

Remington Arms Co., Inc.
Product Service
Legal Case #:5487

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220030	1/21/2011	12/22/2010	1/24/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Daniel	Birchfield	63 Wall St	Eureka Springs	AR	72632		H 479-253-9252

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired without pulling trigger	Cause:4038 Could Not Duplicate Concern Concern:1006 Unexplained Discharge Safe OFF	Unknown	
C				

12/22/10 Per call from Birchfield, he had his 700 at the shooting range and he had the safety off, loaded it and had it on the bench with his hand on the pistol grip when it fired. He bought it 2nd hand from his cousin who never shot it. The safety has been real hard to move sometimes and the trigger has also been hard to pull on occasions.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/3006 SPR	25773	B6487587	WD	8/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL MART 100 BENTONVILLE AR		N			

CONCERN:DELAYED FIRING

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 Hion, replace TPA, clean,
test fire at 1/2 normal cost

Repair/Replacement Cost	Repair/Replacement Date

12/22/10 Mailing box and ARS.cm 1/26/11 Could not duplicate concern. Trigger assem dirty, sear sluggish and binds to side plates. Replace TPA, clean, test fire at 1/2 normal cost.cm 2/1/11 Consumer called Repair Dept and has approved and is sending a check.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/24/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		WD
	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		M700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	SLUGGISH BINDS
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, SEAR SLUGGISH AND BINDS
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED AND RESEALED
	Sub-Assembly	M700 Non-Bolt Lock	

2211
WD 8/83
34
C/O

5487

December 21, 2010

DANIEL Birchfield
63 Wall St
Eureka Springs, AR 72632

Subject: #5487, Model 700

Dear Mr. Birchfield,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping labels 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.

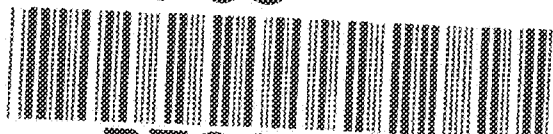
Sincerely,

RECEIVED
JAN 25 2011

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

BY:

Serial Number: B6487587
Model: 700



RE00220030

could not duplicate concern
T.A. Dirty, scan sluggish &
BINDS TO SIDE plates. 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

Remington Company

I have owned several of your guns, I have a 30-06 Model 742 I've had for 38 years it still works fine.

But this model 700 is a gun that not only can not be depended on, but is very dangerous.

99 percent of the time you can bolt it without shells in it and the trigger will pull OK. But with shells in it most of the time you can not pull trigger, last time I had it to shooting range it went off by itself.

The safety is too hard to put on and off I think it might need new bolt, trigger assembly and new safety. If you can not fix it where it is safe at your expense, please send me a new one. The gun has had less than 2 boxes of shells shot through it. It is probably 20 years old, I bought it from my cousin whose son owned it for a while and then died suddenly. It has set in my gun cabinet for last

Next page over

Six years, because it is NOT SAFE
OR CAN NOT be depended ON.

I have heard on T.V. what is going
on with the model 700's AND NOW
I KNOW I own one of them.

please call when you decide what
TO do.

Daniel Birchfield
63 WALL ST-
EUREKA SPRINGS, AR
72632

phone 1-479-253-9252

THANK YOU

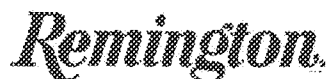
NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <u>Model 700 Remington</u>		Serial Number: <u>B6487587</u>	
Are you the original owner? ☒ YES ☐ NO			
Name: <u>Daniel Birchfield</u>		Date of Purchase: <u>don't know</u>	
Address (no PO Boxes): <u>63 Wall St</u>			
City: <u>Eureka Springs</u>		State: <u>AR</u>	Zip: <u>72632</u>
Phone (Daytime): <u>479-253-9252</u>		Fax: <u></u>	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Sometimes Trigger will not pull when off</u> <u>SAFETY, has gone off by it's self.</u> <u>SAFETY is too hard to put on and off.</u> <u>I have no confidence in the gun and I</u> <u>know it is dangerous, gun is several</u> <u>years old and has had no more than 3</u> <u>boxes of shells shot through it.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>30-06</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>165 grain psp.</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:	Hoppe's
How often do you clean the bore? (Months or Number of rounds)	When STORING AWAY
How often do you clean the action? (Months or Number of rounds)	SAME
How often do you clean the trigger assembly? (Months or Number of rounds)	HAD GUNSMITH TO DO IT
Brand of lubricant used:	SOAKED IN SOLVENT did NOT help.
How often do you lubricate the bore? (Months or Number of rounds)	40 years experience COST \$8.00
How often do you lubricate the action? (Months or Number of 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?	
☐ YES ☒ NO DON'T NEED TO KNOW how TO Clean A gun I	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Am 66 years old and owned guns all my life	
What were the services performed?	
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.	

I have A model 742 Rem. 30-06 AUTO, I have owned gun for 38-40 years. Best deer rifle I have owned. SENT TO YOUR FACTORY AND had it rebuilt About 18-20 years ago.

Sincerely DANIEL Birchfield



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/22/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA		XX	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Bill Birchfield 63 Wall St Eureka Springs, AR 72632
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 23, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067292830
REF 1: BILL BIRCHFIELD/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 9.49 PUB+HANDLING 9.49

CM

Changed Name to "Daniel"

*We had
"Bill"
to start
written on
1st Label -
Calk
(i)*

4XX596 DEC 29, 2019 ALL CURR USD 1 OF 1
SVC GNDCCM ACT WT 10.0 LBS
TRACKING# 124XX5969067034903
REF 1: DANIEL BIRCHFIELD/CD/CM
REF 2: 700

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COO 0.00	RS 0.50	SVC 7/7 USD
DC 0.00	DSD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 9.49	PUB+HANDLING	9.49	

