

Remington Arms Co., Inc.
Product Service
Legal Case #:5036

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212015	12/1/2010	11/9/2010	12/1/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mark	Walden	11205 Marsh Wren Cir	Flint	TX	75762		H 903-283-2404 E mjwalden@embarqmail.com

Incident Information

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

11/9/10 Per call from Walden, he bought this rifle about 4 yrs ago. This year the trigger pull has become very hard so he took it to a local dealer and he adjusted it. Now it will fire when the safety is removed.cm Could not duplicate at bench, however, all three adjustment screws have been altered outside of the factory. Trigger pull was 2.25 lbs fls.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006	27167	S6515946	WZ	8/8/2005 11:37:23 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN		Y			

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 price						

Repair/Replacement Cost	Repair/Replacement Date
30.23	12/7/2010

11/9/10 Emailing ARS and letter. Sending box, 1157471.cm 12/7/10 Per Ilion, could not duplicate concern. Altered adjustments. Install X-Mark trigger at BLSM program price. Customer called Consumer Dept and approved the repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/1/2010
	Product Type		RF
	Action Type		A

	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	All settings readjusted
Barrel	Description		24 inch Model 700 3006 caliber
	Date Code		WZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		Model 700
	Function	---Select---	
Sear	Lift	---Select---	not measured
	Notch	Like new; Functioning	
		Condition	Abused; Functioning
Pull	Trigger	---Select---	2.25 lbs
Altered		True	All three settings altered
Sub-Assembly		M/700 Non-Bolt Lock	

frmREInquiry - Repair Inquiry

Repair Number: **RE00212015** Serial: S6515946 Model: 700 Center Fire Caliber: 3006 SPRG Produced: 08/08/2005 SKU: 27167 Repairman: Status: New 12/1/2010 7:22:58 AM

Verify Repair

ADDRESS INFORMATION

Customer: ☒ Received from ☐ Return To ☐ Received from

Name: **MARK WALDEN** **MARK WALDEN**

Address 1: **11205 MARSH WREN CIRCLE** **11205 MARSH WREN CIRCLE**

Address 2: **PO Box** **PO Box**

City: **FLINT** **FLINT**

State: **TX** Zip Code: **75762** Country: **US** **TX** Zip Code: **75762** Country: **US**

FIL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/1/2010 7:22:58 AM	New	lopatali	Repair Added	
12/1/2010 10:...	Expedite	supryfl	From: Check In	To: Repair B
12/1/2010 12:...	EmailSent	AmEmail	Repair Received	MJWALDEN
12/1/2010 12:...	EmailVerified	AmEmail	Receipt	MJWALDEN

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

Current Status: New 12/1/2010 7:22:58 AM
lopatali
Repair Bench
Repair Location
ILN
Current Location
Transfer Number

Repair Search Refresh Close

20.23
15.-
20.-
17.50
12.-
15.-
99.73

RECEIVED
DEC - 1 2010

BY:.....

TP - 2.25 lbs

November 9, 2010

Mark Walden
11205 Marsh Wren Circle
Flint, TX 75762

Subject: #5036, Model 700

Dear Mr. Walden,

Per our phone conversation, you should receive an email with your prepaid shipping label for shipment of the firearm to our factory within the next 24-48 business hours. 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

Could not duplicate concern - Altered adjustment
Install X-MARK PRO TRIGGER at the
bolt lock modification price.

RES 12/1/10



Factory Repair Form

Model Number:	700	Serial Number:	S6515946
Are you the original owner?	Yes		
Name:	Mark Walden	Date of Purchase:	Nov-05
Address:	11205 Marsh Wren Circle		
City:	Flint	State:	TX
Zip:	75762		
Home phone:	903-283-2404	Daytime phone:	903-283-2404
Cell phone:	903-283-2404	Fax:	903-956-0381
Email Address	miwalden@embarqmail.com		

Please describe your problem and the date of occurrence: Gun went off when moving safety from safe to fire. No pressure was on the trigger. After misfire, I noticed that the bolt would drop each time the gun was placed from safe to fire. Please inspect and call me with recommended repairs at the cell phone number listed above.

Ammunition Information:	
Manufacturer: Federal Premium	Type: Centerfire cartridge
Other (i.e. bullet weight/type, shot size, powder):	168 grain ballistic tip
168 grain ballistic tip	

Handload Information:	
Powder Used:	Powder wt:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):
Brand of cleaning solution used: Hoppes
How often do you clean the bore? (Months or # of rounds): after every 6 rounds
How often do you clean the action? (Months or # of rounds): after every 6 rounds
How often do you clean the trigger? (Months or # of rounds): after every 6 rounds
Brand of lubricant used: Hoppe gun oil
How often do you lubricate the bore? (Months or Number of rounds)
After every cleaning
How often do you lubricate the action? (Months or Number of rounds)
After every cleaning
How often do you lubricate the trigger assembly?
After every cleaning
Have you ever reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? Yes
When was the last time your firearm was serviced by an authorized repair center?
Never
If so, what were the services that were performed?

* 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 in a firearm box. (Note: original firearm boxes will not be returned.) *Remove all accessories. *Provide a return address on both the outside and inside of the box. *Ship it insured. Our company is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.



Serial
Number:

S6515946

Model: 700



RE00212015

MARK WALDEN
11205 MARSH WREN CIR.
FLINT TX 75762

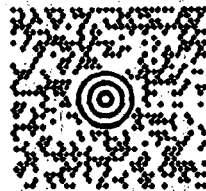
10 LBS

1 OF 1

RS

SHIP TO:

ATTN: PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLE AVE.
ILION NY 13357

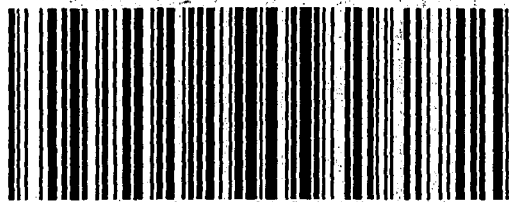


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6628 6410



DESC: FIREARMS
RETURN SERVICE

Reference No.1: MARK WALDEN/CD/CM
Reference No.2: 700/S6515946

XOL 10.07.28 WXP1E70 09.0A 10/2010

