

Remington Arms Co., Inc.
Product Service
Legal Case #:5616

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220882	1/27/2011	1/12/2011	1/28/2011	12/11/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Paul	Mundy	1689 Fillmore St.	Philadelphia	PA	19124		H 215-783-6391 F 215-535-6404 E paulmundy@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C	FBC			

Customer sent in an email. He stated that he had FBC while hunting. No damage, No injury but he was startled. He stated that he went online and found a bunch of articles with similar situations. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6568463	LQ	2/14/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY'S SPORT CTR MONTDALE PA	SCOPE BASE	Y			

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 - Quote to repair under BLM program						

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	2/3/2011

1/12/11: I will email letter & form. I will ask media coord. to email ARS. df 2/3/11: Per Ilion - Could not duplicate concern. TA dirty & sticky parts work sluggish. Replace TA, clean & test fire under BLM program - quote. Customer called & apprvd quote & pd. by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/28/2011
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		LQ
	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	
	Stop	Slightly Worn; Functioning	BINDS
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---	010
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY, PARTS WORK SLUGGISH
	Pull	---Select---	5#

	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

Remington.

5616
January 12, 2011

24"
LQ 2/78
5th
010

Paul Mundy
4292 Frankford Ave.
Philadelphia, PA 19124
Ph: 215-783-6391
Email: paulmundy@aol.com

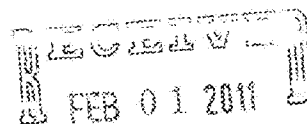
Ref: # 5616

Dear Mr. Mundy,

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



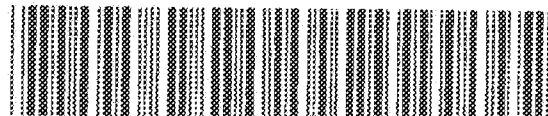
BY:

enclosure

Serial Number:

A6568463

Model: 700



RE00220882

could not duplicate concern
T.A. dirty + sticky parts work
sluggish. Replace TPA, clean +
test fire under BCP Con
\$20.00 + ship
Quote

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>700</u>		Serial Number: <u>A6568463</u>	
Are you the original owner?: ☒ YES ☐ NO			
Name: <u>PAUL MUNDY</u>		Date of Purchase: <u>1973</u>	
Address (no PO Boxes): <u>1689 FILMORE STREET</u>			
City: <u>PHILADELPHIA</u>		State: <u>PA</u>	Zip: <u>19124</u>
Phone (Daytime): <u>215-783-6391</u>		Fax: <u>215-535-6404</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>PAULMUNDY@AOL.COM</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>12-11-2010</u> <u>WHILE LOADING GUN, RIFLE DISCHARGED</u> <u>WHEN BOLT WAS CLOSED.</u> <u>IF YOU OPEN BOLT FROM THE FIRED POSITION</u> <u>YOU CAN HEAR A DELAYED ENGAGEMENT OF</u> <u>THE TRIGGER SEAR, IF YOU DO NOT HEAR THE</u> <u>SEAR ENGAGE, WHEN THE BOLT IS CLOSED THE</u> <u>FIRING PIN WILL</u> 500 <u>characters left</u> <u>DROP + GUN WILL</u> DISCHARGE			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	HOPES
How often do you clean the bore? (Months or Number of rounds)	ONCE YEAR AFTER HUNTING SEASON
How often do you clean the action? (Months or Number of rounds)	ONCE YEAR AFTER HUNTING SEASON
How often do you clean the trigger assembly? (Months or Number of rounds)	N/A
Brand of lubricant used:	HOPES
How often do you lubricate the bore? (Months or Number of rounds)	ONCE YEAR AFTER HUNTING SEASON
How often do you lubricate the action? (Months or Number of rounds)	ONCE YEAR AFTER HUNTING SEASON
How often do you lubricate the trigger assembly? (Months or Number of rounds)	N/A
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?) N/A	
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	

5616

Reference #	101213-000026
Status	Updated
Assigned To	Administrators
Dell -	
Product	Firearms
SLA	Not specified
Queue	CSR
Date Created	12/13/2010 10:55 AM
Initial Response	12/29/2010 08:55 AM
Last Updated	12/30/2010 09:11 PM
Customer SmartSense	+1 (on -3 to +3 scale)
Staff SmartSense	+1 (on -3 to +3 scale)

Remington 700**Discussion Thread**

Customer (Paul Mundy)

12/30/2010 09:11 PM

Dear Sir,
The serial number of my rifle is A6568463

My contact information: Paul Mundy
4292 Frankford Ave.
Philadelphia, PA 19124

215-783-6391

Thank you.

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

From: Remington Information

To: paulmundy@aol.com

Sent: Wed, Dec 29, 2010 8:55 am

Subject: Remington 700 [Incident: 101213-000026]

Response (Dell -)

12/29/2010 08:55 AM

Dear Paul,

We apologize for the delay in a response.

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. 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

Customer (Paul Mundy)

12/13/2010 10:56 AM

Dear Sir,

I am writing because I own a Remington 700, 7mm Rem. Mag (my father, brothers and I actually own five 700's) This past weekend I was deer hunting. When I loaded my rifle to begin my hunt, the gun discharged as I closed the bolt. Needless to say, I was startled and very concerned. Upon further review, with the gun empty, I noticed that the firing pin was dropping sporadically when closing the bolt.

I just completed a search on line for similar problems and found a multitude of articles and blogs noting identical circumstances of the Remington 700 misfiring.

I would like to know how to go about getting my rifle serviced to correct this problem.

Thank you,

Paul Mundy
4292 Frankford Ave.
Philadelphia, PA 19124
215-783-6391

Primary Contact

First Name: Paul

Last Name: Mundy

Organization:

Login: paulmundy@aol.com

Title:

Contact Type:

Email: paulmundy@aol.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.

Emailed to cust.

January 12, 2001

Paul Mundy
4292 Frankford Ave.
Philadelphia, PA 19124
Ph: 215-783-6391
Email: paulmundy@aol.com

Ref: # 5616

Dear Mr. Mundy,

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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

January 12, 2011

COPY

Paul Mundy
4292 Frankford Ave.
Philadelphia, PA 19124
Ph: 215-783-6391
Email: paulmundy@aol.com

Ref: # 5616

Dear Mr. Mundy,

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

enclosure

[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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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.

Fulcher, Dell Marie

From: Mail Delivery System [MAILER-DAEMON@AOL.com]
To: paulmundy@aol.com
Sent: Wednesday, January 12, 2011 8:33 AM
Subject: Relayed: Paul Mundy - Remington Ref# 5616

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

paulmundy@aol.com

Subject: Paul Mundy - Remington Ref# 5616

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/12/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5616 rifle			

LABEL INFORMATION

MAIL LABEL TO: Paul Mundy 4292 Frankford Ave. Philadelphia, PA 19124 Ph: 215-783-6391 Email: paulmundy@aol.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

4XX596 JAN 12, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING 1Z4XX5969066454129
REF 1: PAUL MUNDY/CD/DMF
REF 2: 5616/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 CDD 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 0.44 PUB+HANDLING 0.44

paulmundy@aol.com

