

Remington Arms Co., Inc.
Product Service
Legal Case #:7035

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
251297	12/20/2011	12/12/2011	12/21/2011	11/30/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bryan	Hastings	221 Farndale Rd	Kirkwood	PA	17536		H 717-475-4134 E bhastings153@yahoo.com

Incident Information

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

Customer sent in an email. Ref# 111206-000048. He stated he has had the rifle for over 30 years & never had a problem. He said on 11/30/11 he had a FSR while trying to unload the rifle. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6412062	LO	2/7/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT HARTFORD CT		Y			

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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29	1/16/2012				

12/12/11: Mailing ARS & forms. df 12/22/11: Per Ilion - TA dirty & rusty. Set screws altered. Replace TA, clean & test fire under BLM - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/21/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		22" 3006 SPRG
	Date Code		LO
	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	SLUGGISH
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---	.006
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,RUSTY TRIG HAS MIN RETURN WILL FOLLOW DOWN
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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.**

2211
LOZ/
1.5#
.001

7035

Service Request Number SR00006332	Serial Number / Description A6412062 Model 700 Center Fire Caliber: 3006	Date of Request: 12/12/2011 Date Printed: 12/12/2011
Customer: BRYAN HASTINGS 221 FARMDALE RD KIRKWOOD, PA 17536 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	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
Product Service # 7035 - FSR

Parts And Service Details			
Material	Type	Description	Qty Needed

Serial Number:
A6412062

Model: **700**



RE00251297

T.A. dirty, sticky + rusty. set screw altered. replace TPA, clean + test
Ripe under BLP Bar @ 20. + ship

Quote

RECEIVED
DEC 22 2011

BY:

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
Grand Total:	\$.00

COPY

December 12, 2011

Bryan Hastings
221 Farmdale Rd
Kirkwood, PA 17536
Phone: 717-475-4134

Ref: # 7035, Model 700, Serial # A6412062

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

enclosure



Please return ship to
this address

Thanks

Bryan Hastings

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

Print

Reset

Model Number: 700 BDL 30-06		Serial Number: A6412062	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Bryan Hastings		Date of Purchase: ? 76-78 ?	
Address (no PO Boxes): 221 Farmdale Rd			
City: Kickwood		State: PA	Zip: 17536
Phone (Daytime): 717 475 4134		Fax:	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input checked="" type="checkbox"/> bhastings153@yahoo.com			
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: 11-30-11 while attempting to unload gun I emptied the magazine and when I went to let the safety off to open bolt to clear chamber the gun fired as I released safety			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type:	
Other (i.e. bullet weight/type, shot size, powder): 180 PSP			
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: <u>O+S</u>
How often do you clean the bore? (Months or Number of rounds) <u>50 rounds</u>
How often do you clean the action? (Months or Number of rounds) <u>once a year</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>never</u>
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds) <u>once a year</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>never</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>never</u>
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to: <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><input type="checkbox"/> 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.</p> <p style="text-align: center;">:: 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</p>

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

7035

Reference # 111206-000048
Status Updated
Assigned To Administrators Dell -
Product Firearms
SLA Not specified
Queue CSR
Date Created 12/06/2011 08:28 AM
Date Initial Solution Response 12/08/2011 08:54 AM
Last Updated 12/08/2011 08:59 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense +1 (on -3 to +3 scale)

model 700 bdl

Discussion Thread

Customer (Bryan Hastings) 12/08/2011 08:59 PM

Bryan Hastings
221 Farmdale Rd
Kirkwood, PA 17536
Do I need to remove the scope?

Response (Dell -) 12/08/2011 08:54 AM

Dear Mr. Hastings,
We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with your mailing address. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill-out to let the examiner know exactly what happened and when this occurred.

Sincerely,
Dell

Note (Danny -) 12/08/2011 07:23 AM

Dell and Christy

Customer (Bryan Hastings) 12/07/2011 08:41 PM

Does anybody work there who will get back to me or should I just destroy this gun????????? It would be nice if someone would reply to my e-mail, I went to the support site but didn't get any support!!!!

Bryan Hastings

Customer (Bryan Hastings) 12/06/2011 11:45 AM

What can be done to make gun safe??

Customer (Bryan Hastings) 12/06/2011 08:28 AM

I have a model 700 bdl rifle that I have had for 30+ years. I never had a problem with the gun, always loved it. Last Wednesday while unloading it after deer hunting, I unloaded the magazine then as I went to release the safety to open the bolt the gun fired! No one was hurt and nothing was damaged as I had the gun pointed in a safe direction, but needless to say I was shocked as well as my hunting companions. I have seen that this might be an on going problem that Remington says doesn't happen but I can assure you it did. I have been a Remington man for all of my adult life and this was disappointing to say the least. We actually had talked about this at camp earlier that week and I said that I never had a problem with my gun and didn't think there was a problem with the 700 rifle. I would like to know what can be done to fix this condition, and how to get it fixed, if possible. If it can't be fixed I need to know so I can dispose of the gun, so no one ever gets hurt from it. The serial number is A6412062, remington model 700 bdl in 30-06.

Thanks, Bryan Hastings
717-475-4134

11/30/11

Primary Contact

First Name: Bryan
Last Name: Hastings
Organization:
Login: bhastings153@yahoo.com
Title:
Contact Type:

Email: bhastings153@yahoo.com
Email - Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

ARS LABEL REQUEST FORM

DATE: 12/12/2011	Service Request # SR00006332
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	BRYAN HASTINGS 221 FARMDALE RD KIRKWOOD, PA 17536 US SR00006332 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 12, 2011 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 124XX6969067051724 ALL CURRENCY USD
 REF 1:SR00006332
 REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00 RS 0.50
DC 0.00	DGD 0.00
AH 0.00	PR 0.00 ROD 0.00
TOT PUB CHG 8.15	PUB+HANDLING 8.15

ATTN: Product Service





