

Remington Arms Co., Inc.
Product Service
Legal Case #:5114

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215491	12/19/2010	11/17/2010	1/3/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Harper	3154 Oscar Ln	Temple	TX	76501		H 254-541-6309 E mharper@swmail.sw.org

Incident Information

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

11/17/10 Per call from Harper, he has a 700 ADL that his uncle won in a raffle and later gave to him. He had an incident where the rifle fired when he closed the bolt. He took it to the local gunsmith who called Remington and we sent the gunsmith a new trigger to install. This weekend he has had it happen again.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	6519265	BW	1/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	STRAUS FRANK CO SAN ANTONIO TX		N			

CONCERN:FSR,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
Per Ilion, replace TPA, clean, test fire under BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	75.40	1/12/2011				

11/17/10 Mailing ARS.cm 1/12/11 Per Ilion, could not duplicate concern. Trigger assm set screws altered. Replace TPA, clean, test fire under BLSM program price of \$20 + shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2011
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		BW
	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	
	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---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	MIN TRIG RETURN
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

5114

22"
BW 1/72
1.54
008

November 17, 2010

114.90
39.50
75.40

Mike Harper
3154 Oscar Ln
Temple, TX 76501

Subject: #5114, Model 700

Dear Mr. Harper,

Enclosed is a UPS ground prepaid shipping label. 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

RECEIVED
JAN 05 2011

enclosure

BY:.....

Serial:
6519265
Model: 700



RE00215491

could not duplicate concern.
T.A. set screws altered.
up here TPA, clean & test
Fire under BLP for \$20.00
Ship

Quote

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: 6519265
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: MIKE HARPER	Date of Purchase: 1970
Address (no PO Boxes): 3154 OSCAR LANE	
City: TEMPLE	State: TEXAS
Phone (Daytime): (254) 541-6309	Zip: 76501
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) mharper@swmail.sw.org	
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: When Closing The Bolt, The Firing Pin Fires. You Can Open The Bolt Put The Safety On And Close The Bolt. The Gun Will Stay Cocked Until The Safety is Flipped Forward and Then The Gun Fires. These Are The Same Problems As In 2008 With The Faulty Trigger Assembly.	
Ammunition Information: Manufacturer: Remington Type: Express Core-Lokt Other (i.e. bullet weight/type, shot size, powder): 150GR CORE-LOKT PSP	
Handload Information: Powder Used: Case/Hull Used: Bullet Type/Shot Size:	
Powder Weight: Primer Used: Reloader Used:	

Given To ME By
FAMILY MEMBER
Gun H:
Not B
Used

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	HOPPE'S No.9 SOLVENT
How often do you clean the bore? (Months or Number of rounds)	Every 6 Months OR AFTER GUN HAS BEEN FIRED
How often do you clean the action? (Months or Number of rounds)	Every 6 Months OR AFTER GUN HAS BEEN FIRED
Use Canned Air To Blow Out Assembly	
How often do you clean the trigger assembly? (Months or Number of rounds)	Every 6 Months OR AFTER GUN HAS BEEN FIRED
Brand of lubricant used:	Remington REM OIL
How often do you lubricate the bore? (Months or Number of rounds)	6 Months OR AFTER FIRING
How often do you lubricate the action? (Months or Number of rounds)	6 Months OR AFTER FIRING
How often do you lubricate the trigger assembly? (Months or Number of rounds)	6 Months
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
2008	
What were the services performed?	
Faulty Trigger Assy. Was Replaced AND BARREL WAS GLASS BEPED	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
⚠ 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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/17/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR			
TO MAIL		xx	
I WILL MAIL			
DESCRIPTION:			
700 6519265			

LABEL INFORMATION

MAIL LABEL TO:	Mike Harper 3154 Oscar Ln Temple, TX 76501
RETURN ITEM TO:	Rem Product Service

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

4XX596 NOV 17, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969066717025
REF 1: MIKE HARPER/CD/CM
REF 2: 700/6519265

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AM 0.00 PR 0.00 SD 0.00
TOT PUB CHG 10.54 PUB+HANDLING 10.54







