

Remington Arms Co., Inc.
Product Service
Legal Case #:6823

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
248380	11/29/2011	11/10/2011	12/12/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Greg	Duffy	6030 Catawba Creek Rd	Troutville	VA	24175		H 540-309-0402

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD shot hole in door of house and porch floor S C	Cause:4015 Improper Maintenance Concern:1008 Fired on Bolt Closing		Unknown	

11/10/11 Per call from Duffy, he has a 700 that he received new when he was 16 in the '80's. Recently he was getting the rifle to shoot at a fox that was near his chicken coop and when he bolted a round in it fired and shot a hole in the door of the house and through the floor of the porch. It has happened again since then when he was outside and he knows the 2nd time that it was not due to him mishandling it. He took it to a local gunsmith and he was able to duplicate it also.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	A6458663	KO	5/18/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	S S KRESGE FAIRLESS HILLS PA	TWO PIECE BASE,BOTTOM HALF RINGS	Y			

CONCERN:RANDOMLY FIRED

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair no charge as goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	67.40	12/12/2011				

11/10/11 Mailing box and ARS.cm 12/7/11 Called Duffy with results. He mentioned he had consulted an attorney. I told him I could return as rec'd. He asked what it would take to fix it. I quoted \$20 + shipping for the trigger replacment and would have the repairman quote for any additional parts or repair also then I would call him back with a total.cm 12/7 Per D. Evans, repair no charge as gesture of goodwill. Send a copy of pictures we took of trigger condition as well as an owner's manual with cleaning sections tabbed.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/30/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 243 WIN
	Date Code		KO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	DIRTY WITH A DRIED BROWN RESIDUE
	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	ACTION VERY DIRTY
	Stock Condition	Slightly Worn; Functioning	MARS SCRATCHES
	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	
	Lift	---Select---	.010

Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY,STICKY.PARTS WORK SLUGGISH.SEAR STICKS TO SIDEPLATES WILL FOLLOW DOWN
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,BOTTOM HALF RINGS

COPY

December 12, 2011

Greg Duffy
6030 Catawba Creek Rd
Troutville, VA 24175

Subject: Case # 6823, Model 700, Repair # 248380

Dear Mr. Duffy,

Enclosed is a Remington Owner's Manual that covers the Model 700 maintenance. I have marked pages to assist you with the problem you had with your Model 700. Also enclosed are pictures of the trigger assembly when removed from the action. In order to remove the debris you see, we recommend Remington Action Cleaner. You will spray this cleaner into the trigger assembly, removal from the action is not required for this, and spray until the liquid runs out clear. After cleaning you will apply RemOil as directed in the owner's manual on page 14.

If you have any questions feel free to call or email me direct. 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

enclosure

22"
K05/
6#
.010

6823

COPY

November 10, 2011

Greg Duffy
6030 Catawba Creek Rd
Troutville, VA 24175

Subject: Case # 6823, Model 700 barrel, SR# 3490

Dear Mr. Duffy,

Please include a copy of this letter with the barrel as well as the Service Request form. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the barrel 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

Serial
Number:

A6458663

Model: 700



RE00248380

RECEIVED
DEC 02 2011

BY: _____

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

PS 23277

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

Model Number: 700		Serial Number: A6458663	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Greg Duffy		Date of Purchase: 12/79	
Address (no PO Boxes): 6030 Catawba Creek RD			
City: Troutville		State: VA	Zip: 24175
Phone (Daytime): 540 309 0402		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) duff522@hughes.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: * see pictures			
Sept. 20, 2011 when loading the rifle, it randomly fired shooting thru the door, table leg and wood floor. 2 weeks later, when loading the rifle again it randomly fired another time. Talked to gunsmith and gun dealer both said to contact Remington and not to use the rifle.			
I would like to be contacted after the gun is inspected for an approved resolution - (By phone 540-309-0402)			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Factory Federal shells 80 grain - all ever used			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Birchwood Casey VC#1 Bore Cleaner

How often do you clean the bore? (Months or Number of rounds) once a year

How often do you clean the action? (Months or Number of rounds) every time used

How often do you clean the trigger assembly? (Months or Number of rounds) every time used

Brand of lubricant used: Kleenbore Gun Conditioner

How often do you lubricate the bore? (Months or Number of rounds) every time used

How often do you lubricate the action? (Months or Number of rounds) every time used

How often do you lubricate the trigger assembly? (Months or Number of rounds) every time used

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 (own several guns have never

What were the services performed? had serviced and never

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Ilton, NY 13357

had a problem until
this gun,

Ⓢ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.

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6823

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

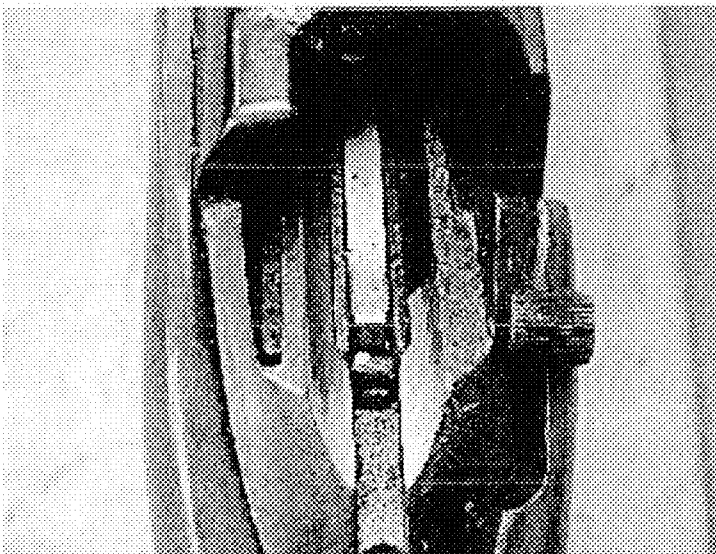
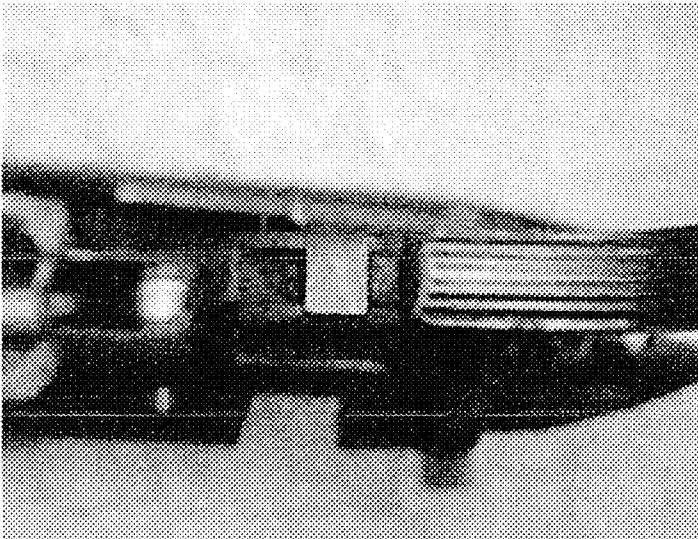
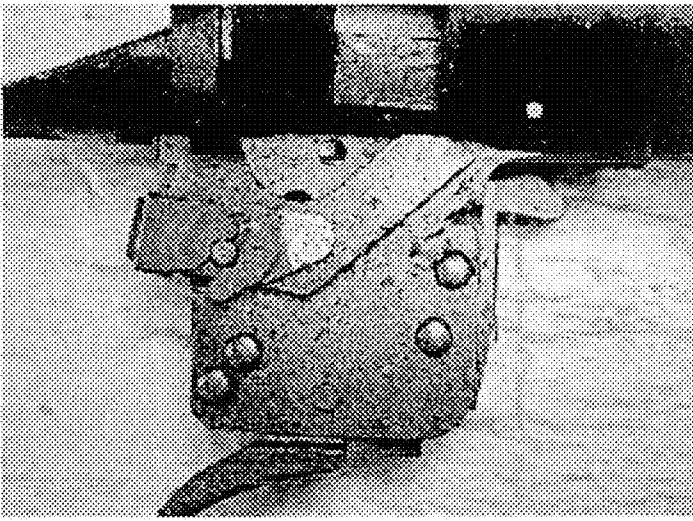
www.Remington.com

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 SR00003490	Date of Request: 11/10/2011 Date Printed: 11/10/2011						
Customer: GREG DUFFY 6030 CATAWBA CREEK RD TROUTVILLE, VA 24175 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US						
Email: give to Christy	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.							
<div style="border: 1px solid black; width: 100%; height: 100%; background-color: #f0f0f0; position: relative;"> <div style="position: absolute; top: 0; right: 0; width: 50px; height: 50px; background-color: white; border: 1px solid black; border-radius: 50%;"></div> </div>							
Reason For Return M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION							
<div style="border: 1px solid black; width: 100%; height: 100%; background-color: #f0f0f0; position: relative;"> <div style="position: absolute; top: 0; right: 0; width: 50px; height: 50px; background-color: white; border: 1px solid black; border-radius: 50%;"></div> </div>							
Service Request Section							
<div style="border: 1px solid black; width: 100%; height: 100%; background-color: #f0f0f0; position: relative;"> <div style="position: absolute; top: 0; right: 0; width: 50px; height: 50px; background-color: white; border: 1px solid black; border-radius: 50%;"></div> </div>							
Parts And Service Details							
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount

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



ARS LABEL REQUEST FORM

DATE:	11/10/2011	Service Request #	SR00003490
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:

GREG DUFFY
6030 CATAWBA CREEK RD
TROUTVILLE, VA 24175 US
SR00003490

Email: ~~give to Christy~~

RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 11, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065286930
REF 1: SR00003490
REF 2:

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	SVC T/P USD	RS 0.50
DC 0.00	DGD 0.00		SD 0.00
AH 0.00	PR 0.00		SP 0.00
TOT PUB CHG 9.04		PUB+HANDLING	9.04

ATTN: Product Service #6823





