

Remington Arms Co., Inc.
Product Service
Legal Case #:5630

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221284	1/31/2011	1/13/2011	2/1/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Matt	Dean	749 N Center St	Canton	PA	17724		H 570-673-8481 E mdean52@hotmail.com

Incident Information

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

Customer sent an email. All he stated was "My Model 700 rifle goes off without pulling the trigger how can I fix this". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/6MM REM	n/a	6740255	KY 5/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner		
	CLEARFLD HD CLEARFIELD PA	TWO PIECE BASE,RINGS,HARD CASE	N		

CONCERN:UNEXPLAINED DISCHARGE

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 - Quote to repair under BLM program	Repair/Replacement Cost	Repair/Replacement Date				
	\$45.40	2/15/2011				

1/13/11: I will email letter & form. I will ask media coord. to email ARS. df 2/15/11: Per Ilion - Could not duplicate concern. TA set screws altered. Replace TA, clean & test fire under BLM program - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		2/1/2011

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 6MM REM
	Date Code		KY
	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	
Scar	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	True	SET SCREWS HAD BEEN ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,RINGS,HARD CASE

Remington®

5630
January 13, 2011

22"
K45/7
4#
009

Matt Dean
749 N Center St
Canton, PA 17724
Ph: 570-673-8481
Email: mdean52@hotmail.com

Ref: # 5630

Dear Mr. Dean,

You will receive a shipping label for UPS by email in 2-3 business days. Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

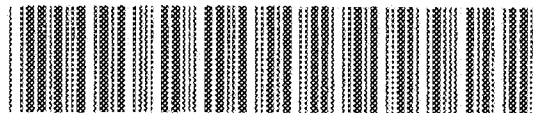
Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Serial
Number

6740255

Model: 700



RE00221284

could not duplicate concern.
T.A. set screws altered.
Rphm a TPA, CLEAN & TEST fire
under BLP for \$20.00 + ship.

Quote

RECEIVED
FEB 03 2011

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

Print

Reset

Model Number: <u>Rem model 700 6mm</u>		Serial Number: <u>6740255</u>	
Are you the original owner?: ☐ YES ☒ NO			
Name: <u>James Dean</u>		Date of Purchase: <u>1996</u>	
Address (no PO Boxes): <u>749 North Center St.</u>			
City: <u>Canton</u>	State: <u>PA</u>	Zip: <u>17224</u>	
Phone (Daytime): <u>570-623-8481</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>mg Dean 52 @ hotmail . com</u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: On Two Times the gun discharged with out touching the trigger. First time 2000-2001 Deer season. Second time 2009 Deer season. The second time I remember going to unload, it was on safe touched the bolt then remember needed to put it on Fire to unload touched the bolt gun went off			
500 characters left			
Ammunition Information:			
Manufacturer: <u></u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u>45 grains 4831</u>		Powder Weight: <u></u>	
Case/Hull Used: <u>Federal</u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u>100 grain 5.62 mm</u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	Rem oil Brite Bore
How often do you clean the bore? (Months or Number of rounds)	after 20 shots or yearly
How often do you clean the action? (Months or Number of rounds)	after 20 shots or yearly
How often do you clean the trigger assembly? (Months or Number of rounds)	once
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	after 20 shots or yearly
How often do you lubricate the action? (Months or Number of rounds)	after 20 shots or yearly
How often do you lubricate the trigger assembly? (Months or Number of rounds)	once
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?)	
Never	
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler Avenue Illion, 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.

:: 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.

Reference #
101220-000100

Status
Updated

Assigned To
Administrators
Dell -

Product
Firearms
Centerfire Rifles

SLA
Not specified

Queue
CSR

model 700

5630

Discussion Thread

Customer (matt dean)
the serial number is 6740255
the caliber is 6MM Rem.
my address is 749 N Center St
Canton PA, 17724
my phone number is (570)673-8481

12/29/2010 01:11 PM

From: info@remington.com
To: mdean52@hotmail.com
Date: Wed, 29 Dec 2010 10:45:10 -0500
Subject: model 700 [incident: 101220-000100]

Response (Dell -)

12/29/2010 10:45 AM

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, and when this occurred.

Sincerely,
Dell

Date Created
12/20/2010 11:53 AM

Initial Response
12/29/2010 10:45 AM

Last Updated
12/29/2010 01:11 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Customer (matt dean)

12/20/2010 11:53 AM

my model 700 rifles go off with out pulling the trigger how can i fix this

Primary Contact

First Name: matt
Last Name: dean
Organization:

Login: mdean52@hotmail.com

Title:

Contact Type:

Email: mdean52@hotmail.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

Remington®

January 11: *enveloped to cust.*

Matt Dean
749 N Center St
Canton, PA 17724
Ph: 570-673-8481
Email: mdean52@hotmail.com

Ref: # 5630

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I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

[COPY]

January 13, 2011

Matt Dean
749 N Center St
Canton, PA 17724
Ph: 570-673-8481
Email: mdean52@hotmail.com

Ref: # 5630

Dear Mr. Dean,

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enclosure

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

PS 16460

[Print](#)[Reset](#)

Model Number:		Serial Number:	
Are you the original owner?: ☐ YES ☐ NO			
Name:		Date of Purchase:	
Address (no PO Boxes): 			
City:		State:	Zip:
Phone (Daytime):		Fax:	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: 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)
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?
What were the services performed?
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
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Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/13/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5630 rifle			

LABEL INFORMATION

MAIL LABEL TO: Matt Dean 749 N Center St Canton, PA 17724 Ph: 570-673-8481 Email: mdean52@hotmail.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

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

4XX595 JAN 13, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5959065853931
REF 1: MATT DEAN/CD/DMF
REF 2: 5630/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 1.00
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 5.24 PUB+HANDLING 8.24

mdean52@hotmail.com

