

Remington Arms Co., Inc.
Product Service
Legal Case #:6939

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250352	12/14/2011	11/29/2011	12/15/2011	11/24/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Terry Lee	Hensley	154 St. Jill Circle	Statesville	NC	28625		C 704-682-1248 F 757-823-5979 E thensley1@roadrunner.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1020 Fired on Bolt Opening			
C FBO				

11/29/11: Customer emailed. Ref# 111127-000027. He stated his rifle had FBO on 11/24/11. No damage, No injury. He stated the gun was loaded & there was a live round in the chamber, the safety was on for approx 4 hrs. He said when he unloaded touched the bolt to open it - the rifle fired. He said he has not been able to duplicate the concern. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	B6284203	KB	5/8/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	S W MAURICE SPTG ARLINGTON TX		U			

CONCERN: FBO

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				
	\$29.44	1/8/2012				

11/29/11: Mailing ARS & forms. Box order# 1277310. df 12/16/11: Per Ilion - Could not duplicate concern. TA dirty. Can offer to replace TA, clean & test fire under BLM - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		12/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		KB
	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; 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---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,SOME RUST
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

6939

COPY

2211
KBS/81
5±
1013

November 29, 2011

Terry Hensley
154 St. Jill Circle
Statesville, NC 28625
Phone: 704-682-1248
Email: thensley1@roadrunner.com

Ref: # 6939, Model 700, Serial # B6284203

You will receive a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination in a separate email.

Please include a copy of this letter, repair form and service request to put inside the shipping container. The letter, repair form 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

RECEIVED
DEC 1 6 2011

BY: _____

Serial
Number:

B6284203

Model: 700



RE00250352

could not duplicate concern
T.A. dirty. can offer to replace
TPA, clean + to 5 Rine under
BIP for \$20. + ship
Quote
Bolt # does not make sense

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

Model Number: 700		Serial Number: B6284203	
Name: TERRY LEE HENSLEY		Date of Purchase: August 2007	
Address (no PO Boxes) 154 ST. JILL CIRCLE			
City: STATESVILLE		State: NC	Zip: 28625
Phone (Daytime): 704-682-1248		Fax: 757-823-5979	
E-mail Address: THENSLEY1@Roadrunner.Com			
Please describe your problem:			
Accidental Discharge - Live Round WAS IN chamber. Moved safety off Position - Touched bolt to eject Live Round - Gun discharged T.L.H			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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.			
:: 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.			
:: 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.			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

Terry Hensley

From: Terry Hensley <thensley1@roadrunner.com>
Sent: Sunday, November 27, 2011 10:42 AM
To: 'info@remington.com'
Subject: Remington 700__Accidental Discharge

Importance: High

All concerned - Help !

My Remington Model 700 – 30-06 ____ Serial number B6284203 - discharged accidentally this past Thanksgiving morning (11-24-2011). Facts of how this occurred are as follows:

1. Gun was fully loaded
2. Live Round was in the chamber
3. Safety was in ON position (four approx. 4 hours)
4. Returned to meeting point @ truck and started to unload rifles
5. Released magazine door on bottom of Remington 700 to release / unload ammunition
6. **After unloading magazine I merely touched bolt to eject live round in the barrel and gun discharged (luckily I had in pointed in proper direction – into the ground – away from everyone)**

I made several attempts to recreate discharge to no avail. **However, this is not a fix!** I understand there is a fix for this know problem – X-Mark Pro trigger system. Is there a recall on this defective trigger mechanism?

Please Help !!!

Sincerely yours,

Terry Lee Hensley
154 St. Jill Circle
Statesville, NC 28625

(704) 682-1248 - Cell

Electronic Return Label Receipt

This letter includes a UPS return label and a receipt for your records.

Instructions

1. Print Label and Receipt. Select Print from the File menu in this browser window.
2. Retain this page as your receipt.
3. Follow the instructions on the second page to label and ship your package.
4. Take this package to a UPS location, to find your closest UPS location visit www.ups.com/content/us/en/index.jsx and select Drop-Off.

Receipt**RETURN SERVICE
CUSTOMER RECEIPT**

2011-11-30

SHIP TO: PRODUCT SERVICE
 ARMS SERVICES
 14 HOEFLER AVE
 ILION NY 13357

PACKAGE CONTENTS: FIREARMS

REFERENCE NO.1: SR00005164

UPS GROUND TRACKING #: 1Z4XX596906682349


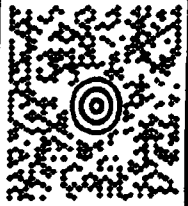
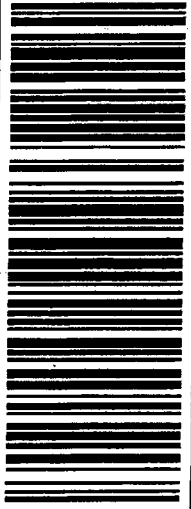

Customer Service

Visit us at www.ups.com/content/us/en/index.jsx or call 1-800-PICK-UPS (7425-877).

UPS Electronic Return Label: View/Print Label

1. **Ensure that there are no other tracking labels attached to your package.**
2. **Fold the printed label at the dotted line.** Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label. Take care not to cover any seams or closures.
3. **Drop-off**
 - Take this package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or Authorized Shipping Outlet near you. Items sent via UPS ReturnsSM Services (including via UPS Ground) are accepted at Drop Boxes, to find your closest UPS location visit www.ups.com/content/us/en/index.jsx and select Drop Off. [Drop Off Locator](#)
 - Daily Pick up customers: Have your shipment(s) ready for the driver as usual.

FOLD HERE

TERRY HENSLEY 154 ST. JILL CIRCLE STATESVILLE NC 28625		10 LBS RS		1 OF 1	
SHIP TO: PRODUCT SERVICE ARMS SERVICES 14 HOEFER AVE ILION NY 13357		NY 135 0-01 			
		UPS GROUND TRACKING #: 1Z 4XX 596 90 6668 2349			
				DESC: Firearms RETURN SERVICE	
				Reference No.1: SR00005164	
				 XOL 11.07.27 WNTIERO 21.0A 10/2013	

Hensley, Terry L

From: Terry Hensley <thensley1@roadrunner.com>
Sent: Wednesday, November 30, 2011 6:00 PM
To: Hensley, Terry L
Subject: FW: Remington 700__Accidental Discharge [Incident: 111127-000027]

From: Remington Information [mailto:info@remington.com]
Sent: Tuesday, November 29, 2011 7:22 PM
To: thensley1@roadrunner.com
Subject: Remington 700__Accidental Discharge [Incident: 111127-000027]

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 here.](#)

Subject

Remington 700__Accidental Discharge

Discussion Thread

Response Via Email (Dell)

11/29/2011 07:22 PM

Dear Terry,

We would like to have the firearm come into our Product Services Department at our factory for examination. I will be sending 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

Customer By Email (Terry Hensley)

11/27/2011 10:55 AM

All concerned - Help !

My Remington Model 700 – 30-06 ___ Serial number B6284203 - discharged accidentally this past Thanksgiving morning (11-24-2011). Facts of how this occurred are as follows:

1. Gun was fully loaded
2. Live Round was in the chamber
3. Safety was in ON position (four approx. 4 hours)

4. Returned to meeting point @ truck and started to unload rifles
5. Released magazine door on bottom of Remington 700 to release / unload ammunition
6. After unloading magazine I merely touched bolt to eject live round in the barrel and gun discharged (luckily I had in pointed in proper direction – into the ground – away from everyone)

I made several attempts to recreate discharge to no avail. However, this is not a fix! I understand there is a fix for this know problem – X-Mark Pro trigger system. Is there a recall on this defective trigger mechanism?

Please Help !!!

Sincerely yours,

Terry Lee Hensley
154 St. Jill Circle
Statesville, NC 28625

(704) 682-1248 - Cell

Question Reference #111127-000027

Product Level 1: Firearms

Date Created: 11/27/2011 10:55 AM

Last Updated: 11/29/2011 07:22 PM

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> -----
----- [---001:002166:05395---]

6939

Reference # 111127-000027
Status Waiting
Assigned To Administrators Dell -
Product Firearms
SLA Not specified
Queue CSR
Date Created 11/27/2011 10:55 AM
Date Initial Solution Response 11/29/2011 07:22 PM
Last Updated 11/29/2011 07:22 PM
Customer SmartSense +1 (on -3 to +3 scale)
Staff SmartSense +1 (on -3 to +3 scale)

Remington 700__Accidental Discharge**Discussion Thread****Response (Dell -)**

11/29/2011 07:22 PM

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I will be sending 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 -)

11/29/2011 06:14 PM

Dell & Christy

Customer (Terry Hensley)

11/27/2011 10:55 AM

All concerned - Help !

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- I made several attempts to recreate discharge to no avail. However, this is not a fix! I understand there is a fix for this know problem - X-Mark Pro trigger system. Is there a recall on this defective trigger mechanism?

Please Help !!!

Sincerely yours,

Terry Lee Hensley
154 St. Jill Circle
Statesville, NC 28625
(704) 682-1248 - Cell

Primary Contact

First Name: Terry
Last Name: Hensley
Organization:
Login: thensley1@roadrunner.com
Title:
Contact Type:
Email: thensley1@roadrunner.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



November 29, 2011

Terry Hensley
154 St. Jill Circle
Statesville, NC 28625
Phone: 704-682-1248
Email: thensley1@roadrunner.com

Ref: # 6939, Model 700, Serial # B6284203

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Please include a copy of this letter, repair form and service request to put inside the shipping container. The letter, repair form 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

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

PS 23695

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: <input type="text"/>			
Please describe your problem: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<div><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.</div> <div><p>:: Record the serial number of your firearm before sending it.</p><p>:: 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.)</p><p>:: Remove all accessories from your firearm to prevent loss or damage.</p><p>:: 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.</p><div style="text-align: center;"><input type="button" value="Print"/> <input type="button" value="Reset"/></div></div>			

Fulcher, Dell Marie

From: postmaster@remington.com
To: thensley1@roadrunner.com
Sent: Wednesday, November 30, 2011 11:38 AM
Subject: Relayed: Message relayed (thensley1@roadrunner.com)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

thensley1@roadrunner.com

Subject:

ARS LABEL REQUEST FORM

DATE: 11/29/2011	Service Request # SR00005164
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm email address:	

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

TERRY HENSLEY
154 ST. JILL CIRCLE
STATESVILLE, NC 28625 US
SR00005164

Email: THENSLEY1@ROADRUNNER.COM

RETURN ITEM TO:

ILN
Arms Services



4XX596 NOV 30, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066682349
REF 1: SR00005164
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 9.54 PUB+HANDLING 9.54

ATTN: Product Service

