

Remington Arms Co., Inc.
Product Service
Legal Case #:5371

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222120	2/4/2011	12/9/2010	2/7/2011	11/30/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Wayne	Cymbor						

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			
S	Fired while unloading Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	
C				

12/9/10 Per email sent to Remington.com, incid #101201-000066, "On the second day of the Pennsylvania deer season (Nov 30, 2010), my Remington 700 30.06 rifle unexpectedly fired while I was unloading it. Fortunately I had it pointed to the ground so there was no injuries or damage other than my frazzled nerves. I bought this rifle in 1969. The same thing happened about 5 years ago but at that time I attributed it to me possibly brushing my fingers across the trigger during the unloading process. However this time I am sure that this was not the case. My fingers were nowhere near the trigger. I keep my rifle clean and have never attempted to adjust the trigger mechanism. After searching the internet for a short time, I see that other people have had the same problem. This is a very unsafe condition. I never did like the fact that the safe had to be taken off to unload the gun. Yes, if the rifle is held properly while unloading, no injuries will result but just the fact that it can happen (and did happen twice for me) points to a mechanical or design defect. In my opinion, this rifle should have been recalled. I also understand that the trigger mechanism has been changed which indicates to me that you have admitted that there is a problem. How can I get the new trigger mechanism for my gun as I don't like using it as it is?" cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	6276181 ES	10/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner		
	OSCAR ROB PITTS PA	BOTTOM HALF SEE THRU MOUNTS	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 and test fire under BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	77.90	2/15/2011				

12/9/10 Mailing ARS.cm 2/15/11 Per Ilion, could not duplicate concern. Trigger assem set screws altered. Replace TPA, clean and test fire under BLSM program price of \$20 + shipping.cm

2/21 Approved by letter. cm

<http://cps03ap13.200/psaapp/PrintDisplay.aspx?ID=5371&Type=Case>

2/15/2011

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		ES
	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		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Non-Remington Components	Description	BOTTOM HALF SEE THRU MOUNTS
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2211
ES 10/69
2.52
.007

5371

December 9, 2010

Wayne Cymbor
2788 Farm Spur Rd N
Huntingdon, PA 15642

Subject: #5371, Model 700

Dear Mr. Cymbor,

Thank you for your patience. Enclosed is a 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 box 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

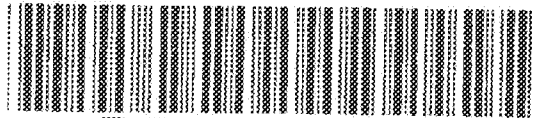
RECEIVED
FEB 10 2011

BY:.....

Serial Number

6276181

Model: 700



RE00222120

could not duplicate concern.
T. A. get screws altered
replace TAP, clean & test fire
under BCP for B.Woots & Co

Quade

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



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	3/30/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	5
☒ PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		waybern2@comcast.net ☒ I WILL MAIL	
DESCRIPTION: 700 ADL stock			

LABEL INFORMATION

MAIL LABEL TO:	Wayne Cymbor 2788 Farm Spur Rd North Huntingdon, PA 15642 724-864-0936
RETURN ITEM TO:	Rem Prod Serv

PLEASE COMPLETE ALL PARTS OF THIS FORM

waybem2@comcast.net

4XX598 MAR 31, 2011 ALL CURR USD 1 OF 1
SYC GND COM ACT WT 5.0 LBS
TRACKING# 124XX598906733447
REF 1:WAYNE CYMBOR/CD/CM
REF 2:700 ADL STOCK

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COB 0.00	AS 1.00
DC 0.00	DCD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 7.66	PUB+HANDLING	7.66

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

Model Number:	700	Serial Number:	6276181
Are you the original owner? ☒ YES ☐ NO			
Name: WAYNE CYMBOR		Date of Purchase: 11-19-1969	
Address (no PO Boxes): 2788 FARM SPUR RD			
City: N. HUNTINGDON	State: PA	Zip: 15642	
Phone (Daytime): 724-864-0936	Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) WAYBERN2 @ COMCAST.NET			
E-mail Address:			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
UNINTENTIONAL FIRING DURING UNLOADING (SEE ATTACHED LETTER)			
500 characters left			
Ammunition Information:			
Manufacturer: REMINGTON		Type: CORE LOCK 30-06 180 GR	
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:	

114.90
37. -
77.90

Wayne Cymbor

From: "Remington Information" <info@remington.com>
To: <waybern2@comcast.net>
Sent: Tuesday, December 07, 2010 10:10 PM
Subject: Unintentional firing of my Remington 700 [Incident: 101201-000066]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click [here](#).

Subject

Unintentional firing of my Remington 700

Discussion Thread

Response (Chris)

12/07/2010 10:10 PM

Mr. Cymbor, I apologize for the delay in responding. I can send you a prepaid shipping label to cover shipment to our factory for inspection of the problem you had with the Model 700. We will contact you after inspection regarding the results.

If you would like me to send the label, forward the mailing address it should be mailed to and the serial number of the rifle.

Sincerely,
Christy Mitchell

Customer (Wayne Cymbor)

12/01/2010 01:12 PM

Gentlemen:

On the second day of the Pennsylvania deer season (Nov 30, 2010), my Remington 700 30.06 rifle unexpectedly fired while I was unloading it. Fortunately I had it pointed to the ground so there was no injuries or damage other than my frazzled nerves. I bought this rifle in 1969. The same thing happened about 5 years ago but at that time I attributed it to me possibly brushing my fingers across the trigger during the unloading process. However this time I am sure that this was not the case. My fingers were nowhere near the trigger. I keep my rifle clean and have never attempted to adjust the trigger mechanism.

After searching the internet for a short time, I see that other people have had the same problem. This is a very unsafe condition. I never did like the fact that the safe had to be taken off to unload the gun. Yes, if the rifle is held properly while unloading, no injuries will result but just the fact that it can happen (and did happen twice for me) points to a mechanical or design defect. In my opinion, this rifle should have been recalled. I also understand that the trigger mechanism has been changed which indicates to me that you have admitted that there is a problem. How can I get the new trigger mechanism for my gun as I don't like using it as it is?

Sincerely yours,

Wayne Cymbor

1/27/2011

2788 Farm Spur Rd
N. Huntingdon, Pa. 15642

Question Reference #101201-000066

Product Level 1: Firearms

Date Created: 12/01/2010 01:12 PM

Last Updated: 12/07/2010 10:10 PM

Status: Waiting

----- We hope that this information will be helpful to you. If we
can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. --
America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--
FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER,
FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety
Section is a must for everyone. <http://www.remington.com/safety> -----
----- [---001:002499:45622---]

1/27/2011

PS 16373

Reference #
101201-000066

Status
Solved

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Unintentional firing of my Remington 700

5371

Discussion Thread

Customer (Wayne Cymbor)

12/08/2010 10:57 AM

Dear Christy:

Yes, please send the label to 2788 Farm Spur Rd, N. Huntingdon, Pa. 15642. The serial number is 6276181. I will send it as soon as the Pennsylvania deer season is over since I do not have another rifle to hunt with.

Wayne Cymbor

----- Original Message -----

From: Remington Information

To: waybern2@comcast.net

Sent: Tuesday, December 07, 2010 10:10 PM

Subject: Unintentional firing of my Remington 700 [Incident: 101201-000066]

Response (Christy -)

12/07/2010 10:10 PM

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Sincerely yours,

Wayne Cymbor

2788 Farm Spur Rd

N. Huntingdon, Pa. 15642

Primary Contact

First Name: Wayne

Last Name: Cymbor

Organization:

Login: waybern2@comcast.net

Title:

Contact Type:

Email: waybern2@comcast.net

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:	8-Dec	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ RELEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Wayne Cymbor 2788 Farm Spur Rd, N. Huntingdon, Pa. 15642
RETURN ITEM TO:	Rem Prod Serv

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

4XXS96 DEC 9, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065022590
REF 1:WAYNE CYMBOR/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD
BY 0.00 COD 0.00 RS 0.50
DC 0.00 GCD 0.00 SD 0.00
RH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 7.42 PUB+HANDLING 7.42

