

Remington Arms Co., Inc.

Product Service

Legal Case #:5622

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221170	1/28/2011	1/11/2011	1/31/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mark	Burd	1188 Mount Gretna Rd	Elizabethtown	PA	17022		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when closing bolt	Cause:4006 Altered Adjustments or Components Concern:1008 Fired on Bolt Closing	Unknown	
C				

1/12/11 Per email sent to Remington.com, incid # 101222-000009, "I had two accidental discharges of my Remington 700 Mountain Rifle (Rem. 260) this past season -- once at the range and once in the field. This past October, at the range, the rifle discharged upon closing the bolt. I was not able to replicate the fault with the rifle unloaded or with dummy rounds (no powder or primer). I spoke with a friend, who has had extensive firearm experience who noted that he was aware of 'some concerns' that had been raised with the Remington 700 trigger."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/260 REM	n/a	D6602305	AW	3/18/2002 11:21:13 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
2/2/2004	JERRY S SPORT INC		U			

CONCERN:FBC

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, test fire at 1/2
normal cost

Repair/Replacement Cost	Repair/Replacement Date

1/11/11 Mailing ARS.cm 2/15/11 Per Ilion, will follow down. Trigger will not return properly. Replace TPA, clean, test fire at 1/2 normal cost. Replace stock 1/2 normal cost. Burd approved by letter on 2/8.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/31/2011

Examination	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	22" 260 REM	
	Date Code	AW	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Car Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Magazine	Notch Condition	---Select---	
	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	---Select---	CRACKED AT GRIP
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	M/700 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
Feeding Test	Test Fired	False	
	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN,TRIG NOT RETURNING PROPERLY
	Pull	---Select---	-2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

5622
22
22
011
AW3/0
January 11, 2011

Mark Burd
1188 Mt Gretna Rd
Elizabethtown, PA 17022

Subject: #5622, Model 700

Dear Mr. Burd,

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,

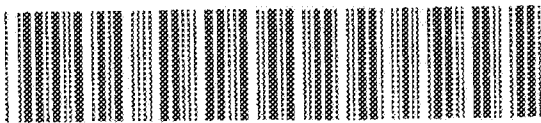
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

will follow down. TPA will
not return properly. replace
TPA, clean & test fire at 1/2
normal cost.
replace spring, 1/2 cost.

Quote

Serial Number:
D6602305

Model: 700



RE00221170

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

BY:.....

Print

Reset

Model Number: 700 Mountain Rifle DBM		Serial Number: 06602305	
Are you the original owner?: YES NO			
Name: Mark D. Burd		Date of Purchase: 2/2/04	
Address (no PO Boxes): 1188 Mount Gretna Rd			
City: Elizabethtown		State: PA	Zip: 17022
Phone (Daytime): 717 725.9895		Fax: 717.367.5398	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) mark.burd@gmail.com			
E-mail Address: I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: Mid-October 2010, I had a surprise discharge of my rifle when closing the bolt. I could not reproduce this with the rifle unloaded or with dummy rounds (no primer or powder) or with a snap-cap; I could not get the action to release with smartly closing the bolt multiple times. The bore & bolt were cleaned & lubricated. While Hunting on Nov 30, 2010, I fired 4 rounds at a running doe. The second round fired when I closed the bolt and before I could take aim. 33 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Core-Lokt or AccuTip	
Other (i.e. bullet weight/type, shot size, powder): 140gr CL or 120gr AT or 120 gr handload			
Handload Information:			
Powder Used: H4895		Powder Weight: 35.8	

(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.
- :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for
 - damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

- :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)
- :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Case/Hull Used: R.P. 260 REM	Primer Used: Federal 210MLg
Bullet Type/Shot Size: 120g Nos Ball Tip	Reloader Used: Dillon
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: Hoppe's	
How often do you clean the bore? (Months or Number of rounds) ea 1-2 use or 5-50 rounds	
How often do you clean the action? (Months or Number of rounds) ea 1-2 use or 5-50 rounds	
How often do you clean the trigger assembly? (Months or Number of rounds) not since purchase	
Brand of lubricant used: Hoppe's	
How often do you lubricate the bore? (Months or Number of rounds) ea 1-2 use or 5-50 rou	
How often do you lubricate the action? (Months or Number of rounds) ea 1-2 use or 5-50 rou	
How often do you lubricate the trigger assembly? (Months or Number of rounds) not since purch	
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? not since purchase	
What were the services performed? N/A	
Ship your INSURED firearm by either UPS or Parcel Post to:	
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	

Reference #	101222-000009
Status	Solved
Assigned To	Administrators
Product	Firearms
SLA	Not specified
Queue	CSR
Date Created	12/22/2010 06:57 AM
Initial Response	None
Last Updated	01/11/2011 04:19 PM
Date Closed	01/11/2011 04:19 PM
Customer SmartSense	0 (on -3 to +3 scale)
Staff SmartSense	0 (on -3 to +3 scale)

A form was submitted on REMINGTON - PROD.**Discussion Thread**

Note (Christy -)

01/11/2011 04:19 PM

Sent him an email direct from my Outlook email instead of RightNow.

Customer (Terry Schanbacher)

12/22/2010 06:57 AM

Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us

First Name: Mark

Last Name: Burd

Email: mark.burd@gmail.com

Address 1: 1168 Mount Gretna Rd.

Address 2:

Telephone: 717.725.9895

City: Elizabethtown, PA

State: PA

Zip Code: 17022

Country: USA

Comments:

I had two accidental discharges of my Remington 700 Mountain Rifle (Rem. 260) this past season -- once at the range and once in the field. This past October, at the range, the rifle discharged upon closing the bolt. I was not able to replicate the fault with the rifle unloaded or with dummy rounds (no powder or primer). I spoke with a friend, who has had extensive firearm experience who noted that he was aware of 'some concerns' that had been raised with the Remington 700 trigger.

Primary Contact

First Name: Terry

Last Name: Schanbacher

Organization:

Login: 9KIFVY9135Vc

Title:

Contact Type:

Email: bdyoung@wvtv.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:	1/11/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		xx	
		I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Mark Burd 1188 Mount Gretna Rd. Elizabethtown, PA 17022
RETURN ITEM TO:	Rem Product Service

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

4XX596 JAN 12, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10 0 LBS
TRACKING# 124XX5969055303594
REF 1: MARK BURD/CD/CM
REF 2: 700

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
OV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 0.50
PR 0.00	PR 0.00	SD 0.00
		SP 0.00
TOT PUB CHG 7.94	PUB+HANDLING	7.94

