

Remington Arms Co., Inc.
Product Service
Legal Case #:6317

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
235742	7/15/2011	6/29/2011	7/18/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Doug	Door	318 E. Stanton Ave	Columbus	OH	43214		C 614-668-7798

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fires when you smack side of receiver	Cause:4038 Could Not Duplicate Concern Concern:1006 Unexplained Discharge Safe OFF		Unknown
C				

6/28/11 Per call from Dorr, he was told to check his trigger out. Sometimes he can cock the bolt, take the safety off and it will fire when you smack the side of the receiver.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPRG	n/a	B6389336	EC	10/1/1982
Date Purchased	Where Purchased	Accessories	Original Owner			
	NATIONWIDE SPTS SOUTHAMPTON PA	TWO PIECE BASE	N			

CONCERN: FIRES WHEN BUMPING STOCK

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				

7/1/11 Mailing box and ARS from Corporate.cm 7/20/11 Per Ilion, could not duplicate concern. Can offer to replace TPA, clean, test fire at 1/2 normal cost. Estimate mailed. Dorr asked that we not ship this week since he's on vacation. He'll have the estimate when he gets back.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		EC
	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

6317

22"
EC10/82
4#
1015
[copy]

June 29, 2011

Doug Dorr
318 E. Stanton Ave.
Columbus, OH 43214

Subject: Case #6317, Model 700

Dear Mr. Dorr,

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 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

RECEIVED
JUL 20 2011

BY:.....

could not duplicate concern.
can often to replace TPA, clean
& test fire at 1/2 normal cost.

Quote

Remington
Number
6317
B6389336

Model: 700



RE00235742

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

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

Model Number: 700 LH		Serial Number: B6389336	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Doug Dorr		Date of Purchase: 2008	
Address (no PO Boxes): 318 E. Stanton Ave			
City: Columbus		State: OH	Zip: 43214
Phone (Daytime): 614-668-7798		Fax: _____	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) wyango@yahoo.com			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: About June 27, 2011 Got out to clean and did test, tapping trigger and bumping stock. When moving safety from "S" to "F" it dry fired. Had more than 2 failures. None since have occurred. Also noticed recoil tang between barrel and receiver appears to have a crack. Is this something to be concerned about?			
500 characters left			
Ammunition Information:			
Manufacturer: Winchester		Type: Super X	
Other (i.e. bullet weight/type, shot size, powder): 150 gr. / 180 gr.			
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
How often do you clean the bore? (Months or Number of rounds)	about 20 rounds
How often do you clean the action? (Months or Number of rounds)	about 20 rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	about 40 rounds
Brand of lubricant used:	Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	20 rounds or before storage
How often do you lubricate the action? (Months or Number of rounds)	20 rounds or before storage
How often do you lubricate the trigger assembly? (Months or Number of rounds)	about 40 rounds
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	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Not to my knowledge	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler 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:	6/29/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: B6389336 700			

LABEL INFORMATION

MAIL LABEL TO:	Doug Door 318 E. Stanton Ave Columbus, OH 43214 614-668-7798
RETURN ITEM TO:	Rem Prod Serv Case # 6317

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

4XX596 JUN 30, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067759890
REF 1: DOUG DOOR/CD/CM
REF 2: 700/B6389336

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.12 PUB+HANDLING 9.12







