

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5138

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213186	12/8/2010	11/18/2010	12/9/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kevin	Weisenfluh	1025 W. 3rd St	Oil City	PA	16301		H 814-673-3847 E kweisnfluh@comcast.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fired when safety was released	Concern:1007 Fired on Safe Release		
C				

11/18/10 Per call from Weisenfluh, he has a 700 30-06 that was passed down to him from his uncle. Last year his father was shooting it and it fired when he released the safety. It has a bolt lock and he wants that removed.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	363158	DR	1/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

## 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 trigger, clean at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	40.23	12/13/2010				

11/18/10 Mailing ARS and box.cm 12/13/10 Per Ilion, Trigger assm very dirty and sticky causing parts to work sluggish. Replace TPA, clean and test fire under BLM program price for \$20 + shipping. Emailed Weisenfluh the estimate and inspect info.cm

12/14 Kevin called & approved repair.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 30-06 SPR
	Date Code		DR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	SLUGGISH
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	SLUGGISH
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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY STICKY TRIG NOT RETURNING
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

## frmREInquiry - Repair Inquiry

Repair Number: <b>RE00213186</b>	Serial: 363158 Model 700 Center Fire Caliber 3006 spig	Repairman:	Status: New 12/8/2010 7:43:33 AM				
Verify Repair							
<b>ADDRESS INFORMATION</b>							
<b>Customer</b>		<input checked="" type="radio"/> Received from	<b>Return To</b>				
Name: KEVIN WEISENFLUH		KEVIN WEISENFLUH					
Address 1: 1025 W. 3RD ST.		1025 W. 3RD ST.					
Address 2: PO Box		PO Box					
City: OIL CITY		OIL CITY					
State: PA Zip Code: 16301 Country: US		PA Zip Code: 16301 Country: US					
FFL							
Contact / Condition   Problems   Estimate   History / Status   Shipping / Billing							
Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status	
12/8/2010 7:4...	New	lopatafl	Repair Added		<input type="checkbox"/> Interface Hold	New	
12/8/2010 7:4...	Expedite	lopatafl	From: Check In	To:	<input type="checkbox"/> Estimate Sent	12/8/2010 7:43:33 AM	
12/8/2010 12...	EmailSent	ArmEmail	Repair Received	kweisenfluh	<input type="checkbox"/> Parts Received	lopatafl	
12/8/2010 12...	EmailVerified	ArmEmail	Receipt	kweisenfluh	<input type="checkbox"/> Passed Inspection	Repair Bench	
12/9/2010 2:3...	Maint	Travisbw	Repair Maintenance	Status: New	<input type="checkbox"/> Return as Received	Repair Location	
					<input type="checkbox"/> Has Been Approved	ILN	
					<input type="checkbox"/> Internal Repair	Current Location	
					<input type="checkbox"/> Exclude TATC	ILN	
						Transfer Number	
Repair Search					Refresh	Close	

DEC 10 2010

5138

22"  
0129/68  
4#  
009

November 18, 2010

Kevin Weisenfluh  
1025 W. 3<sup>rd</sup> St.  
Oil City, PA 16301

Subject: #5138, Model 700

Dear Mr. Weisenfluh,

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](mailto:christy.mitchell@remington.com)

enclosure

Serial Number:

363158

Model: 700



RE00213186

T.A. VERY DIRTY & STICKY  
CAUSING PARTS TO WORK  
SCUFFY. Replace TPA  
clean & test fire  
under BCP Con \$ 20.00 +  
ship

Quote

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

Model Number: <u>model 700</u>		Serial Number: <u>363158</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Kevin Weisenfluh</u>		Date of Purchase: <u>1986</u>	
Address (no PO Boxes): <u>1025 W 3rd street</u>			
City: <u>Oil City</u>		State: <u>PA</u>	Zip: <u>16301</u>
Phone (Daytime): <u>814-673-3847</u>		Fax: <u></u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>kweisenfluh@comcast.net</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>Miss fired on taking safety off and</u> <u>chamber new round and miss fired</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Silver tip</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>180 grains</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:	Hoppies
How often do you clean the bore? (Months or Number of rounds)	6 rounds
How often do you clean the action? (Months or Number of rounds)	6 rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	6 rounds
Brand of lubricant used:	Hoppies
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	6 rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
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?	
UNKNOWN	
What were the services performed?	
<p>Remington Arms Co., Inc.          Attn: Arms Service Division          14 Hoefler Avenue          Ilion, NY 13357</p>	
<p><b>⚠ 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.</b></p> <p>:: 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.</p>	









