

Remington Arms Co., Inc.
Product Service
Legal Case #:6090

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
231416	5/17/2011	4/6/2011	5/18/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bernard W	McManus	13185 Lakeview Dr	Belleville	MI	48111		H 734-697-2931 E cindamcm@comcast.net

Incident Information

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

4/6/11 Per letter mailed to Corporate, McManus, his brother and his nephew bought 3 Model 700 rifles new in approx 2009. While hunting antelope in SD, his 30-06, ser # C6466686, misfired twice while engaging the safety to the fire position. The only way they feel safe using their 700 rifles is to leave the bolts open and not touch the safety. He had the rifle pointed toward the sky so there were no injuries. He took it to a local gunsmith and he said it was dirty. He thinks we've told all gunsmiths to tell the customer's that the it's dirty.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPRG	25793	C6466686	RJ	11/10/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HQ. INC., #2	TWO PIECE BASE,RINGS,SCOPE	Y			

CONCERN: FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	25789	C6537875		4/25/1990
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HQ. INC.		Y			

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06	25789	C6537875		4/25/1990
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HQ. INC.		Y			

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

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6090&Type=Case>

5/26/2011

replace TPA, clean
and test fire at 1/2
normal cost

Repair/Replacement Cost	Repair/Replacement Date
20.40	5/26/2011

4/6/11 Sending 3 ARS labels. He will talk with his brother and they will decide if they want to send them or not. I told him we would pay shipping in but until we inspected them I could not say if there would be charges or not.cm 5/23/11 Per Ilion, could not duplicate concern. Can offer to replace TPA, clean and test fire at 1/2 normal cost.cm 5/25/11 McManus has agreed to pay shipping and test. We will replace the TPA at no charge as a gesture of goodwill. Shipping to a FFL in SD per his request.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		RJ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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	SCRATCHES,MARS
	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---	N/A
	Notch	Slightly Worn; Functioning	

	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description	TWO PIECE BASE,RINGS,SCOPE	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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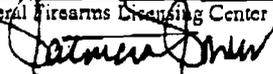
Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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U.S. Department of Justice
Bureau of Alcohol, Tobacco, Firearms and Explosives

Federal Firearms License (18 U.S.C. Chapter 44)

In accordance with the provisions of Title I, Gun Control Act of 1968, and the regulations issued thereunder (27 CFR Part 478), you are licensed to engage in the business specified in this license, within the limitations of Chapter 44, Title 18, United States Code, and the regulation issued thereunder, until the expiration date shown. See "WARNINGS" and "NOTICES" on reverse.

Direct ATF Correspondence To	ATF - Chief, FFLC 244 Needy Road Martinsburg, WV 25405-9431	License Number	3-46-015-01-3G-00287
Chief, Federal Firearms Licensing Center (FFLC)		Expiration Date	July 1, 2013

Name
MIDWEST SUPPLY

Premises Address (Changes? Notify the FFLC at least 30 days before the move.)

**206 W CLEMMER AVE
CHAMBERLAIN, SD 57325-1230**

Type of License

01-DEALER IN FIREARMS OTHER THAN DESTRUCTIVE DEVICES

Purchasing Certification Statement

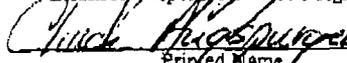
The licensee named above shall use a copy of this license to assist a transferor of firearms to verify the identity and the licensed status of the licensee as provided by 27 CFR Part 478. The signature on each copy must be an original signature. A faxed, scanned or e-mailed copy of the license with a signature intended to be an original signature is acceptable. The signature must be that of the Federal Firearms Licensee (FFL) or a responsible person of the FFL. I certify that this is a true copy of a license issued to the licensee named above to engage in the business specified above under "Type of License."

Mailing Address (Changes? Notify the FFLC of any changes.)

**AW AUGSPURGER & SONS
MIDWEST SUPPLY
119 E 2ND ST
MILLER, SD 57362-1439**



Licensee/Responsible Person Signature



Printed Name



Position/Title

5-26-11

Date

Previous Edition is Obsolete

AW AUGSPURGER & SONS 270 W CLEMMER AVE 57325-1230 (605) 61-30-4000; AW 1, 270 E 2ND ST MILLER IN FIREARMS OTHER THAN DESTRUCTIVE DEVICES

ATF Form 8 (5310.11)
Revised September 2008

Please ship to the Chamberlain address.

Thank you

Chuck Augspurger

Bob Augspurger

Remington®

22"
RS 11/8"
5.5#

6090

April 6, 2011

Bernard W. McManus
13185 Lakeview Dr.
Belleville, MI 48111

Subject: #6090, 3 x Model 700's

Dear Mr. McManus,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping labels to cover shipment of the firearms for inspection at our factory. Please include a copy of this letter with each 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

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

Number:

C6466686

Model: 700



RE00231416

Quote
RECEIVED
MAY 23 2011

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

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	<i>None Brand</i>
How often do you clean the bore? (Months or Number of rounds)	<i>10-12 rounds</i>
How often do you clean the action? (Months or Number of rounds)	<i>every deer season when gun is used.</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>rounds</i>
Brand of lubricant used:	<i>None Brand</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>every deer season</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>every deer season</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>every deer season</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="radio"/> YES <input type="radio"/> 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 Illon, 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.	

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

Model Number: 700	Serial Number: C 6466686
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: BERNARD McMANUS	Date of Purchase: 2009?
Address (no PO Boxes): 13185 LAKEVIEW DR.	
City: BELLEVILLE	State: MI. Zip: 48111-4600
Phone (Daytime): 734-697-2931	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) CINDIAMCM@COMCAST.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: Approximately Sept. 4, 2010 on two occasions the same day while hunting antelope, I push the safety on and the gun fired without pulling the trigger. Please see letter addressed to consumer affairs officer Christy Mitchell.	
500 characters left	
Ammunition Information:	
Manufacturer:	Type:
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:

6090

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

April 2, 2011

Remington Executive Office:

My brother, my nephew and I bought three (3) 700 model rifle approximately in 2009. The serial numbers are: C-6466686, C-6537875 both guns are bolt action 30-06. My nephew has a 25-06, Serial number c-65378875. *nephew*

While hunting Antelope in So. Dakota, my 30-06 rifle, serial number C-6466686, misfired not once but twice while engaging the safety to the fire position. The only way we feel safe in using our 700 model Remington is to leave the bolts open and not touch the Safe.

The three of us feel badly mistreated to have bought three (3) new rifles and you can't trust the guns due to the malfunctioning Safe. Fortunately, I had my gun pointed skyward and no one was injured. God help the next unsuspecting hunter.

Took it to a local gunsmith & he said it was dirty.

I've seen the commentary and have the DVD describing the fault in the safety. I would like to get credit for our rifles as they have only shot a half dozen shells or we would like to have the safe mechanism fixed. This is not a safe way to build guns or a safe way to hunt.

I know you have a recall on the 710 bolt action for the safety problem. Why not all 700's?

I have taken my gun into a gunsmith and he said it was dirty after six shells. I also called your factory representative and he said you have to send the gun into your factory and I'm sure I'll be told that it is dirty as I guess everyone hears the same thing. I want our guns given the modification for the safety and I sure don't want to send it back to the factory and hear that there is nothing wrong or it's dirty We feel Remington has told gunsmiths "Tell the customers it's dirty." It is not dirty, it is a faulty safety.

Please respond with a positive fix. We have been a faithful Remington family but if this faulty Safe is not fixed, We will be going to Browning for our new guns.

APR 04 2011

A very disgruntled Senior Citizen Hunter,

Bernard W. McManus
Bernard W. McManus
13185 Lakeview Drive
Belleville, MI 4811-4600
734-697-2931
cindamcm@comcast.net

Received Date _____
CSR: lisa
Response _____
Response _____

4/6 4:11 not home, lady took my name & #.
4/6 4:37 spoke w/ Bernard, I'll send 3x ARS.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	4/6/2011	REQUESTED BY:	christy
QUANTITY:	3	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
<input checked="" type="checkbox"/> MEDIA COORDINATOR TO MAIL		<input type="checkbox"/> I WILL MAIL	
DESCRIPTION: 3 x 700's			

LABEL INFORMATION

MAIL LABEL TO:	Bernard W. McManus 13185 Lakeview Dr Belleville, MI 48111-4600 734-697-2931
RETURN ITEM TO:	Remington Prod Service

4XX596 APR 7, 2011 ALL CURR USD 1 OF 3
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067458018
 REF 1:BERNARD MCMANUS/CD/CM
 REF 2:700

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 8.96 PUB+HANDLING 8.96

4XX596 APR 7, 2011 ALL CURR USD 2 OF 3
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067779627
 REF 1:BERNARD MCMANUS/CD/CM
 REF 2:700

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 8.96 PUB+HANDLING 8.96

4XX596 APR 7, 2011 ALL CURR USD 3 OF 3
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065787032
 REF 1:BERNARD MCMANUS/CD/CM
 REF 2:700

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 8.96 PUB+HANDLING 8.96





