

Remington Arms Co., Inc.
Product Service
Legal Case #:5852

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolets
225075	3/4/2011	2/10/2011	3/7/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Scott	Wall	6327 Almond Dr	Bakersfield	CA	93308		H 661-472-7927

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on safe release	Cause:4006 Altered Adjustments or Components Concern:1007 Fired on Safe Release	Unknown	
C				

2/10/11 Per call from Wall, his Model 700 has fired when he took it off safe. Now the firing pin does not reset sometimes. He bought it 2nd hand.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25726	E6729292	AV	3/19/2001 10:19:33 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
7/7/2009	AMCHAR WHOLESALE INC (WL)	TWO PIECE BASE	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, offer to replace TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

2/10/11 Mailing ARS.cm 3/15/11 Per Ilion, trigger assm set screws altered, trigger will not return properly. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		3/7/2011

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 7MM REM MAG HB
	Date Code		AV
	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	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Not Functioning	METAL AND STK CAMO PAINTED
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	014
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY
	Pull	---Select---	I#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

5852
February 10, 2011

26"
AV 3/01
1#
.014

Scott Wall
6327 Almond Dr
Bakersfield, CA 93308

Subject: #5852, Model 700, ser # E6729292

Dear Mr. Wall,

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

enclosure

RECEIVED
MAR 10 2011

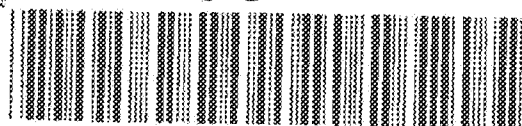
BY: _____

T.A. set screws affected,
TPA will not return properly.
CAH offers to replace TPA, clean
+ Test Fire at 1/2 normal cost.

Quake

E6729292

Model: 700



RE00225075

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

Model Number:	700	Serial Number:	E6729292
Are you the original owner? ☐ YES ☒ NO			
Name:	SCOTT WALL	Date of Purchase:	7/7/09
Address (no PO Boxes): 6327 ALMOND DR.			
City:	BAKERSFIELD	State:	CA
		Zip:	93308
Phone (Daytime):	661-472-7927	Fax:	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) sapoguapo93308@yahoo.com			
E-mail Address:			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
AFTER CYCLEING THE ACTION, AT THE SAFETY IS TAKEN OFF, THE GUN THEN FIRES BY ITS SELF. THE BOLT WILL THEN NOT GO INTO BATTERY.			
500 characters left			
Ammunition Information:			
Manufacturer:	REMINGTON	Type:	MANAGED RECOIL
Other (i.e. bullet weight/type, shot size, powder): 7mm			
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:	REM BRAND
How often do you clean the bore? (Months or Number of rounds)	100 ROUNDS
How often do you clean the action? (Months or Number of rounds)	100 ROUNDS
How often do you clean the trigger assembly? (Months or Number of rounds)	100 ROUNDS
Brand of lubricant used:	REM OIL
How often do you lubricate the bore? (Months or Number of rounds)	100 ROUNDS
How often do you lubricate the action? (Months or Number of rounds)	100 ROUNDS
How often do you lubricate the trigger assembly? (Months or Number of rounds)	100 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?	
N/A	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeflar 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:	2/10/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		XX I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Scott Wall 6327 Almond Dr Bakersfield, CA 93308
RETURN ITEM TO:	Rem Prod Service

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

4XX596 FEB 11, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969668195563
REF 1: SCOTT WALL/CD/CH
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 12.46 PUB+HANDLING 12.46

