

Remington Arms Co., Inc.

Product Service

Legal Case #:5130

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215243	12/17/2010	11/17/2010	1/3/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Alonzo	Rodriguez	214 San Felipe	Edinburg	TX	78541		H 936-383-7040 E avr16.2@att.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4006 firing pin discharges when closing bolt	Altered Adjustments or Components	Unknown	
C	Concern:1031 Firing Pin Follows Down			

11/17/10 Per email to Remington.com, incid # 101108-000256, "I have a mod 700 BDL in 243 rem with a trigger jam. As I close the bolt as if chambering a bullet the firing pin will discharge. I took the bolt out of the action to check if anything was stuck and I noticed that the bolt had come out uncocked. I tried to return the bolt into the action but it will not go in."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	A6375427	RI	1/1/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
3/1/1988	SPORTING GOODS HOUSTON TX	SCOPE BASE	U			

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, replace TPA, clean, test at BLSM program price	Repair/Replacement Cost	Repair/Replacement Date				
	\$7.90	1/11/2011				

11/17/10 Mailing ARS and box, 1160668.cm 1/11/11 Emailed Rodriguez the inspect and quote info. Awaiting reply. Per Ilion, trigger assm dirty and sticky, set screws altered. Replace TPA, clean & test fire under BLSM program price for \$20 + tax + shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	1/3/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	22" 243 WIN	
	Date Code	RI	
	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	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; 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---	005
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN DIRTY, STICKY
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	SCOPE BASE	

5130

CMA

22"
211/71
41
005

November 18, 2010

Alonzo Rodriguez
214 San Felipe
Edinburg, TX 78541

Subject: #5130, Model 700

Dear Mr. Morgan,

Enclosed is a UPS ground prepaid shipping label. 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 as a loyal Remington customer.

Sincerely,

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

RECEIVED
JAN 05 2011

BY:.....

enclosure

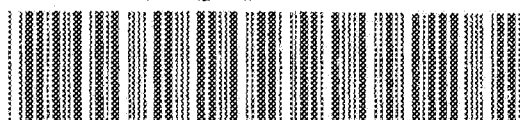
S/N A6375427

T.A. dry + sticky, set screws & head.
replace TPA, clean + test fire
under BLP Cor & 20.00 + test

Quote

A6375427

Model: 700



RE00215243

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 BDL 243 CAL	Serial Number:	A 6375427
Are you the original owner? ☐ YES ☒ NO			
Name:		Date of Purchase:	
ALONZO V RODRIGUEZ		MAR 1988	
Address (no PO Boxes):			
214 SAN FELIPE			
City:	EDINBURG	State:	TEXAS
Zip:	78541		
Phone (Daytime):	956 383 7040	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
avz16.2@att.net			
E-mail Address:			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
The gun would fire and bolt would not cook on the up stroke. When bolt was closed into action it would fire on its own. I took the bolt out and could not insert again until 2 or 3 days later. At this time it would cook but fired when it closed. It seems to cook & fire normally but still fires fires on its own at time. Please send email.			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
IMR 4350		41.5 gr	
Case/Hull Used:		Primer Used:	
Remington		CC 200	
Bullet Type/Shot Size:		Reloader Used:	
95 gr Nosler		RCBS	
BALL IS THE TIP.			

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	OTTEDE
How often do you clean the bore? (Months or Number of rounds)	SIX MONTHS
How often do you clean the action? (Months or Number of rounds)	SIX MONTHS / 40 rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	SIX MONTHS
Brand of lubricant used:	OTTEDE
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?	
Never	
What were the services performed?	
N/A	
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.	

Alonzo Rodriguez

From: Remington Information [info@remington.com]
Sent: Wednesday, December 01, 2010 10:21 AM
To: avr16.2@att.net; Alonzo Rodriguez
Subject: RE: Trigger Jam model 700 BDL [Incident: 101108-000256] [Incident: 101130-000143]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here.

Subject

RE: Trigger Jam model 700 BDL [Incident: 101108-000256]

Discussion Thread

Response (Chris)

12/01/2010 11:21 AM

Ok, thank you. I will wait for the inspection data from the repairman and give you a call on what they see and how we can resolve.

Customer (Alonzo V. Rodriguez)

11/30/2010 05:11 PM

Christy, I just received the box today. I will send it out to tomorrow. I was able to get the bolt back into the action and it seems to cock normally but it still discharges upon closing every once in while. I would say once in about twelve tries. From: Remington Information [mailto:info@remington.com]

Sent: Wednesday, November 17, 2010 8:19 PM

To: avr16.2@att.net; Alonzo Rodriguez

Subject: Trigger Jam model 700 BDL [Incident: 101108-000256]

Question Reference #101130-000143

Product Level 1: Firearms

Date Created: 11/30/2010 05:11 PM

Last Updated: 12/01/2010 11:21 AM

Status: Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700-- FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> -----
[---001:001556:10408---]

Alonzo Rodriguez

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Subject

Trigger Jam model 700 BDL

Discussion Thread

Response (Chris)

11/17/2010 09:19 PM

Mr. Rodriguez, I will order a box for shipment of the rifle. It will come to you from NY. The shipping label will be mailed from NC. Hopefully you will get them within a couple of days of each other.

We would need the rifle with the stock installed. Remove the scope and sling before shipping.

Thanks,
Christy

Customer (Alonzo V. Rodriguez)

11/17/2010 08:56 PM

Please send the label to Alonzo V. Rodriguez

214 San Felipe

Edinburg, Texas 78541

The serial number on my gun is: A6375427 (700 BDL in 243 cal.)

You would be shipping the gun back to the same address above.

Question: Do you want the whole rifle or just the barreled action and can you provide a box?

Alonzo V. Rodriguez

956-383-7040

From: Remington Information

To: avr16.2@att.net; arodriguez@lrgvdc.org

Sent: Tue, November 16, 2010 9:24:21 PM

Subject: Trigger Jam model 700

BDL [Incident: 101108-000256]

Response (Chris)

11/16/2010 10:24 PM

Mr. Rodriguez, I apologize for the delay in responding. I can send you a prepaid UPS ground shipping label for shipment to our factory for a free inspection. Send me the address to mail it to as well as the address the rifle would need to ship back to and the serial number of your rifle.

Customer (Alonzo V. Rodriguez)

11/08/2010 11:00 PM

I have a mod 700 BDL in 243 rem with a trigger jam. As I close the bolt as if chambering a bullet the firing pin will discharge. I took the bolt out of the action to check if anything was stuck and i noticed that the bolt had come out uncocked. I tried to return the bolt into the actoin but it will not go in. Has there been a recall of this model that I am not aware of. Can you repair this and if so how do I ship to you?

Question Reference #101108-000256

Product Level 1: Firearms

Product Level 2: Centerfire Rifles

Date Created: 11/08/2010 11:00 PM

Last Updated: 11/17/2010 09:19 PM

Status: Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700-- FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> -----
----- [---001:002396:28687---]

5730

Reference #
101108-000256
Status
Updated
Assigned To
Administrators
Christy -
Product
Firearms
Centerfire Rifles
SLA
Not specified
Queue
CSR
Date Created
11/08/2010 11:00 PM
Initial Response
11/16/2010 10:24 PM
Last Updated
11/17/2010 08:56 PM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Trigger Jam model 700 BDL

Discussion Thread

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11/17/2010 08:56 PM

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Primary Contact

First Name: Alonzo V.

Last Name: Rodriguez

Organization:

Login: avr16.2

Title:

Contact Type:

Email: avr16.2@att.net

Email - Alternate #1: arodriguez@rgvdc.org

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Needs box 1160668
& AR5



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/17/2010	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:	Alonzo V. Rodriguez 214 San Felipe Edinburg, Texas 76541
RETURN ITEM TO:	Rem Prod Serv

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

4XX595 NOV 18, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5B69066252863
REF 1: ALONZO V. RODRIGUEZ/CD/CM
REF 2: 700

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COO 0.00	RS 0.50
DC 0.00	OGD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.54	PUB+HANDLING	10.54

