

Remington Arms Co., Inc.
Product Service
Legal Case #5656

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222746	2/10/2011	1/14/2011	2/11/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Dennis	Wyman	175 W. 200 S. Ste 4004	Salt Lake City	UT	84101		W 801-359-9441 F 801-532-3900 E dwyman242@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Concern:1008	Fired on Bolt Closing		
C	FBC			

Customer called in. He stated that he had a FBC years ago. No damage, No injury. He put gun up in the 1990's. He heard that we have a new trigger & wants to send it in. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bhl.	DOM
Remington	CF/BA	700/300 WIN MA	n/a	6381785	RT	11/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	BONITZ BROS HARRISBURG PA		N			

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 - Quote to repair under BLM program						

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	2/22/2011

1/14/11: Sending ARS, letter, form, box. Box order# 1177662. df 2/22/11: Per Ilion - Could not duplicate concern. TA dirty & set screws altered. Replace TA, clean & test fire under BLM program - quote.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B. TRAVIS
	Exam Date		2/11/2011

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 WIN MAG SS
	Date Code		RT
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY TRIG LOOSE FORM ADJUSTMENTS
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS HAD BEEN ALTERED
	Sub-Assembly	M/700 Bolt Lock	

5656
January 14, 2011

PT
Dennis Wyman
175 W. 200 S. Ste 4004
Salt Lake City, UT 84101
Ph: 801-359-9441

Ref: # 5656

Dear Mr. Wyman,

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 15 2011
BY: _____

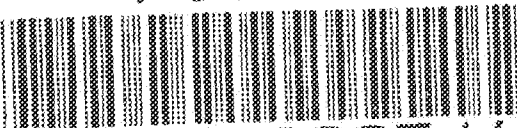
enclosure

could not duplicate concern
T.D. dirty + set screws altered.
Rep men TPA clean + test fire
under BLP for 820.00 + ship

Quote

Serial Number: 6381785

Model: 700



RE00222746

Print

Reset

Model Number: Remington 700 BDL		Serial Number: 6381785	
Are you the original owner? ☐ YES ☒ NO			
Name: Dennis J Wyman		Date of Purchase: 1985	
Address (no PO Boxes): Evolvement 175 west 200 south #4004			
City: Salt Lake City		State: Ut	Zip: 84101
Phone (Daytime): 801 359 9441		Fax: 801 532 3900	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) dwyman242@comcast.net			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: multiple occurrences of the gun firing when the trigger is not touched. has occurred with me, my father and a deceased driver firearms training instructor. I have recently been made aware that this can happen due to the trigger safety assembly design and order of that the assembly can be replaced with a newer design. I love this gun but have stopped using it due to the unexpected discharges and a concern for safety. Fortunately there has been no bodily injury. The gun fires when a bullet is chambered and the bolt closed and the trigger is not touched.			
35 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Core-Lokt	
Other (i.e. bullet weight/type, shot size, powder): 180 grain pointed soft point			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

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.

Brand of cleaning solution used: Shooters Choice & Sweets 7.62
How often do you clean the bore? (Months or Number of rounds) after each use
How often do you clean the action? (Months or Number of rounds) after each use
How often do you clean the trigger assembly? (Months or Number of rounds) never (see below)
Brand of lubricant used: Hoppes
How often do you lubricate the bore? (Months or Number of rounds) after each use
How often do you lubricate the action? (Months or Number of rounds) after each use
How often do you lubricate the trigger assembly? (Months or Number of rounds) never
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?) trigger assembly cleaned recently by Sheriff's firearms inst
Ship your INSURED firearm by either <u>UPS</u> or <u>Parcel Post</u> to:
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler 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



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/14/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5656 rifle			

LABEL INFORMATION

MAIL LABEL TO: Dennis Wyman 175 W. 200 S. Ste 4004 Salt Lake City, UT 84101 Ph: 801-359-9441
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JAN 17, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065362900
REF 1:DENNIS WYMAN/CD/DMF
REF 2:5656/RIFLE
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DCD 0.00 RS 0.00
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 12.40 PUB+HANDLING 12.40



