

Remington Arms Co., Inc.
Product Service
Legal Case #:6306

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
234321	6/27/2011	12/2/2010	6/28/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Farris Brothers	Dan	Henderson	24 Ratcliff Ln	Hattiesburg	MS	39402		W 601-264-8444 x 113 E dan@farrisbrothers.com
Incident		Willard	Henderson						

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Fired on safety release	Concern:1007	Fired on Safe Release	
C				

12/8/11 Per email from Danny Evans, Willars Henderson has experienced several FSR's over a period of numerous years. he also wants the bolt lock safety removed from the gun. His son, Dan, works for Farris Bros and will handle shipment of the rifle.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6499300	DO	9/1/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH SHREVEPORT LA	SCOPE BASE,RINGS,SHELL HOLDER	U			

CONCERN:FSR

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 D. Evans, repair no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	99.90	7/7/2011				

6/24/11 Mailed ARS in December, Farris just shipped the rifle June 17th.cm 7/7/11 Per Danny Evans, repair no charge as gesture of goodwill. This is a dealer that was frustrated with our service on a previous issue. Replacing TPA, cleaning, test firing.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/28/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		DO
	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,RINGS,SHELL HOLDER

Danny or Christy,

DO
F77

24"
DO 9/77
3.5#
.009

This is my Dad's rifle that I was talking to you about. It is a Remington 700 BDL in 7mm Rem Mag and is serial number: A6499300. This is one of the models that you have to push the safety to fire to load/unload the rifle. It has fired about 4 times over the years by just taking it off safety. I believe there is a recall on this bolt so he is wanting to get it fixed.

Please give me a call at Farris Brothers if you have any questions. You can reach me at (601) 264-8444 #113 or dan@farrisbrothers.com.

Please return the gun to:

Farris Brothers, Inc.

24 Ratcliff Lane

Hattiesburg, MS 39402

Thank You,

Dan Henderson

Farris Brothers, Inc.

Number: **A6499300**

Model: **700**



RE00234321

could not duplicate concern
T.A. dirty + set screws altered
replace TPA, clean + test rifle
under BCP for \$ 20.00 + ship

Quote

RECEIVED
JUL 06 2011

BY:

6306

Mitchell, Christy

From: Evans, Danny
Sent: Thursday, May 26, 2011 4:43 PM
To: Dan Henderson
Cc: Mitchell, Christy
Subject: RE: Dad's Rifle

Gun was produced on 9/20/1977 and originally shipped to Sports South in Shrevport, Louisiana
Shipping label should be good via UPS.

I will ask Christy to keep an eye out for it to arrive.

Christy,
Please see me...

From: Dan Henderson [mailto:dan@farrisbrothers.com]
Sent: Thursday, May 26, 2011 4:39 PM
To: Evans, Danny
Subject: Re: Dad's Rifle

Danny,

The rifle is a Remington 700 BDL in 7mm Rem Mag. The serial number is A6499300. I know the gun is old since he has had it since I was a kid. I would like to know what year it is if you run the serial number. I can probably find a shipping box of some kind to ship it in. I still have the UPS label from Christy so it should still be good. Please let me know if it needs to go to another address since this is a recall issue.

Thanks for your help,
Dan Henderson
Farris Brothers, Inc.

----- Original Message -----
From: Evans, Danny
To: Dan Henderson
Cc: Mitchell, Christy
Sent: Thursday, May 26, 2011 3:13 PM
Subject: RE: Dad's Rifle

Dan,
Send me the serial # to the gun and I will see that it gets taken care of.
We generally suggest not sending in hard cases, as they frequently get damaged in transit & customers look to us to cover those damages.

If you have a std firearms box that is the preferred shipping container.

From: Dan Henderson [mailto:dan@farrisbrothers.com]
Sent: Thursday, May 26, 2011 4:10 PM
To: Evans, Danny
Cc: Mitchell, Christy
Subject: Dad's Rifle

Danny,

Mitchell, Christy

From: Evans, Danny
Sent: Wednesday, December 08, 2010 6:32 PM
To: Mitchell, Christy
Subject: RE: My Dad's rifle

Thanks,,,keep me posted and we need to get this one turned in a timely manner....

We have struggled with the 35 Whelen issue as this account so we need to make this one happen in a reasonable time frame.

Keep me posted

From: Mitchell, Christy
Sent: Wednesday, December 08, 2010 6:30 PM
To: Evans, Danny; Fulcher, Dell Marie
Subject: RE: My Dad's rifle

I'll get one sent out.

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator

PO Box 700

870 Remington Dr.

Madison, NC 27025-0700

Phone: 336.548.8684

Fax: 336.548.7872 or 336-548-7784

Freedom Group Family of Companies

Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R,
NEF, Dakota Arms, Parker Gun, L.C. Smith, EOTAC, Advanced
Armament Corp., Barnes Bullets, INTC

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From: Evans, Danny
Sent: Wednesday, December 08, 2010 6:25 PM
To: Mitchell, Christy; Fulcher, Dell Marie
Subject: FW: My Dad's rifle

Will one of you get an ARS label enroute.
I have been playing phone tag with Willard Henderson...
He has experienced several FSR's over a period of numerous years.
Also wants the bolt lock safety removed from the gun.

Thanks

From: Dan Henderson [mailto:dan@farrisbrothers.com]
Sent: Wednesday, December 08, 2010 4:00 PM
To: Evans, Danny
Subject: My Dad's rifle

Danny,

I got the model and serial number from my Dad's rifle. Here is the information:

Remington Model 700 BDL 7mm-Mag Serial# A6499300

Please send the UPS label to me at Farris Brothers and I will box up his rifle and send it back for repair.

Farris Brothers, Inc.
24 Ratcliff Lane
Hattiesburg, MS 39402

Thank You,
Daniel L. Henderson
Farris Brothers, Inc.







