

Remington Arms Co., Inc.
Product Service
Legal Case #:6282

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
233591	6/13/2011	6/14/2011	6/14/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Martin	Tremethick	145 Johnson Rd.	Negaunee	MI	49866		H 906-475-7966 E mtremeth@charter.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1020 Fired on Bolt Opening			
C FBO				

Customer sent rifle in with his email. He stated that the rifle will fire when the bolt is opened. He would like the bolt lock modification. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6785030	PV	6/14/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	KEI K MART LAWRENCE KS		U			

CONCERN:FBO

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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	6/23/2011				

6/23/11: Per Ilion - TA has a partially dried & sticky lube residue causing part to work sluggish. Replace TA, clean & test fire under BLM. df
6/23/11: I left msg for customer to call regarding the quote. df 6/23/11: Customer apprvd quote & paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		PV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn;	

	Condition	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; Not 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---	.011
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	STICKY LUBE RESIDUE CAUSING PARTS TO WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

Martin

From: "Remington Information" <info@remington.com>
Date: Friday, May 20, 2011 7:57 AM
To: <mtremeth@charter.net>
Subject: 700 BDL [Incident: 110515-000016]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here:

Subject *T.A. has a partially dried & sticky lubz residue causing parts to work sluggish. replace TPA, clean & test fire under BLP Ron 5/20/09 5:45p.*

Discussion Thread**Response (Ron)**

Dear martin,

Under the program you are responsible to get the gun to the factory through a UPS Hub or Distribution Center, you do not have to go through a dealer.

You can send directly to the factory and we can send it back to you!

Customer (1 Martin)

05/19/2011 07:26 PM

How do I go about getting my rifle to the factory? Will I have to send it through a FFL dealer? Can you issue a UPS pick up authorization?

From: Remington Information
Sent: Thursday, May 19, 2011 8:07 AM
To: mtremeth@charter.net
Subject: 700 BDL [Incident: 110515-000016]

Response (Ron)

05/19/2011 08:07 AM

Dear Martin,

Your gun was made in 1979 and is part of a Safety Modification Program, were you get your gun to the factory. We clean and inspect your gun and remove the bolt lock mechanism for a \$20.00 charge plus shipping and handling. In the event the trigger needs to be replaced this is also included.

Customer (1 Martin)

05/15/2011 08:27 AM

I have a 30-06 700 BDL #A6785030 that has the following problem. When I switch from safety to fire, the rifle will not fire. It's as if the safety is still on. When I move the bolt handle to open the bolt the rifle fires. How can I get this problem corrected?

Sincerely,
 Martin Tremethick

RECEIVED
 JUN 22 2011

BY:.....

6/8/2011

145 Johnson Road
Negaunee, MI 49866
906 475 7966

Question Reference #110515-000016

Product Level 1: Firearms

Date Created: 05/15/2011 08:27 AM

Last Updated: 05/20/2011 07:57 AM

Status: Waiting

----- We hope that this information will be helpful to you. -----
If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/>
REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> -----
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6/8/2011

PS 21647







