

Remington Arms Co., Inc.
Product Service
Legal Case #:5072

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225574	3/11/2011	11/12/2010	3/14/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Murphy	Bonds	6306 Rocknook	Humble	TX	77396		C 281-794-0992

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired when closing bolt	Concern:1008 Fired on Bolt Closing		
C				

11/12/10 Per call from Bonds, he has had his 700 fire when closing the bolt. He has made no alterations to it and he is the original owner.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25771	E6265174	PQ	6/6/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP	SCOPE BASE,BOTTOM HALF FRONT RING	Y			

CONCERN:FBC

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, replace TPA, clean, test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

11/12/10 Mailing ARS and box.cm 2/22/11 Bonds called to say he never received the box or label. I will send the label and box together direct from Corporate.cm 3/17/11 Per Ilion, could not duplicate concern. Trigger asstn dirty, some parts work sluggish. Replace TPA, clean, test fire at 1/2 normal cost.cm

3/22 Approved by letter.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		PQ
	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
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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,SOME PARTS WORK SLUGGISH
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF FRONT RING

22"
PQ 6/9
6#
1011

5072

February 22, 2011

Murphy Bonds
6306 Rockynook
Humble, TX 77396

Subject: #5072, Model 700

Dear Mr. Bonds,

Per our phone conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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.

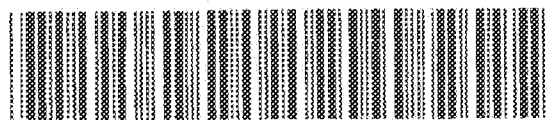
Sincerely,

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

enclosure

E6265174

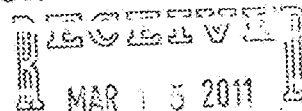
Model: 700



RE00225574

could not duplicate concern.
T.A. dirty some parts 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

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

Model Number:	700	Serial Number:	EG265174
Are you the original owner? ☒ YES ☐ NO			
Name: Murphy C. Bonds		Date of Purchase: 2003	
Address (no PO Boxes): 6306 Rocky Nook			
City: Humble		State: Texas	Zip: 77396
Phone (Daytime): 713-425-6975		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Ibonds01@aol.com			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: When I loaded one bullet into the Chamber of the Rifle it was accidentally set on fire, when I set the Bolt action it fired by itself without even pulling the trigger			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: _____

How often do you clean the bore? (Months or Number of rounds) _____

How often do you clean the action? (Months or Number of rounds) _____

How often do you clean the trigger assembly? (Months or Number of rounds) _____

Brand of lubricant used: _____

How often do you lubricate the bore? (Months or Number of rounds) _____

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) _____

Every time I shoot

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? _____ *N/A*

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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/12/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		XXXXXXXXXX I WILL MAIL	
DESCRIPTION: 700 E6265174			

LABEL INFORMATION

MAIL LABEL TO:	Murphy Bonds 6306 Rockynock Umbolt, TX 77396
RETURN ITEM TO:	Rem Prod Serv Illion, NY

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

4XY596 NOV 12, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
FRACKINCH 124XY5969066322755
REF 1: MURPHY BONDS/CD/CM
REF 2: 700/E6265174

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 9.45 PUB+HANDLING 9.45



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/22/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		☒ I WILL MAIL	
DESCRIPTION: 700 E6265174			

LABEL INFORMATION

MAIL LABEL TO:	Murphy Bonds 6306 Rocknook Humble TX 77396
RETURN ITEM TO:	Rem Prod Service

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

4XX596 FEB 22, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING 1Z4XX5969057085063
REF 1: MURPHY BONDS/CD/CM
REF 2: 700/E6265174

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 CDD 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 10.04 PUB+HANDLING 10.04



