

Remington Arms Co., Inc.
Product Service
Legal Case #:6912

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
251882	12/28/2011	11/28/2011	12/29/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David L	Arnold	1307 County Rd 2756	Moberly	MO	65270		W 573-474-9393 C 573-999-3928 E darnold@epcmfg.com

Incident Information

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

11/28/11 Per email sent to Remington.com, incid # 111123-000111, I have a Model 700 BDL that I purchased in November 1988 and it has always been my favorite gun. I have experienced no troubles whatsoever until this year during Missouri whitetail hunt. I had sighted in my rifle prior to season opening with no issues, everything performed as expected. During the first day of the hunt, I fired one shot at a nice 10-point buck, but needed a second shot to close the deal. When I chambered another 130 grain Remington CoreLokt, the trigger would not move at all. I tried to pull the safety back from fire but it also would not move. I then opened the bolt, ejected the live shell, closed the bolt, moved the safety to fire position and the gun immediately went off! I had not touched the trigger, it simply fired. I couldn't believe that just happened, so I went through this same procedure one more time and it fired without the trigger again. Knowing the buck was wounded and I could see him standing between two trees about 175 yards from me, I went through the same procedure yet once again but before pushing the safety to fire, I had the scope lined up on the deer, pushed the safety forward, gun goes off without touching the trigger, deer drops in its tracks, I'm ecstatic in one sense but scared to death in another. What if this had happened in another situation? Potentially shooting myself, someone else, through my truck, etc. Is this something the 700 BDL is known for or have I experienced a fluke? I need your help in getting this corrected, as this is my deer rifle of choice, has been for many years and I'm not ready to give up on it. The rifle is in absolutely perfect condition outside of this latest occurrence."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6896251	DA	9/28/1987
Date Purchased	Where Purchased	Accessories	Original Owner			
	GLEN ZANDERS SPTG GDS		U			

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, test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

11/28/11 Emailed reply to Arnold that I can send a ARS if he will forward address and serial number.cm 12/5/11 Emailing ARS.cm 1/8/12 Per Ilion, trigger assn very dirty, parts work sluggish. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/29/2011
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		DA
	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; 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---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY,STICKY PARTS WORK SLUGGISH.TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

ATTN: Product Service #6912



Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

22"
DA 9/87
3.54
1011

Service Request Number SR00005610	Serial Number / Description B6896251 Model 700 RIFLE Caliber: 270	Date of Request: 12/05/2011 Date Printed: 12/05/2011
Customer: DAVID ARNOLD 1307 COUNTY RD 2756 MOBERLY, MO 65270 US Email: darnold@epcmfg.com	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Fired on safety release.cm

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:
B6896251
Model: **700**

RE00251882

T.A. very dirty parts work
sluggish. can often to
replace TPA, clean + restore
at 1/2 normal cost.
Quote

Sub Total: .00
Est Sales Tax: .00

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

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

Model Number: 700 BDL		Serial Number: B6896251	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO GIFT FROM EX-WIFE			
Name: DAVID L. ARNOLD		Date of Purchase: NOVEMBER 1988	
Address (no PO Boxes): 1307 COUNTY ROAD 2756			
City: Moberly		State: MO	Zip: 65270
Phone (Daytime): 573-999-3928		Fax: 573-474-9681	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) DARNOLD@EPCMF6.COM			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: Gun fired w/o trigger ENGAGEMENT WHEN MOVING SAFETY RELEASE TO FIRING POSITION. Incident occurred NOVEMBER 12, 2011.			
500 characters left			
Ammunition Information:			
Manufacturer: REMINGTON		Type: CORELOK EXPRESS	
Other (i.e. bullet weight/type, shot size, powder): 130 GRAIN PSP-R270W2			
Handload Information: N/A			
Powder Used: N/A		Powder Weight: N/A	
Case/Hull Used: N/A		Primer Used: N/A	
Bullet Type/Shot Size: N/A		Reloader Used: N/A	

Mitchell, Christy

From: Dave Arnold [darnold@epcmfg.com]
Sent: Tuesday, November 29, 2011 9:07 AM
To: Mitchell, Christy
Subject: Remington 700 BDL 270 WIN

Hello Christy,

Mailing address is:

David Arnold
1307 County Road 2756
Moberly, MO 65270

Serial # is:

B6896251

Thank you,

David Arnold
Plant Manager
EPC - Columbia
(573) 474-9393 office
(573) 999-3928 cell
(573) 474-9681 fax
darnold@epcmfg.com

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6912

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number	Serial Number / Description	Date of Request:
SR00005610	B6896251	12/05/2011
	Model 700 RIFLE Caliber: 270	Date Printed: 12/05/2011
Customer:		Destination:
DAVID ARNOLD		Arms Services
1307 COUNTY RD 2756		14 Hoeffer Ave
MOBERLY, MO 65270 US		Ilion, NY 13357 US
Email: darnold@epcmfg.com		Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Fired on safety release.cm

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00

Est Sales Tax: .00

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00005610
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #6912



6912

Mitchell, Christy

From: Danny [Danny.Southard@remington.com]
Sent: Monday, November 28, 2011 7:14 AM
To: Fulcher, Dell Marie; Mitchell, Christy
Subject: FWD: No Summary

The following incident has been forwarded to you by:
Danny - (Danny.Southard@remington.com)

Sender's Comment

Another one. Thanks,
Reference #111123-000111

Summary: No Summary
Rule State: End Progress
Date Created: 11/23/2011 05:26 PM
Last Updated: 11/28/2011 07:07 AM
Status: Updated
Assigned: Danny -
Model_Number:
Serial_Number:

Discussion Thread

Customer By Email (Dave Arnold) - 11/23/2011 05:56 PM Also, I forgot to state that the 700 BDL is a 270 caliber.

Thank you,

Dave Arnold
Plant Manager
EPC - Columbia
(573) 474-9393 office
(573) 999-3928 cell
(573) 474-9681 fax
darnold@epcmfg.com

Customer By Email (Dave Arnold) - 11/23/2011 05:26 PM I have a Model 700 BDL that I purchased in November 1988 and it has always been my favorite gun. I have experienced no troubles whatsoever until this year during Missouri whitetail hunt.

I had sighted in my rifle prior to season opening with no issues, everything performed as expected. During the first day of the hunt, I fired one shot at a nice 10-point buck, but needed a second shot to close the deal. When I chambered another 130 grain Remington CoreLokt, the trigger would not move at all. I tried to pull the safety back from fire but it also would not move. I then opened the bolt, ejected the live shell, closed the bolt, moved the safety to fire position and the gun immediately went off! I had not touched the trigger, it simply fired. I couldn't believe that just happened, so I went through this same procedure one more time and it fired without the trigger again.

Knowing the buck was wounded and I could see him standing between two trees about 175 yards from me, I went through the same procedure yet once again but before pushing the safety to fire, I had the scope lined up on the deer, pushed the safety forward, gun goes off without

touching the trigger, deer drops in its tracks, I'm ecstatic in one sense but scared to death in another. What if this had happened in another situation? Potentially shooting myself, someone else, through my truck, etc.

Is this something the 700 BDL is known for or have I experienced a fluke? I need your help in getting this corrected, as this is my deer rifle of choice, has been for many years and I'm not ready to give up on it. The rifle is in absolutely perfect condition outside of this latest occurrence. It is safely locked up in the gun cabinet until such time I can get your assistance, advice how to get it back to a safe and reliable condition. This has forced me to pull out my Winchester 30.06, not that it is a bad gun, it's just not my favorite gun to carry.

Thank you,

David L. Arnold

Plant Manager

EPC - Columbia

(573) 474-9393 office

(573) 999-3928 cell

(573) 474-9681 fax

darnold@epcmfg.com<mailto:darnold@epcmfg.com>

ARS LABEL REQUEST FORM

DATE:	12/05/2011	Service Request #	SR00005610
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelcs	email address:	Christy.Mitchell@remington.com

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

DAVID ARNOLD
1307 COUNTY RD 2756
MOBERLY, MO 65270 US
SR00005610
Email: damold@epcmfg.com

RETURN ITEM TO:

ILN
Arms Services



ATTN: Product Service #6912

4XX596 DEC 5, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067257717
REF 1:SR00005610
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.11	PUB+HANDLING	10.11







