

Remington Arms Co., Inc.
Product Service
Legal Case #:6391

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
237553	8/9/2011	7/25/2011	8/10/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Burrell	4380 First Ave	Ukiah	CA	95482		H 707-489-6688

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on safety release	Cause:4006 Altered Adjustments or Components Concern:1007 Fired on Safe Release	Unknown	
C				

7/25/11 Per call from Burrell, he has only used this rifle 12-15 times with about 100 rounds total through it. Recently when sighting it in, he chambered a round and when he moved the safety to fire it fired. He has not made any alterations to it and was able to duplicate it occasionally.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6368712	EI	10/1/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE	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 APV
Per Ilion, replace TPA, clean, test at BLSM price						

Repair/Replacement Cost	Repair/Replacement Date
45.40	8/15/2011

7/25/11 Mailing ARS and box.cm 8/15/11 Per Ilion, replace TPA, clean, test at BLSM price of \$20 shipping.cm

8/17 left message with quote

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/10/2011
	Product Type		RF
	Action Type		A

	Assigned To	T.NAGLE	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	24" 7MM REM MAG	
	Date Code	E1	
	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	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---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, TRIG NOT RETURNONG WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	SCOPE BASE	

Remington®

24"
EI 10/
2.5"
.007

6391

July 25, 2011

Jeff Burrell
4380 First Ave
Ukiah, CA 95482

Subject: Case #6391, Model 700

Dear Mr. Burrell,

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 box with "Product Service".**

I apologize for the inconvenience 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
AUG 15 2011

BY:.....

Serial
Number:

A6368712

Model: 700



RE00237553

T.A. dirty + set screws altered
TRIG Not returning under sear.
Replace TOP, clean + TEST Rize
under ISLP for \$20.00 + ship

Quote

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

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

Model Number:	700 BDL	Serial Number:	A6368712
Are you the original owner?: ☒ YES ☐ NO			
Name:		Date of Purchase:	
Jeff Burrell		5/79	
Address (no PO Boxes):			
4380 First Ave			
City:	Ukiah	State:	Ca.
Zip:	95482		
Phone (Daytime):	707-489-6688	Fax:	707-485-1007
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent)			
jburrell44@aatt.net			
E-mail Address:			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
Gun will fire when loading single shot into chamber & switching the safety from S to F. It did it to me twice while sighting the gun in. This gun has less than 10 boxes shot thro it.			
500 characters left			
Ammunition Information:			
7mm mag			
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:	

Firearms Care (Cleaning and Lubrication):	After every use, every time!
Brand of cleaning solution used:	Remington Gun Cleaner
How often do you clean the bore? (Months or Number of rounds)	After every use.
How often do you clean the action? (Months or Number of rounds)	After every use.
How often do you clean the trigger assembly? (Months or Number of rounds)	never
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	Every use
How often do you lubricate the action? (Months or Number of rounds)	Every use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☒ YES ☐ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Never. Examined by Gunsmith & Problem explained to me.	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, 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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	7/25/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Jeff Burrell 4380 First Ave Ukiah CA 95482 707-489-6688
RETURN ITEM TO:	Rem Prod Serv Case # 6391 p

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

4XX596 JUL 25, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066447899
REF 1:JEFF BURRELL/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
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 12.85 PUB+HANDLING 12.85







