

Remington Arms Co., Inc.
Product Service
Legal Case #:6414

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
238599	8/23/2011	8/1/2011	8/24/2011				

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	David	Jurena	585 W. Hwy 33	Crete	NE	68333		W 402-826-3435
Reporter	William P. Carmichael 143 74 Meadows Pkwy 3B			Omaha	NE	68138		E bcar7691@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S	Concern:1008	Fired on Bolt Closing		
C	FBC			

7/29/11: Customer called in & he stated that on 2 separate occasions the gun discharged while closing the bolt. No damage, No injury. He did not have the dates of the incidents. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	152642	KM	5/1/1965
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

CONCERN: FBC

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
\$62.90	8/29/2011

8/1/11: Mailing ARS, letter, form. df 8/29/11: Per Ilion - TA set screws altered. Replace TA, clean & test fire under BLM - quote. Emailed quote to customer. df 9/20/11: Customer apprvd & pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		8/24/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6414&Type=Case>

9/20/2011

Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 7MM REM MAG SS
	Date Code		KM
	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---	.004
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	MIN TRIG RETURN WILL FOLLOW DOWN
	Pull	---Select---	1#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

STATION

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com

ESTIMATING
REPORTParts/Repairs
Fax800-243-9700
336-548-7801**ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.**

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00238599 Account # - R-	Description/Serial Number 152642	Date Received - 8/22/2011 Estimate Date - 8/24/2011 Current Date - 8/24/2011
Customer DAVID JURENA 385 W HWY 33 CRETE, NE 68333 US Phone (H) (402)-826-3435 Phone (W)		Return To DAVID JURENA 385 W HWY 33 CRETE, NE 68333 US Fax Email BCAR7691@HOTMAIL.COM

REDACTED

Please Circle One
☒ VISA MC AMEX DISCOVER Card No. 1254 Exp. Date 11/13
 PO Number _____
 Daytime Phone (402) 826-3435 Time To Call 9AM - 5PM Open Acct. R
 Approval: Customer Signature [Signature] Date _____
☒ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
 Notice: We process checks electronically through Check 21 See Attached letter.

Reported		Problems Found	
M100	SEE CUSTOMERS LETTER	M178	TRIG ADJ SCREWS RESET, CANNOT
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M240	BOLT LOCK SAFETY MODIFICATIO

Technician's Comments

ProblemNotes Offer to replace T.P.A, clean, test for 20\$ + shipping under this program. MFD of 5/65

Estimate **C.O.D. /Shipping and Handling Charges are NOT Included in this Quote.

Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00
4000118	GR-CLEAN	1	Y	\$28.00	0%	\$0.00
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
Sub Total:						\$37.00
Est. Sales Tax:						
Grand Total:						\$37.00

☒ APPROVED

SEP 19 2011

Fulcher, Dell Marie

From: postmaster@remington.com
To: bcar7691@hotmail.com
Sent: Tuesday, August 30, 2011 12:12 PM
Subject: Relayed: Message relayed (bcar7691@hotmail.com)

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

bcar7691@hotmail.com

Subject:

6414

COPY

2411
KMS/K
1st
004

August 1, 2011

David Jurena
585 W. Hwy 33
Crete, NE 68333
Phone: 402-826-3435

Ref: # 6414, Model 700

Dear Mr. Jurena,

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

Please include a copy of this letter and form to put inside the shipping container. The letter and form 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 that 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

Serial
Number

152642
Model: 700



RE00238599

J.A. set screws altered.
replace TPA, clean + test
Rim under BLP for
\$ 20.00 + ship

RECEIVED
AUG 26 2011

Quote

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

Print

Reset

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <input type="text" value="William P. Carmichael"/>		Date of Purchase: <input type="text" value="Dads Gun"/>	
Address (no PO Boxes): <input type="text" value="143 74 meadows parkway 3B"/>			
City: <input type="text" value="Omaha"/>		State: <input type="text" value="NE"/>	Zip: <input type="text" value="68138"/>
(Daytime) Phone: <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="BCAR 7691@Hotmail.com"/>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<p><i>Firearm Pin Does Not hold. Working bolt can cause it to fire</i></p>		n and date of occurrence: <input type="text"/>	
		acters left	
Ammunition Information: <input type="text" value="Factory"/>			
Manufacturer: <input type="text" value="Remington"/>		Type: <input type="text" value="150 58'"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	
How often do you clean the action? (Months or Number of rounds)	3-4 Annually
How often do you clean the trigger assembly? (Months or Number of rounds)	once
Brand of lubricant used:	Hoppe #9
How often do you lubricate the bore? (Months or Number of rounds)	3-4 Annually
How often do you lubricate the action? (Months or Number of rounds)	3-4 Annually
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Once
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?)	
Not Available	
What were the services performed?)	
NA	
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<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.	
:: Provide a return address on both the outside and inside the box. Shipments without a proper	

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.

WWW.QUARTERBORE.COM

Adjusting the Remington 700 Trigger

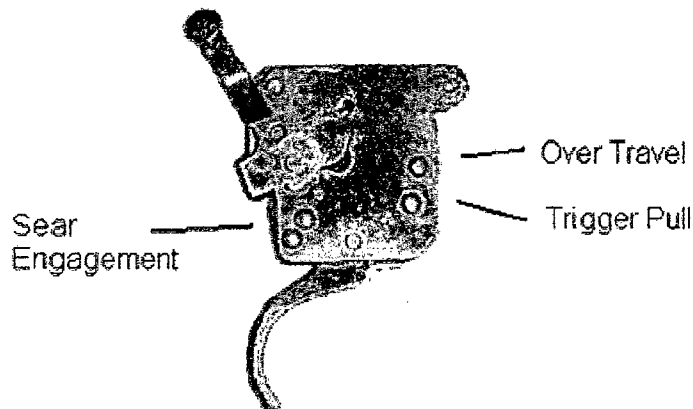
To Steve, many thanks for showing me how to do this many years ago!

Background:

The Remington trigger system is a very good system that in years past came directly from the factory with a crisp and reasonable pull. These days however, Remington is producing triggers that are not as smooth and are liability proof with pull weights that have gotten to the point of being ridiculous. These changes are due to Remington trying to reduce the cost of their rifles and the ever present fear of civil liability from a trigger that is too light. If you are not conscious of gun safety and are not smart enough to keep your fingers off your trigger until you are ready to fire, I kindly ask you to read no further and find another hobby as I accept no responsibility for stupid people. The modifications that I am about to discuss have the potential to be extremely dangerous if not done carefully! If you have the slightest doubt about what you are doing, I strongly urge you to have a competent gunsmith adjust your trigger for you as the cost is minimal.

The Remington trigger:

The Remington 700 Trigger has three screws as shown in the following image.



When you look at your trigger you will see that the heads of these screws are covered in a glue or loctite. To adjust your trigger it will be necessary to scrape this glue off the screw heads and then determine if your screw heads are slotted or allen head. The next step in this process is to break the screws loose and add a small drop of oil to help with adjustments. I normally run the screws in and out a couple times to make sure that the screw is not binding and the surfaces of the screw are completely covered in oil.

Adjusting the trigger:

Back out the spring tension (trigger pull) screw to a light trigger pull that is adequate to keep some pressure on the trigger but is very light (trigger pull will be set later). Next back out the sear engagement screw, and the over travel screws several turns.

Once the screws are adjusted as above, close the bolt (without dry firing) and SLOWLY turn the sear engagement screw in until the firing pin is released. From this point, back the screw out a half turn. Without recocking the firing pin, screw the over travel screw in until you feel it contact the trigger lightly, preventing the trigger from moving. From this point, back the over travel screw out a quarter turn. When you pull the trigger at this point there should be a very slight movement of the trigger.

To adjust the trigger pull, adjust the spring tension screw to a pull that you like. As you turn the screw in the trigger pull will be increased and the pull will be reduced as the screw is backed out. I would not recommend going lighter than 1 to 1.5-pounds with a factory trigger and I prefer a trigger closer to 2 to 2.5-pounds for a big game rifle.

Work the bolt several times to cock the rifle and try the trigger with the trigger gauge and your finger to make sure that you are happy with how the trigger pull and release feels and the weight is something that you are comfortable with. I also recommend the use of a good trigger gauge to confirm that you are getting a consistent break. If the break you are getting is not consistent, then you may need to increase the trigger pull or consider having the trigger rebuilt or replaced by a competent gunsmith.

Safety Checks!

After you are happy with the feel of the trigger it is essential that you perform a safety check as described here. First, slam the bolt closed HARD up to a dozen times watching to see if the sear allows the firing pin to be released. If the firing pin is released, back out the sear engagement screw another 1/4 turn, and repeat slamming the bolt again.

Next, cock the firing pin and put the weapon on "SAFE" and pull the trigger, release the trigger, put the weapon on "FIRE". Repeat this process several times and if the firing pin is released, increase the trigger pull and repeat this process.

Once these safety checks are performed, take nail polish and seal the heads of the screws and allow it to dry. I normally try to use two coats to make sure that the screws are properly glued in place. Once adjusted, the Remington trigger rarely needs additional adjustment and can be as good as many after market triggers.

Postscript;

I have recently purchased a new Remington 700 Classic that quite literally had the God awful worst trigger I have ever felt on any gun. This trigger was rough in the sear engagement and the trigger spring itself was too stiff to allow for any adjustment that was acceptable for my taste. I understand that it is possible to buy replacement trigger springs and to have the sear surface polished but these are tasks that are beyond my level of understanding so I took a trigger out of a well used Remington 700 ADL from the early 1970's and swapped it for my new trigger. I felt guilty selling my old ADL with that new Rem. 700 trigger that was so lousy, but at least the gun that I wanted to keep has a crisp 2-pound trigger that I can trust to work as a quality trigger should!

If your rifle has a really bad trigger, you may wish considering looking for replacement in the form of a used factory or an aftermarket trigger. [Click Here to find another trigger for your Remington 700!](#)

Go to [Online articles page](#)

Please send your comments, suggestions, contributions or anything else to: Webmaster@Quarterbore.com.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	8/1/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6414 rifle			

LABEL INFORMATION

MAIL LABEL TO: David Jurena 585 W. Hwy 33 Crete, NE 68333 Phone: 402-826-3435
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 AUG 1, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066646861
REF 1:DAVID JURENA/CD/DMF
REF 2:REF#6414/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 10.36	PUB+HANDLING	10.36	





