

Remington Arms Co., Inc.
Product Service
Legal Case #:5932

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
232950	6/6/2011	2/24/2011	6/7/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Derksen	722 Iva Ln	NE Salem	OR	97317		C 503-363-6996

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Fired when safety was removed	Concern:1007	Fired on Safe Release	Unknown
C				

2/24/11 Per call from Jeff, he inherited a Model 700 and has had it discharge when the safety was released.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	339456	CR	4/1/1968
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, replace TPA, clean, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.40	6/10/2011				

2/24/11 Mailing box and ARS.cm 6/10/11 Per Ilion, trigger assm dirty, rusty and set screws altered. Replace TPA, clean, test fire at BLSM program price of \$20 + shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 7MM REM MAG
	Date Code		CR
	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	Like new; 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	Worn; Functioning	DIRTY,RUSTY
	Stock Condition	Worn; Functioning	SCRATCHES,MARS,DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	RUSTY
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY WILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

24"
CR 4/68
3#
1008

5932

February 24, 2011

Jeff Derksen
722 Iva Ln
NE Salem, OR 97317

Subject: #5932, Model 700

Dear Mr. Derksen,

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 boxes 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

Number:

339456

Model: 700



RE00232950

T.A. Dirty, Rusty + set screws
Altered. replace TPA, clean +
Test fire under BCP for \$20.00
+ ship

Quote

RECEIVED
JUN 09 2011

BY:

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 21019

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

Model Number:	700	Serial Number:	339456
Are you the original owner?: ☐ YES ☒ NO			
Name: Jeff Derksen		Date of Purchase: Inherited	
Address (no PO Boxes): 722 Iva Ln. NE			
City: Salem	State: Or	Zip: 97317	
Phone (Daytime): 503-999-0459	Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) corkyduckd@yahoo.com			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
Safely worked as trigger Approx 10-15 yrs ago Note! discovered gun was dirty internally Firearm fired when I pushes safety arm forward. Intentionally tested the gun for the same malfunction which repeated several more times.			
Ammunition Information: Factory loads only 150 gr - 175 gr Approx			
Manufacturer: Federal		Type: Premium Boat-tail	
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:	(Remington) (Outers) (Rusty Duck)
How often do you clean the bore? (Months or Number of rounds)	Approx 50 -- 100 rounds
How often do you clean the action? (Months or Number of rounds)	Seasonally
How often do you clean the trigger assembly? (Months or Number of rounds)	Spray only or when in gun smiths
Brand of lubricant used:	Same as above
How often do you lubricate the bore? (Months or Number of rounds)	Approx 50 -- 100 rounds
How often do you lubricate the action? (Months or Number of rounds)	as needed during hunting season
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Spray only Seasonally
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☐ YES ☒ NO <u>Need owners manual</u>	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
<u>Gun Crafters Salem OR approx 10¹⁵ yrs ago</u>	
What were the services performed?	
<u>Cleaning only</u>	
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.	

Case #	5932	Date of Call	2/24/11	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	Jeff Derksen
address		address	722 Eva Ln.
contact #'s		contact #'s	NE Salem, OR 97317
email		email	503-363-6996

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700		7mm	inherited					

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	Has had it disch when releasing safety.
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Customer's Request	
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My actions/offers	6 ox + ARS
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/24/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA		xx	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Jeff Derksen 722 Iva Ln NE Salem, OR 97317
RETURN ITEM TO:	Rem Prod Serv

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

1 OF 1
FEB 25, 2011
ALL CURR USD
ACT WT 10.0 LBS
4XX596
SVC GND COM
TRACKING# 124XX5969067373752
REF 1: JEFF DERKSEN/CD/CM
REF 2: 700
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00
DC 0.00
AH 0.00
TOT PUB CHG 12.46
COD 0.00
DGD 0.00
PR 0.00
PUB+HANDLING 12.46
SVC T/P USD
RS 0.50
SD 0.00
SP 0.00









