

Remington Arms Co., Inc.
Product Service
Legal Case #:5179

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213933	12/10/2010	11/22/2010	12/13/2010	11/20/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gene	Stout	3668 W. Wing Rd.	Mount Pleasant	MI	48858		H 989-866-2628 C 989-615-6495 F 987-774-6456 E r.gene.stout@cmich.edu

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Concern:1020	Fired on Bolt Opening	Unknown	
C	Fired on bolt opening			

11/22/10: Customer called in. He stated that he was hunting on 11/20/10 and it was cold. He pulled the trigger & the trigger wouldn't pull. He pointed the gun up & opened the bolt & the gun fired. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6858794	CD	4/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	WILLIAMS SPTG GDS CADILLAC MI		U			

CONCERN:DELAYED FIRING

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair @ 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

11/22/10: Sending ARS, ltr, form. df 12/17/10: Per Ilion - Could not duplicate concern. TA is contaminated w/a partially dried & sticky lube residue causing sear to work sluggish. Replace TA, clean, test fire @ 1/2 normal cost - quote. df Customer apprvd repair & paid. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/13/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPR
	Date Code		CD
	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,BINDS
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	ACTION DIRTY
	Stock Condition	---Select---	CRACKED AND DENTED AS RECEIVED
	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---	.013
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY. SEAR SLUGGISH
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

frmREInquiry - Repair Inquiry

Repair Number: RE00213933 Serial: A6858794 Model: 700 Center Fire Caliber

Repairman: Status: New 12/11/2010 7:02:20 AM

Verify Repair

ADDRESS INFORMATION

Customer Received from Return To Received from

Name: GENE STOUT GENE STOUT

Address 1: 3668 W. RING RD. 3668 W. RING RD.

Address 2: PO Box: PO Box:

City: MOUNT PLEASANT MOUNT PLEASANT

State: MI Zip Code: 48858 Country: US MI Zip Code: 48858 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	IDesc1	IDesc2
12/11/2010 7:02:20 AM	New	sanguinegf	Repair Added	
12/11/2010 7:02:20 AM	Update	sanguinegf	Repair information change	
12/11/2010 7:02:20 AM	Expedite	sanguinegf	From: Check In	To:
12/11/2010 12:00:00 AM	EmailSent	ArmEmail	Repair Received	R.GENE
12/11/2010 12:00:00 AM	EmailVerified	ArmEmail	Receipt	R.GENE

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

Current Status

New
12/11/2010 7:02:20 AM
sanguinegf
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

RECEIVED
DEC 17 2010

BY:.....

5179

COPY

22"
4/83
64
013

November 22, 2010

ST/L CRACKED &
Dented, Appears
DURING TRANSIT

Gene Stout
3668 W. Ring Rd.
Mount Pleasant, MI 48858
Ph: 989-615-6495

Ref: # 5179

Dear Mr. Stout,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Serial Number:

A6858794

Model: 700



RE00213933

could not duplicate concern w.
T.A. is contaminated w/a partially
dried & sticky lubrication residue
causing sear to work sluggish.
Replace TPA, clean & test fire at
1/2 normal cost.

Quote

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

PS 14327

Dear Remington Representative:

The enclosed Model 700 likely has less than 100 rounds shot through it. I don't remember the year that I purchased it, but likely near 1981, and you can tell the manufacture date from the serial #.

On Nov. 20, 2010, I took 3 shells and my 700 to my own woods to deer hunt. I saw a buck from my "pop-up" blind, aimed (scope has been removed ~~for~~ shipping), took off safety, and tried to shoot ... but the trigger would not pull. I pulled the gun back into the blind to eject the shell, and when I started to open the bolt the gun fired, fortunately, into the treetops.

I racked another round into the chamber, aimed again, same result (safety off but trigger wouldn't pull, bring gun back into blind, move the bolt and the gun fires into the treetops again).

I racked my last round into the gun with the same result, except this time when I touched the bolt, the buck dropped ... for real, can you believe it?

The safety or trigger has never been tampered with!

You can understand that I can't take the gun to the field without getting to the bottom of this.

Thanks, R. Gene Stout

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>16858794</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <i>I think so, purchased at gun show</i>			
Name: <u>Roscoe Eugene Stout</u>		Date of Purchase: <u>Approx 1985</u>	
Address (no PO Boxes): <u>3448 W Wing Rd</u>			
City: <u>MT. Pleasant</u>	State: <u>MI</u>	Zip: <u>48858</u>	
Phone (Daytime): <u>989-866-2628</u>		Fax: <u>989-774-6456</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>R. Gene. Stout @ Cmiich.edu</u>			
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: <u>Safety off, but trigger would <u>Not</u> pull... Then touching the bolt to unload caused the gun to fire. This sequence occurred 3 Times in succession.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>180 gr Core-Lockt</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>180 gr core-lockt R.F. Rem-5</u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	Several Hoppe
How often do you clean the bore? (Months or Number of rounds)	after each use Probably < 100 rounds
How often do you clean the action? (Months or Number of rounds)	each use Through life of the gun
How often do you clean the trigger assembly? (Months or Number of rounds)	Haven't
Brand of lubricant used:	Hoppe
How often do you lubricate the bore? (Months or Number of rounds)	each use
How often do you lubricate the action? (Months or Number of rounds)	each use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	haven't
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?)	
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<input type="checkbox"/> 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.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/22/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<input checked="" type="checkbox"/> PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL <input checked="" type="checkbox"/> XXXXXX	
DESCRIPTION: Ref # 5179 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Gene Stout 3668 W. Ring Rd. Mount Pleasant, MI 48858 Ph: 989-615-6495
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 23, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067471771
REF 1: GENE STOUT/CD/DMF
REF 2: 5179/RIFLE

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 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.20 PUB+HANDLING 8.20







