

Remington Arms Co., Inc.
Product Service
Legal Case #:7082

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
249379	12/7/2011	12/15/2011	12/15/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Steve	Belton	699 Liberty Rd	Lafayette	TN	37083		E sbelton@nctc.com

Incident Information

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

1/11/12 Per email printout with rifle, the safety did not go all the way up and pulled the trigger and it did not discharge so he pushed it on up and it went off by itself. They when he bolted the empty cartridge out and it discharged again on it's own.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	25807	B6693539	LF	2/1/1985
Date Purchased	Where Purchased	Accessories	Original Owner			
	GLEN ZANDERS SPTG GDS		U			

CONCERN:DISCHARGED ON ITS OWN

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
Replace TPA, clean and test fire at 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

1/11/12 Per Ilion, trigger assm dirty and sticky, parts work 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		12/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 300 WIN MAG
	Date Code		LF
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Firing Pin	Slightly Worn; Functioning		

Bolt	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not 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---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,SOME RUST WILL FOLLOW DOWN
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

7082

244
LF2/85
G#
2012

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.

Customer By Email (x BELTON'S) 11/19/2011 09:55 PM

Hi,

I have a 700 BDL and the safety did not go all the way up and pulled the trigger and it did not discharge, so I pushed it on up and it when off by itself, then when I bolted the empty cartridge out and it discharged again on its own. Luckily I was holding the gun correctly and had no injuries. I need to know how, where and what I need to do this get this repaired.

Please email me at sbelton@nctc.comsbelton@nctc.com>

Thanks,

Steve Belton

Question Reference #111119-000093

Product Level 1: Firearms
Date Created: 11/19/2011 09:55 PM
Last Updated: 11/21/2011 08:25 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> -----
[---001:001865:37176---]

Serial Number:
B6693539
Model: **700**

RE00249379

T.A. dirty + sticky parts work sluggish. Reproce TPA, clean + restrict at 1/2 normal cost.

RECEIVED
DEC 16 2011
Quote

BY:.....

SR #00004482



sbeldon@nctc.com

To sbeldon@nisource.com

11/21/2011 07:44 AM

cc

Please respond to sbeldon@nctc.com

bcc

Subject Fw: 700 BDL [Incident: 111119-000093]

=====Original message text=====

From: "Remington Information" <info@remington.com>
Date: Mon, 21 Nov 2011 13:25:24 GMT
Subject: 700 BDL [Incident: 111119-000093]

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 the following link or paste it into your web browser.
http://remington.custhelp.com/app/account/questions/detail/i_id/403873

Subject

700 BDL

Discussion Thread

Response Via Email(Lisa) - 11/21/2011 08:25 AM
We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest you call 1800-243-9700. Please have your serial number ready. At this point we will assign a Service Request to help expedite your repair.

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700 BDL

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[---001:002149:55011---]

=====
=====End of original message text=====

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700 BDL

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