alternate #2:  
 Office Phone:  
 Mobile Phone:  
 Fax:  
 Assistant Phone:  
 Home Phone: (516)996-5635  
 Street  
 City  
 State/Province  
 Postal Code  
 Country

#### Additional Information

**Remington.**

www.remington.com

*Christy*

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

### ARS LABEL REQUEST FORM

DATE:	1/11/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b>			
<input type="checkbox"/> MEDIA <input type="checkbox"/> COORDINATOR <input type="checkbox"/> TO MAIL		<input type="checkbox"/> I WILL MAIL I will email to him: <a href="mailto:azranger09291@yahoo.com">azranger09291@yahoo.com</a>	
DESCRIPTION:  700			

### LABEL INFORMATION

MAIL LABEL TO:	Charles Flynt 8861 E. Buckboard Rd Tucson, AZ 85749
RETURN ITEM TO:	Rem Product Service

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

4XX596      JAN 12, 2011      ALL CURR USD      1 OF 1  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969065108748  
 REF 1: CHARLES FLYNT/CD/CM  
 REF 2: 700

HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRGS:      SVC T/P USD  
 DV 0.00      COD 0.00      RS 1.00  
 DC 0.00      DGD 0.00      SD 0.00  
 AH 0.00      PR 0.00      SP 0.00  
 TOT PUB CHG 12.90      PUB+HANDLING 12.90

azranger09291@yahoo.com







