

Remington Arms Co., Inc.
Product Service
Legal Case #:5732

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222282	2/7/2011	1/21/2011	2/8/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Randy	Rush	County Rt 13 PO Box 176	Hundred	WV	26575		H 304-775-2956 W 304-455-0900 E wezelcorush@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Concern:1020	Fired on Bolt Opening		
C	FBO			

1/21/11: Customer called in. He stated the rifle fired on bolt opening years ago & he put it away. No damage, No injury. He saw on the internet that someone stated we have a recall on the Model 700 & to send it in. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	347152	KR	5/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
			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
program

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	2/14/2011

1/21/11: Sending ARS, letter, form, box. Box order# 1179824. df 2/14/11: Per Ilion - Could not duplicate concern. TA set screws altered. Replace TA, clean & test fire under BLM program - quote. Customer called & received quote. He is mailing payment to us. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVOS
	Exam Date		2/8/2011
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		KR
	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		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	3#
	Altered	True	PULL SCREW ALTERED
	Sub-Assembly	M/700 Bolt Lock	

5732

COPY

22"
KRS/61
3#
1009

January 21, 2011

Randy Rush
County Rt. 13
PO Box 176
Hundred, WV 26575
Ph: 304-775-2956

Ref: # 5732, M/700, 243 Win. caliber

Dear Mr. Rush,

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.

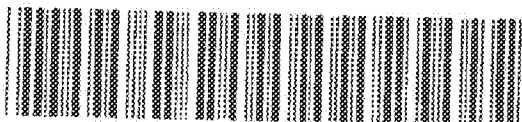
I hope that this action will keep you a loyal Remington customer.

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

RECEIVED
FEB 10 2011

BY.....

347152
Model: 700



RE00222282

could not duplicate concern
T.A. set screws attached
replace TPA, clean + post fire
under BLP for \$ 20.00 + ship

Quote

Print

Reset

Model Number: <u>Remington 700</u>		Serial <u>347152</u> Number: <u>[REDACTED]</u>	
Are you the original owner? ☐ YES ☒ NO			
Name: <u>Randy D. Rush</u>		Date of Purchase: <u>1984</u>	
Address (no PO Boxes): <u>County Route 13 Rush Run</u>			
City: <u>Hundred, WV</u>		State: <u>WV</u>	Zip: <u>26575</u>
Phone (Daytime): <u>304-775-2956</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Wetzel Corush@yahoo.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>The Remington Model 700 243 went off while unloading summer of 1984</u> <u>Gun was not used after this time</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>100gr</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>[REDACTED]</u>			
Handload Information:			
Powder Used: <u>[REDACTED]</u>		Powder Weight: <u>[REDACTED]</u>	
Case/Hull Used: <u>[REDACTED]</u>		Primer Used: <u>[REDACTED]</u>	
Bullet Type/Shot Size: <u>[REDACTED]</u>		Reloader Used: <u>[REDACTED]</u>	
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)	After each use of Rifle
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)	Same as above
Brand of lubricant used:	Outlets Gun oil
How often do you lubricate the bore? (Months or Number of rounds)	after every use
How often do you lubricate the action? (Months or Number of rounds)	same as above
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Same as above
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.

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Remington 700 recall notice

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Thread: Remington 700 recall notice

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10-27-2009 08:44 PM

#



Chris
TacticalAdv Staff

Join Date	Sep 2008
Location	Orange Texas
Posts	1,831
Blog Entries	1

Remington 700 recall notice

Safety Modification Program

Remington Model 700 & Model 40-X

If you own a Remington Model 700 or Model 40-X rifle:

Only those Model 700 or 40-X rifles made before March 1982 were manufactured with a bolt-lock mechanism. Model 700 or 40-X rifles made after March 1982 do not have a bolt-lock mechanism and may be loaded and unloaded with the safety in the "S" or "On Safe" position. Consequently, post-1982 Model 700 or 40-X rifles are not subject to this bolt-lock Safety Modification Program.

To determine whether your Model 700 or 40-X rifle has a bolt-lock mechanism, either:

- Call Remington toll-free at 1-877-387-6691 and a service representative will help you determine if your firearm has a bolt-lock mechanism, or
- Take your Model 700 or 40-X rifle to a Remington Authorized Repair Center and a qualified gunsmith will examine your firearm and determine whether it has a bolt-lock mechanism.

If your Model 700 or 40-X rifle has a bolt-lock mechanism, it is eligible for this bolt-lock Safety Modification Program. If you participate, your firearm will be cleaned and inspected for proper functioning by a qualified gunsmith. Once the condition of your firearm has been assessed, you will be notified of one of the following:

- Your firearm's trigger assembly is otherwise in good operating condition, and the gunsmith will proceed to physically remove the bolt-lock feature so that your rifle can be loaded and unloaded while the safety remains in the "S" or "On Safe" position; or

• Your rifle's trigger assembly is found to be in an unsatisfactory or potentially unsafe operating condition because of any number of factors, including wear, alteration or maintenance. The entire trigger assembly will be replaced with a new factory trigger assembly, which does not incorporate a bolt-lock mechanism.

In either case, the total cost to you is \$20 plus shipping and handling. You will also receive a safety redemption certificate to complete and submit in order to receive a free blaze orange hat (one hat per certificate).

How to participate in the Safety Modification Program

Complete the General Repair Form and

Send or deliver your firearm and the completed repair form to either:

a) A Remington Authorized Repair Center; or

b) Ship your firearm to the Remington factory at:

Remington Arms Company, Inc.

Ilion Firearms Plant

Attention: BL Safety Program

14 Hoefler Avenue

Ilion, NY 13357

Remington will bill or arrange for payment once your firearm is received and evaluated.

CAUTION: It is your responsibility to comply with all laws and regulations regarding transportation or shipping of your firearm. Absolutely no ammunition should be packaged with the firearm whether loaded in the firearm itself or included in the shipping container. The firearm should be transported only in a completely unloaded condition.

HRA Certified Instructor
Glock Certified Armorer
Gunsmith
Owner Tacticaladv.com

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Remington.

www.remington.com

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

DMF
10

ARS LABEL REQUEST FORM

DATE:	1/21/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
☒ PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5732 rifle, 243 Win caliber			

LABEL INFORMATION

MAIL LABEL TO: Randy Rush County Rt. 13 PO Box 176 Hundred, WV 26575 Ph: 304-775-2956
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX586 JAN 21, 2011 ALL CURR USD 2 OF 2
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5869068568555
REF 1: RANDY RUSH/CD/DMF
REF 2: 5732/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DY 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 8.80 PUB+HANDLING 8.80

