

Remington Arms Co., Inc.
Product Service
Legal Case #:5770

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222839	2/11/2011	1/26/2011	2/23/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Huddleston	810 S. College	Waxahachie	TX	75165		H 903-654-7624

Incident Information

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

1/26/11 Per call from Larry, he bought his 700 new in 1976 and a few years back it fired when he closed the bolt. He took it to a local gunsmith and he cleaned it and said it might have had some dirt in it. It happened a 2nd time this past year when he was in a hunting house and he closed the bolt and it fired.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7 MM REM M	n/a	A6367050	EI	10/22/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
1/1/1976	CULLUM & BOREN DALLAS TX		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. APV	Cash Date APV
quote to replace TPA, clean, test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.40	2/23/2011				

1/26/11 Mailing ARS.cm 2/17/11 Will quote to replace TPA, clean, test at BLSM program price of \$20 + shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 7MM REM MAG
	Date Code		EI
	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; Not 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	SLUGGISH
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY, PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

5770
January 26, 2011

Larry Huddleston
810 S. College
Waxahachie, TX 75165

Subject: Case 5770, Model 700

Dear Mr. Huddleston,

Thank you for your patience. Enclosed is the 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".

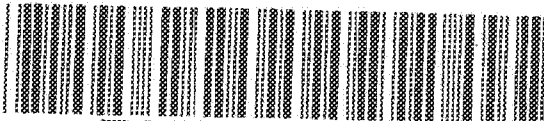
I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

A6367050

Model: 700



RE00222839

RECEIVED
FEB 15 2011

BY: _____

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

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

Model Number:	700	Serial Number:	A6367050
Are you the original owner? ☒ YES ☐ NO			
Name: Larry Huddleston		Date of Purchase: 1976	
Address (no PO Boxes): 810 South College			
City: Waxahachie	State: TX	Zip: 75165-4119	
Phone (Daytime): 903-654-7624		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) lhud70@aol.com			
E-mail Address:			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
1998 Rifle discharged when shell was chambered and bolt was closed, blowing hole in ground. Took to Gunsmith said he couldn't find anything.			
2010 Rifle discharged when shell was chambered and bolt was closed. Shooting hole through roof of hunting house.			
500 characters left			
Ammunition Information:			
Manufacturer: Winchester		Type: Ballistic Silver tip	
Other (i.e. bullet weight/type, shot size, powder): 150 gr.			
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:	Hoppe's #9
How often do you clean the bore? (Months or Number of rounds)	5
How often do you clean the action? (Months or Number of rounds)	6
How often do you clean the trigger assembly? (Months or Number of rounds)	12
Brand of lubricant used:	Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	6
How often do you lubricate the action? (Months or Number of rounds)	6
How often do you lubricate the trigger assembly? (Months or Number of rounds)	12
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?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, 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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/27/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Larry Huddleston 810 S. College Waxahachie, TX 75165
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 JAN 28, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING 1Z4XX5969067163934
REF 1: LARRY HUDDLESTON/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DY 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
RH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 10.00 PUB+HANDLING 10.00

