

Remington Arms Co., Inc.
Product Service
Legal Case #:6136

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
229380	4/20/2011	4/21/2011	4/21/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Thomas	Erdman	6464 Rt 96 Apt 2C	Victor	NY	14564		H 584-309-6809 E Tommacebb@rochester.rr.com

Incident Information

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

4/28/11 Per letter with rifle, he had sent it to us Jan 2010 due to a Hornady factory round exploding in the chamber, damaging the bolt. We replaced the bolt and trigger and he did not have any adjustments made since we returned it to him. He noticed the bolt was hard to close when chambering a round. He went out shooting March 27th, it was very cold and the bolt was even harder to close. On the last shot as he was closing the bolt the rifle slam fired. He has not used the rifle since.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/204 RUGER	27349	G6456340	BZ	1/18/2005 7:17:02 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
6/1/2009	JERRY S SPORT INC	TWO PIECE BASE	U			

CONCERN: SLAM FIRED

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean, test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.40	4/28/2011				

4/28/11 Per Ilion, could not duplicate concern. Trigger pull set below minimum factory specs. Trigger not returning properly. Replace TPA, clean, test fire at no charge. I called Erdman as he was concerned that they may not have checked headspace when he specifically asked them to. B. Travis emailed me that headspace was ok, slightly worn, I relayed that info to Erdman.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	4/21/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	24" 204 RUGER	
	Date Code	BZ	
	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	XMP SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	TRIG PULL SET BELOW FACTORY SPECS
	Pull	---Select---	2#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description	TWO PIECE BASE	

Mitchell, Christy

To: Travis, Bruce W.
Subject: RE: Case 6136, Repair 229380, Tom Erdman

From: Travis, Bruce W.
Sent: Wednesday, April 27, 2011 2:25 PM
To: Mitchell, Christy
Subject: RE: Case 6136, Repair 229380, Tom Erdman

On the examination under locking is where I would have the headspace condition. The headspace is okay on this repair. It is slightly worn.

If the headspace was out I would list it as worn not functioning. Anything else I would write what I found. Bruce

From: Mitchell, Christy [mailto:Christy.Mitchell@remington.com]
Sent: Wednesday, April 27, 2011 11:50 AM
To: Travis, Bruce W.
Subject: Case 6136, Repair 229380, Tom Erdman
Importance: High

Bruce, Mr. Erdman says he put a long, detailed letter about the headspace he thinks is a problem. I have not rec'd the paperwork back yet. Was that checked? There is nothing notated about the headspacing on the case or the repair notes.

Christy Mitchell

6136

24"
BZ1/05
2#
1013

I wanted to give you some background information on my rifle that I feel is related to my current problem. In January of last year I sent my rifle in to you to be repaired after a bad Hornady factory round exploded in the chamber, damaging the bolt. Your repair order number was RE00184580 dated 1/2/10 and your invoice number was 42140145 dated 1/19/10. You replaced the bolt and the trigger assembly. I really liked the new trigger so I did not have it adjusted. It is exactly like I received it after you replaced it. The gun shot beautifully, as always, but the bolt was hard to close when you chambered a round. I thought the head spacing might be off since you put in a new bolt, but I could not find a gun shop that could check the head spacing on a 204 Ruger, so I could not get it checked. My son and I went out shooting on Sunday March 27. It was very cold and the bolt was even harder to close than usual when chambering a round. On the last shot as I had one hand on the fore stock and was closing the bolt with the other, the rifle slam fired. I have not used the rifle since. Slam fires are a known problem with 700s and the factory trigger has not been adjusted in any way, and since I feel the rifle was not properly adjusted after a new bolt was installed and contributed to the slam fire problem, I do not expect to receive a bill for any repairs necessary to bring this rifle back to a safe and properly operating condition. I hope you can repair this quickly, as this is my favorite rifle. I will be ordering a new rifle this summer in 6.5 Creedmoor. I love my 700 but my son has been bugging me to get a Savage model 12 instead. How this problem is resolved will be an important part in deciding what rifle I get. If you have any questions I can be reached at 585-309-6809 or my email is Tommacebb@rochester.rr.com

Thank you,

Tom Erdman

Serial
Number:

G6456340

Model: 700



RE00229380

could not duplicate concern
T.P. set below min factory
specs. Trig. not returning properly
Replace TPA, clean & test fire at
M/C

#230145

RECEIVED
APR 27 2011

BY:

Remington

Factory Repair Instructions

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

Model Number: 700 SPS		Serial Number: G 6456340	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Thomas Erdman		Date of Purchase: June 2009	
Address (no PO Boxes): 6464 Rt 96 Apt 2C			
City: Victor		State: NY	Zip: 14564
Phone (Daytime): 584-309-6809		Fax:	
E-mail Address: Tommacebb@Rochester.RR.com			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: The rifle slam fired. Please see the attached sheet for a more detailed description.			
Ammunition Information: Umax 40gr			
Manufacturer: Hornady		Type: 40gr Umax	
Other (i.e. bullet weight/type, shot size, powder):			
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: Hoppe's #9			
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) " " "			
How often do you clean the trigger assembly? (Months or Number of rounds) 3 months			
Brand of lubricant used: Gunslick Ultra Lube			

20.40
22 -
42.40

How often do you lubricate the bore? (Months or Number of rounds)	<i>after each use</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>" "</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>3 months</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
<i>1-20-10</i>	
What were the services performed?	
<i>your facility in Ilion</i>	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	
<p>⚠ 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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p>	







