

Remington Arms Co., Inc.
Product Service
Legal Case #:5547

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
224339	2/25/2011	1/5/2011	2/28/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ray	Hebert	1005 American Legion Dr.	Rayne	LA	70578		H 337-334-7678 F 337-334-7678 E raybear47@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1023 Delayed Firing - Firearms			
C	Delayed firing			

Customer sent in a letter. He stated that he has had the gun a while & not used it. He let his son hunt with it and when he took it off safe & pulled the trigger nothing happened. Then about 3 seconds later it fired. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/TMM REM MA	25777	B6498329	ED	10/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	SOUTHLAND WILSE MONROE LA	TWO PIECE BASE	Y			

CONCERN: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 - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

1/5/11: Sending ARS, fir, form. df 3/9/11: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire at 1/2 normal cost - quote. Emailed quote to customer for review & payment. df

Examination(Remington/CF/BA)

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/28/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		ED
	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		M700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-JSS	
Sear	Lift	---Select---	015
	Notch	Slightly Worn; Functioning	
	Tests	Fert Fired	False
Feeding Port		False	
Trigger	Condition	Slightly Worn; Functioning	HAS BEEN CLEANED
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Fulcher, Dell Marie

From: postmaster@remington.com
To: RAYBEAR47@GMAIL.COM
Sent: Wednesday, March 09, 2011 10:27 AM
Subject: Relayed: Ray Hebert - Remington Ref# 5547

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

RAYBEAR47@GMAIL.COM

Subject: Ray Hebert - Remington Ref# 5547

5547

COPY

24"
ED 10/8
5.54
1015

January 5, 2011

Ray Hebert
1005 American Legion Dr.
Rayne, LA 70578
Ph: 337-334-7678

Ref: # 5547

Dear Mr. Hebert,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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.

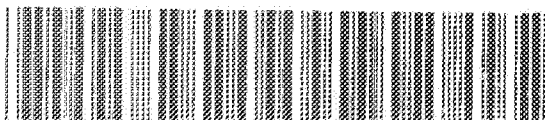
I hope that this action will keep you a loyal Remington customer.

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

enclosure

B6498329

Model: 700



RE00224539

could not duplicate concern.
CAN offer to replace TPA, clean
+ test fire at 1/2 normal
cost.

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

PS 16614 U

Print

Reset

Model Number: 700		Serial Number: B6498329	
Are you the original owner?: ☒ YES ☐ NO			
Name: RAY HEBERT		Date of Purchase: IN THE 80's	
Address (no PO Boxes):			
City: RAYNE		State: LA.	Zip: 70578
Phone (Daytime): 337-334-7678		Fax: 337-334-7678	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) RAYBEAR47@GMAIL.COM			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: SEE ATTACHED			
500 characters left			
Ammunition Information:			
Manufacturer: WINCHESTER		Type: SUPREME CXP3	
Other (i.e. bullet weight/type, shot size, powder): 160 GR. FAIL SAFE			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

PS 16614 Y

Brand of cleaning solution used:	WD 40
How often do you clean the bore? (Months or Number of rounds)	EVERY TIME I SAVE IT
How often do you clean the action? (Months or Number of rounds)	SAME AS ABOVE
How often do you clean the trigger assembly? (Months or Number of rounds)	THIS ONE NEVER BEEN CLEANED
Brand of lubricant used:	WD 40
How often do you lubricate the bore? (Months or Number of rounds)	WHEN SAVED AFTER USE
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?) NEVER	
What were the services performed?) THIS GUN WAS ONLY USED (3) TIMES —	
Ship your INSURED firearm by either UPS or Parcel Post to:	

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler 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

PS 16614 W

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.

①

Dear?

2/14/11

Twenty some what years ago,
a Wapt. store was going out of
business, They had this

REMINGTON MODEL 700
7MM MAG. S/N- B6498329

I bought it, put it up in my
gun cabinet, May be shot a box
of bullets, the gun is new.

This weekend my son used it
to go deer hunting, temperature
was in the upper twenties, He
had a deer in the scope, took it
off safety, pulled the trigger,
Nothing happened, about (3) seconds
later, the gun fired, this happened
twice that morning.

When he pulled the trigger, Nothing
happened, it did not click, a couple
of seconds, it fired.

Later on that day, it fired good
when the temperature got up.

I talked to a gun smith, he
said that he heard of this before,
when it was real cold, & the trigger
mechanism is gummed up.

PS 16614Y

Years ago I used to work on guns
I collect guns, I know a lot about

②

guns.
Now what I did, and I should have not done was, I shot some WD 40 in the trigger mechanism & blew it out w/ an air gun.

I should have left it dirty, so you could examine it,

Like I said, I bought it, put it up in the gun cabinet, & it sat there for years, being it was cold, the problem may have been that factory lubricant.

Anyway, I love my gun,
see what you think about it & if you have to, call me

HOME - 337- 334- 4818

WORK - 337- 334- 7678

EMAIL - RAYBEAR47@GMAIL.COM

Thanks,

RH

Remington

REMINGTON ARMS COMPANY, INC.

870 REMINGTON DRIVE

P.O. BOX 700

MADISON, NC 27025-0700

1-336-548-8700

September 11, 2002

Mr. Ray Hebert
2053 American Legion Drive
Rayne, LA 70578

Dear Mr. Hebert:

This is in response to your recent letter regarding the Bolt Action Safety Modification Program. According to the serial number provided, your firearm was made in 1983. This program is for certain bolt-action centerfire firearms manufactured prior to 1982 including the Model 700. These firearms have a feature known as a bolt-lock that requires the safety to be placed in the "off" position in order to unload the gun. Your firearm was produced so close to the cut off date, we recommend checking your firearm to see if it features the bolt-lock safety. To determine whether your Model 700 has the bolt-lock mechanism either:

Call Remington at 877-387-6691 and a service representative will help you determine if your firearm has a bolt-lock mechanism

Take your firearm to a Remington Authorized Repair Center and a qualified gunsmith will examine your firearm

If you participate in this program, your firearm will be modified to eliminate the bolt-lock feature and you will be able to unload your firearm while the safety is kept in the "S" or "ON SAFE" position. The operation of your gun will not be otherwise affected. The firearm will be cleaned, inspected and modified for \$20.00 plus shipping and handling. The complete firearm must be returned in order participate in the modification program. Please send your firearm to our firearms plant listed below or if convenient to one of our authorized repair centers in your state (see accompanying list). To ensure proper shipping, we suggest the following:

*I wrote to Remington
when I heard of safety
problems, but I don't
think that this is for this
rifle.*

①

Dear ?

5547

11-30-10

Twenty some what years ago a
Dept. store was going out of business.
They had then

REMINGTON - MODEL 700
7MM - MAG. S/N - B6498329

I bought it, put it up in my
gun cabinet. Maybe shoot (1)
lot of bullets sighting it in.
The gun is new.

This weekend my son used it to
go deer hunting. Temperature was in
the 30s. He had a deer in
the scope, took it off safety,
pulled the trigger, Nothing happened.
About (3) seconds later the gun
fired, this happened twice that
morning.

When he pulled the trigger,
Nothing happened, did not click
or anything, a couple of seconds
later, it went off.

Later on that day when it warmed
up, it worked fine!

DEC 23 2010

~~David~~

②

Have you ever heard of this problem?
Can you give me some insight
on what it may be.

Another thing, a few years ago
they had this

BOLT ACTION SAFETY MODIFICATION
PROGRAM.

See attached copy that Remington
sent me about this.

What should I do about this.

- 1) When you fire the gun, you cannot
put it on safety.
- 2) Open the bolt, you can put it on or
off safety.

Please let me know ASAP
because I want to use it,
that is one hell of a rifle.

PH# 337-334-7678

EMAIL RAYBEAR 47 @ GMAIL . COM

Thanks
Ray Hebert

PS 16614 CC



REMINGTON ARMS COMPANY, INC.

870 REMINGTON DRIVE
P.O. BOX 700
MADISON, NC 27025-0700
1-336-546-6700

September 11, 2002

Mr. Ray Hebert
2053 American Legion Drive
Rayne, LA 70578

Dear Mr. Hebert:

This is in response to your recent letter regarding the Bolt Action Safety Modification Program. According to the serial number provided, your firearm was made in 1983. This program is for certain bolt-action centerfire firearms manufactured prior to 1982 including the Model 700. These firearms have a feature known as a bolt-lock that requires the safety to be placed in the "off" position in order to unload the gun. Your firearm was produced so close to the cut off date, we recommend checking your firearm to see if it features the bolt-lock safety. To determine whether your Model 700 has the bolt-lock mechanism either:

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If you participate in this program, your firearm will be modified to eliminate the bolt-lock feature and you will be able to unload your firearm while the safety is kept in the "S" or "ON SAFE" position. The operation of your gun will not be otherwise affected. The firearm will be cleaned, inspected and modified for \$20.00 plus shipping and handling. The complete firearm must be returned in order to participate in the modification program. Please send your firearm to our firearms plant listed below or if convenient to one of our authorized repair centers in your state (see accompanying list). To ensure proper shipping, we suggest the following:

Properly package your unloaded firearm. If you need a box, please call 1-800-243-9700, option Repairs.

- Do not send ammunition with your firearm.
- Include your full address and telephone number
- Include a letter that explains the problem
- Mail to: Remington Arms Company Inc.
Arms Services Division- Repairs
14 Hoefler Avenue
Ilion, New York 13357
Telephone: 1-800-243-9700

We appreciate the opportunity to be of service to you. If we can be of further assistance, please call us at 1-800-243-9700, 9a.m.-5p.m., EST.

Sincerely,



T. Frederick
Consumer Services



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/5/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5547 rifle			

LABEL INFORMATION

MAIL LABEL TO: Ray Hebert 1005 American Legion Dr. Rayne, LA 70578 Ph: 337-334-7678
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

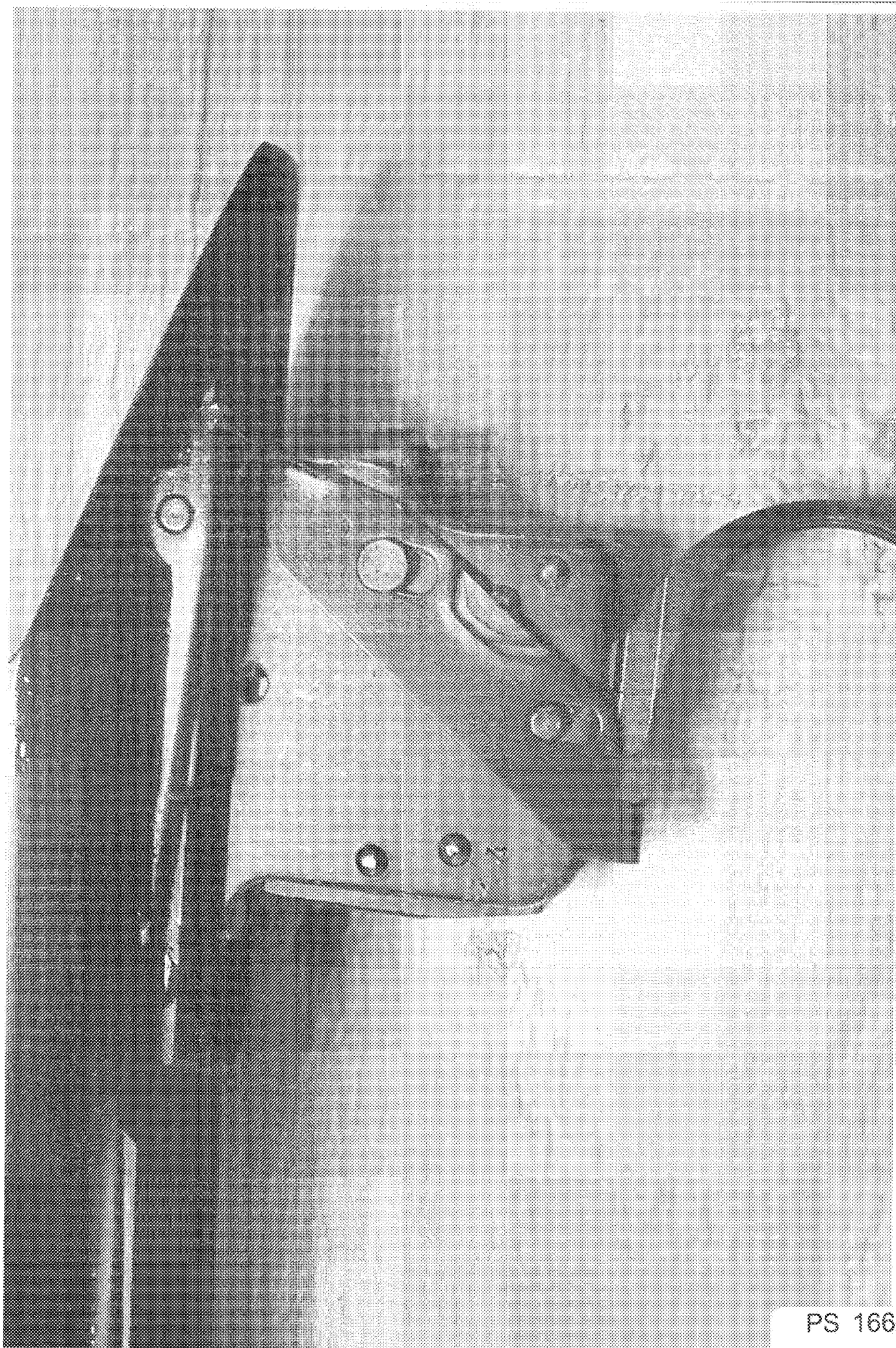
PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

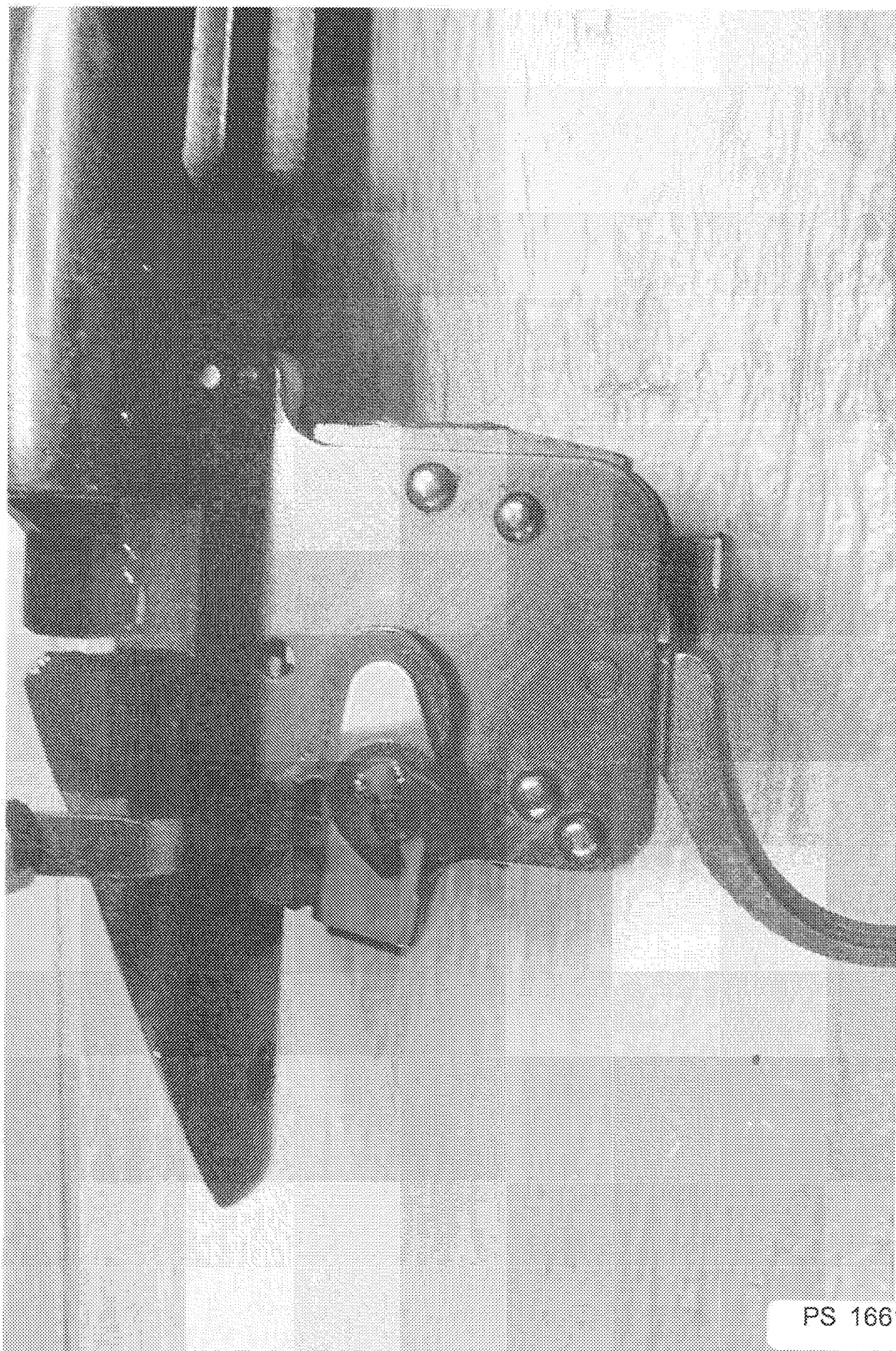
4XY586 JAN 5, 2011 ALL CURR USD 1 OF 1
SVC ONDCOM ACT WT 10.0 LBS
TRACKING# 124XX5868067592157
REF 1:RAY HEBERT/CD/DMF
REF 2:5547/RIFLE

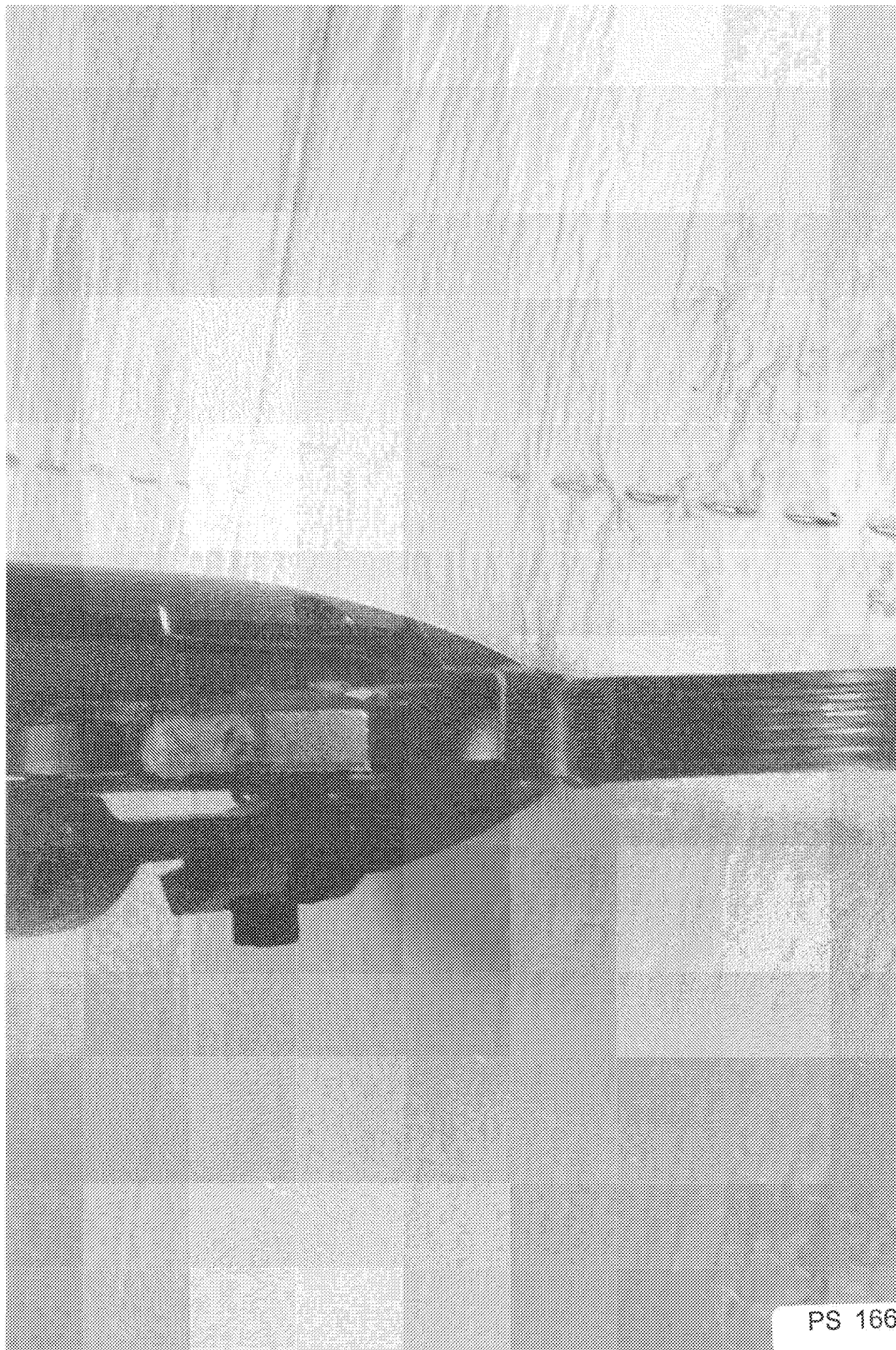
HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG		SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.49	PUB+HANDLING	9.49

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