

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5012

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
224646	2/28/2011	11/8/2010	3/1/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Terry	Coburn	18476 Thoroughbred Dr	Vance	AL	35490		H 205-795-6233

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	fires when bolt closed Concern:1008 Fired on Bolt Closing			
C				

11/8/10 Per call from Coburn, he "thinks he had a firing pin closer problem".cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	25767	C6366967	AJ	3/29/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	AIDCO DIVISION WAREHOUSE #2R	SCOPE BASE,BOTTOM HALF RINGS	U			

CONCERN:FBC,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 Ilion, offer to replace TPA, clean and test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

11/8/10 Mailing ARS.cm 3/3/11 Left voice message for Coburn with inspection/quote. Already have his credit card info, just need approval of charges.cm

*3/7 Approved by email. cm*

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/1/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4015	Improper Maintenance	
Barrel	Description		22" 243 WIN
	Date Code		AJ
	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; Not Functioning	
	Stock Condition	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---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	STICKY LUBE RESIDUE AND RUSTY PARTS WORK SLUGGISH.WILL FOLLOW DOWN
	Pull	---Select---	7#
	Altered	False	

	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

Model Number: 700      Serial Number: C6366967

Are you the original owner: No

Name: Terry Colburn  
18476 Thoroughbred Drive  
Vance, AL 35490

Daytime Phone: 205-795-6233

Fax: 1-800-390-4357

Credit Card: VISA REDACTED      exp: 03/12

Problem:

I purchased the rifle from an individual. The first problem I had was when you pulled the trigger, there was a three second delay before the gun fired. I got online and found out how to remove and clean firing pin. That problem was solved. Then I discovered when I was pushing the bolt forward the firing pin would engage. This only happened when the rifle was empty. I went to the range the other day and the trigger was hard. It was not a clean break. I would like the rifle inspected and the trigger set back to the factory specifications.

Firearms Care:

Brand of cleaning solution used: Hopps

How often do you clean the bore: After firing or Every 6 months

How often do you clean the action: After firing or Every 6 months

How often do you clean the trigger assembly: none

Brand of oil: RemOil

How often do you lubricate the bore: After firing

How often do you lubricate the action: After firing

How often do you lubricate the trigger assembly: none

Have you reviewed the cleaning and maintenance recommendations: yes

# Remington®

22"  
AS 3/8"  
7#  
.010

5012

November 8, 2010

Terry Coburn  
18476 Thoroughbred Dr  
Vance, AL 35490

Subject: #5012 Model 700

Dear Mr. Coburn,

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

enclosure

T.A. is contaminated with a partially dried + sticky lube residue causing parts to work sluggish. Replace TPA, clean + test Rive at 1/2 normal cost.

Serial Number: C6366967  
Model: 700  
  
RE00224646

Quote  
RECEIVED  
MAR - 2 2011

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 16285 E



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/8/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<input checked="" type="checkbox"/> I HAVE CHECKED ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXX	
DESCRIPTION:  C6366967 700			

## LABEL INFORMATION

MAIL LABEL TO:	Terry Coburn 18476 Thoroughbred Dr Vance, AL 35490
RETURN ITEM TO:	Rem Product Service

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

4/25/06 NOV 9 2010 REF: CURR USD 1 OF 1  
LVC 6H0000 ACT WT 10.0 LBS  
TRUCKING 124XX300006/648430  
REF 1: TERRY COBURN/CD/CM  
REF 2: 700/C6366967

HANDLING CHARGE 0.00  
SINGLE-PIECE RATE RATE CHRG  
SV 0.00 CDD 0.00 SG 0.50  
DC 0.00 DCD 0.00 SD 0.00  
RH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 2.74 PUB-HANDLING 0.74

PS 16285 F