

Remington Arms Co., Inc.
Product Service
Legal Case #:6147

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
231187	5/11/2011	4/27/2011	5/12/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Habisreiting	80519 Killdee Dr	Bush	LA	70431		H 985-774-1970 E HABISREITINGERN@CHARTER.NET

Incident Information

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

4/27/11 Per call from Robert, he has a Model 700 that he bought new and it has been in the gun cabinet for about 20 years. When he took it out recently it has fired when closing the bolt and another time it fired when he removed the safety.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25795	B6440255	AD	3/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
12/10/1986	SOUTHERN GUN OPA-LOCKA FL		Y			

CONCERN: FSR,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, replace TPA, clean and test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

4/27/11 Mailing box and ARS from Corporate.cm 5/20/11 Per Ilion, could not duplicate concern. Trigger assm has a partially dried and sticky lube residue causing parts to work sluggish. Can offer to replace TPA, clean and test fire at 1/2 normal cost.cm

5/26 Emailed quote/inspect. on

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/12/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 308 WIN
	Date Code		AD
	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	SLUGGISH
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---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	STICKY LUBE RESIDUE,PARTS WORK SLUGGISH
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

22"
AD3/83
6.5#
013

6147

April 27, 2011

Robert Habisreiter
80519 Killdee Dr
Bush, LA 70431

Subject: #6147, Model 700

Dear Mr. Habisreiter,

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

RECEIVED
MAY 20 2011

BY:.....

Serial
Number:

B6440255

Model: 700



RE00231187

could not duplicate concern
T. A. has a partially dried +
sticky tube residue causing
parts to work sluggish. cannot
replace TPA, clean + test fire
at 1/2 normal cost

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

PS 21121

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

Model Number:	700 BDL	Serial Number:	B6440255
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Robert Habisreitingen		Date of Purchase: 12/10/86	
Address (no PO Boxes): 20519 Hill Deer Dr			
City: Bush	State: La	Zip: 70431	
Phone (Daytime): 985-774-1970		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) HABISREITINGERN@E-CHARTER.NET			
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<p>The enclosed rifle was used for one hunting season by son. It has been in my gun cabinet for the last 25 years.</p> <p>The problems are as follows:</p> <p>A) It fired prematurely twice</p> <ul style="list-style-type: none">— Once when the bolt was shut— then it fired again when the safety was disengaged.			
500 characters left			
Ammunition Information:			
Manufacturer: Winchester		Type: Winchester Supreme	
Other (i.e. bullet weight/type, shot size, powder): 30.8 Win: 150 gr A-E Tip			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication): <i>0 tis</i>	
Brand of cleaning solution used:	<i>0 tis Ultra Bore 085</i>
How often do you clean the bore? (Months or Number of rounds)	<i>N/A</i>
How often do you clean the action? (Months or Number of rounds)	<i>N/A</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>N/A</i>
Brand of lubricant used:	<i>0 tis Ultra Bore</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>gun not used</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>" " "</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
<i>Never</i>	
What were the services performed?	
<i>None</i>	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue 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>	

Case #	6147	Date of Call	4/27/11	Date of Incident		PreLit		Lit		Obs	
--------	------	--------------	---------	------------------	--	--------	--	-----	--	-----	--

Reporter		Incident	Robert Habisreiter 80519 Killdee Dr. Bush LA 70431 985-774-1970
name		Name/Age	
address		address	
contact #'s		contact #'s	
email		email	

Injury	
--------	--

Medical Treatment	
-------------------	--

Alleged cause	
---------------	--

Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
706	B6440255	308		Y				

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

Other Product	
---------------	--

Notes:	Premature firing. been in gun cabinet for 20 yrs. Fired when bolting. Recently fired when safety removed.
--------	---

Customer's Request	
--------------------	--

My actions/offers	box & label
-------------------	-------------



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	4/27/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: B6440255 700			

LABEL INFORMATION

MAIL LABEL TO:	Robert Habisreitinger 80519 Killdee Dr Bush, LA 70431
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 APR 28, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065819739
REF 1:ROBERT HABISREITINGER/CD/CM
REF 2:700/B6440255

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: 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 10.18 PUB+HANDLING 10.18







