

Remington Arms Co., Inc.
Product Service
Legal Case #:5637

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221373	1/31/2011	1/13/2011	2/1/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mike	Basham						E dukebasham@yahoo.com
Incident		Robert	Basham	246 Clio Dr	Chickamauga	GA	30707		H 423-762-3075

Incident Information

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

1/13/11 Per email sent to Remington.com, incid # 110107-000040, "My brother has a 700 in a 243 cal. It has misfired 4 times on him when coming of safety. he got the gun for his wife but as it is will not use it any more. I know there is a problem in some 700 and the safety. Where can he go to have the weapon checked."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/243 WIN	n/a	A6604346	KQ	5/1/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROS CHAPIN SC	SCOPE BASE,BOTTOM HALF RINGS	Y			

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 and test fire under BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	60.40	2/15/2011				

1/13/11 Mailing ARS to Robert.cm 2/15/11 Per Ilion, could not duplicate concern. Trigger assm dirty, sticky, and set screws altered. Replace TPA, clean and test fire under BLSM price of \$20 + shipping.cm 2/16 Owner approved by letter.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	2/1/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	22" 243 WIN	
	Date Code	KQ	
	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	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cur Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	DIRTY,RUSTY
	Stock Condition	Worn; Functioning	SCRATCHES,MARS,DENTS
	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---	.010
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	SCOPE BASE,BOTTOM HALF RINGS	

Remington.

22"
KQ S/7
3#
010

5637

January 13, 2011

Robert Basham
246 Clio Dr
Chickamauga, GA 30707

Subject: #5637, Model 700

Dear Mr. Basham,

return Address

Thank you for your patience. Enclosed is 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. 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 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.

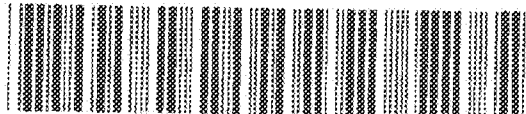
Sincerely,

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

Serial Number:

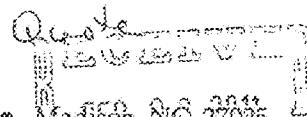
A6604346

Model: 700



RE00221373

could not duplicate concern.
T.A. dirty, sticky + set screws
altered. Replace TPA, clean
test fire under BIP for
\$ 2000 + ship



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

BY: _____

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

Model Number:	700	Serial Number:	A6604346
Are you the original owner? ☒ YES ☐ NO			
Name:	Robert T. Basham	Date of Purchase:	LATE 80S
Address (no PO Boxes):			
City:	246 CLEO AVE	State:	Georgia Zip: 30707
Phone (Daytime):	Cell 423 762 3075	Fax:	
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent):			
duke.basham@yahoo.com			
E-mail Address:			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
The fire arm has dischared 4 times in the last 3 years when releasing the safety when in the process of unloading the fire arm.			
500 characters left 97.40 37.00 60.40			
Ammunition Information:			
Manufacturer:	Remington-Winchester	Type:	SOFT POINT
Other (i.e. bullet weight/type, shot size, powder): 95-100 grain			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Rebaxter Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Winchester - BreakFree cleaner lubricate
How often do you clean the bore? (Months or Number of rounds)	AFTER every USE
How often do you clean the action? (Months or Number of rounds)	AFTER every USE
How often do you clean the trigger assembly? (Months or Number of rounds)	AFTER every USE
Brand of lubricant used:	Winchester / Remington
How often do you lubricate the bore? (Months or Number of rounds)	every cleaning
How often do you lubricate the action? (Months or Number of rounds)	every cleaning
How often do you lubricate the trigger assembly? (Months or Number of rounds)	every cleaning
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☒ YES ☐ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
AT PURCHASE	
What were the services performed?	
SCOPE MOUNTED - Trigger assembly polished	
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.	

Reference #
110107-000040

Remington 700 safety misfire

5637

Status
Solved

Discussion Thread

01/12/2011 04:43 PM

Assigned To
Administrators
Christy -

Customer (mike basham)
Send the mailing label to Robert Basham 248 Clio Dr. Chickamauga, Ga. 30707 Phone # 423-752-3075

Serial# A6604346

--- On Tue, 1/11/11, Remington Information wrote:

From: Remington Information

Subject: Remington 700 safety misfire [Incident: 110107-000040]

To: dukebasham@yahoo.com

Date: Tuesday, January 11, 2011, 4:31 PM

Product
History

SLA
Not specified

Queue
CSR

Response (Christy -)

01/11/2011 04:31 PM

Mr. Basham,

I apologize for the long delay in responding. I can send you a prepaid shipping label to cover shipment to our factory. Please forward the address I can mail the label to and the serial number of the rifle. After inspection we would contact you or send you information regarding the findings and resolution.

Date Created
01/07/2011 11:42 AM

Initial Response
01/11/2011 04:31 PM

Customer (mike basham)

01/07/2011 11:42 AM

Last Updated
01/12/2011 04:58 PM

My brother has a 700 in a 243 cal. It has misfired 4 times on him when coming of safety. he got the gun for his wife but as it is will not use it any more. I know there is a problem in some 700 and the safety. Where can he go to have the weapon checked

Date Closed
01/12/2011 04:58 PM

Primary Contact

Customer SmartSense
+1 (on -3 to +3 scale)

First Name: mike
Last Name: basham
Organization:

Staff SmartSense
+1 (on -3 to +3 scale)

Login: dukebasham@yahoo.com
Title:
Contact Type:

Email: dukebasham@yahoo.com
Email - Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/12/2011	REQUESTED BY:	Christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA			
COORDINATOR		xx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Robert Basham 246 Clio Dr. Chickamauga, Ga. 30707
RETURN ITEM TO:	Rem Prod Service

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

4XX596 JAN 13, 2011 ALL CURR USD 1 OF 1
SVC SNOCON ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066264476
REF 1: ROBERT BASHAM/CD/CM
REF 2: 700

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 9.35 PUB+HANDLING 9.35

