

Remington Arms Co., Inc.
Product Service
Legal Case #:6067

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
230267	5/2/2011	3/30/2011	5/3/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Corey	Oliver	18598 Railbed Rd	Jamestown	CA	95327		C 209-743-8633

Incident Information

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

3/30/11 Per call from Oliver, he has a second hand Model 700 that began firing when the safety was released about 10 yrs ago. It is now having delayed firing. He has had other gunsmiths look at before but wants Remington to check it and resolve.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25803	B6655210	RE	11/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT SHOP OLYPHANT PA	SCOPE,BASE,RINGS	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 and test fire at 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

3/30/11 Mailing ARS.cm 5/11/11 Per Ilion, Trigger assm dirty and sticky, part works sluggish. Replace TPA, clean and test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/3/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 7MM REM MAG
	Date Code		RE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn; Functioning	

	Condition		
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	BINDS
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; Not 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---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE,BASE,RINGS

24"
RE 11/84
3.5#

6067

March 30, 2011

Corey Oliver
18598 Railbed Rd
Jamestown, CA 95327

Subject: #6067, Model 700

Dear Mr. Oliver,

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 06 2011

BY:.....

Number:

B6655210

Model: 700



RE00230267

T.A. dirty + sticky part work
Sluggish. Replace TPA, clean
+ Test fire at 1/2 normal cost.

Quote

27
20.40
47.40

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

PS 21389

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

Model Number:	700	Serial Number:	B6655210
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name:	Corey Oliver	Date of Purchase:	4/88
Address (no PO Boxes): 18598 Railbed Rd			
City:	Jamestown	State:	CA
		Zip:	95327
Phone (Daytime):	209 984-3426	Fax:	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) bLis Oliver @ SBC Global.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:			
Gun goes OFF when Releasing Safety. Delay in Firing when Trigger Pulled.			
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:	

Case #	6067	Date of Call	3/30/11	Date of Incident		PreLit		Lit		Obs	
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Reporter		Incident	Corey Oliver 18598 Railbed Rd. Jamestown CA 95327 Cell 209-743-8633
name		Name/Age	
address		address	
contact #'s		contact #'s	
email		email	

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	B6655210	7mm		N				

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

Other Product	
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Notes:	← started about 10 yrs ago Would FSR. Now it also delays firing.
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Customer's Request	
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My actions/offers	
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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:	3/30/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xxx	
I WILL MAIL			
DESCRIPTION:			
700 B6655210			

LABEL INFORMATION

MAIL LABEL TO:	Corey Oliver 18598 Railbed Rd Jamestown, CA 95327 209-743-8633
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 MAR 31, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067780455
REF 1: COREY OLIVER/CD/CM
REF 2: 700/B6655210
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 12.51 PUB+HANDLING 12.51 SP 0.00







