

Remington Arms Co., Inc.
Product Service
Legal Case #:5996

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
226921	3/25/2011	3/14/2011	3/28/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Robertson	2323 Waldo Ln.	Richmond	VA	23228		H 804-562-6299

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

3/14/11: Customer called in & stated that he had a FSR sometime ago (he didn't have a date) and he wants to send it into us for exam. No damage, No injury. He stated he bought it used. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6449652	PU	6/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	WATKINS & COTTEL RICHMOND VA		N			

CONCERN:FSR

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

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	4/5/2011

3/14/11: Sending ARS, letter, form. df 4/5/11: Per Ilion - TA very dirty & has a partially dried & sticky lube residue causing parts to work sluggish. Replace TA, clean & test fire under BLM - quote. Customer apprvd & pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/28/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
	Description		22" 3006 SPRG
	Date Code		PU

Barrel	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	8BND5
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	SMALL CRACK AT BOLT HANDLE SLOT
	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---	.013
	Notch	Slightly Worn; Functioning	DIRTY
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY, STICKY, PARTS WORK SLUGGISH. WILL FOLLOW DOWN
	Pull	---Select---	7.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	



John Robertson
2323 Waldo Ln.
Henrico, VA 23228

221
746
7.5
1013

[COPY]

5996

March 14, 2011

John Robertson
2323 Waldo Ln.
Richmond, VA 23228
Ph: 804-562-6299

Ref: # 5996, M/700

Dear Mr. Robertson,

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

RECEIVED
MAR 15 2011

BY:

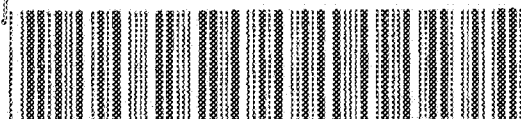
enclosure

*T.A. very dirty & has a partially
DRIED + sticky like residue causing
parts to work sluggish.
Replace TPA, clean & test fire
under BLP, Con B 20.00 + ship*

Quote

6449652

Model: 700



RE00226921

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>6449652</u>	
Are you the original owner?: ☐ YES ☒ NO			
Name: <u>John E. Robertson</u>		Date of Purchase: <u>11/87</u>	
Address (no PO Boxes): 			
City: <u>Richmond</u>		State: <u>VA</u>	Zip: <u>23228</u>
Phone (Daytime): <u>804 380-9162</u>		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: accidental discharge twice. once when safety taken off and again when hand touched bolt when getting ready to fire. Rifle has been in safe since 2000, not used, for fear of discharge. 500 characters left			
Ammunition Information:			
Manufacturer: <u>Rem</u>		Type: <u>Core Lock</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 gram</u>			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used: <u>N/A</u>		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)	<i>frequently</i>
How often do you clean the action? (Months or Number of rounds)	<i>after use</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>frequently</i>
Brand of lubricant used:	<i>Rem Oil</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>after use</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>after use</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>frequently</i>
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 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.

10052

24"
K228
4#

Paul Purcell
1444 9th ST.
Clarkston, Washington.
99403

Remington
Arms Services DIV.
14 Hoefler AVE.
Illion, N.Y.
13357

Dear SIR,

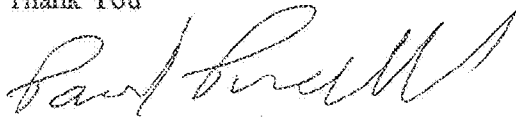
I have a Remington rifle, model 721, 30-06. It is a rifle that may be on the recall list for discharging when it put on safe. The rifle was new purchased by my father, and he does remember it discharging when it was put on safe. This is not safe, and we would like it fixed.

I called your repairs department and the people there told me to sent it to you for repairs. They told me the cost for repair was \$20.00 and shipping back to me would be \$17.00. There is a money order enclosed for this amount.

Ship it back to me at.

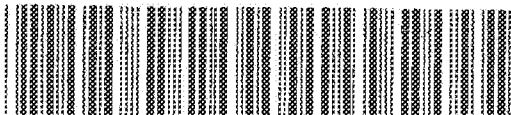
Clarkston Police DEPT.
ATTN: Officer Paul Purcell
830 Fifth Street
Clarkston, Washington
99403

Thank You



Paul Purcell 106

312580
Model: 721



RE00226802

Could not duplicate concern.
TCAH offer to replace TPA,
clean & test fire under BCP
for \$20.00 + ship

Quote



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	3/14/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5996 rifle			

LABEL INFORMATION

MAIL LABEL TO: John Robertson 2323 Waldo Ln. Richmond, VA 23228 Ph: 804-562-6299
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX586 MAR 15, 2011 ALL CURR USD 1 OF 1
SVC CND COM ACT WT 10.0 LBS
TRACKING# 174XX5869085448390
REF 1: JOHN ROBERTSON/CD/DMF
REF 2: 5996/RIFLE
HANDLING CHARGE 0.00 SVC T/P USD
SINGLE-PIECE PUB RATE CHRG: RS 0.50
DY 0.00 COO 0.00 SD 0.00
DC 0.00 DGG 0.00 SP 0.00
AH 0.00 PR 0.00 PUB+HANDLING 8.88
TOT PUB CHG 8.88



