

Remington Arms Co., Inc.
Product Service
Legal Case #:6785

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
247257	11/17/2011	11/2/2011	11/18/2011	10/28/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Edward	Lande	2506 S 53rd Ave	Yakima	WA	98903		H 509-965-8016

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fired on bolt closing	Concern:1008 Fired on Bolt Closing		
C				

11/2/11 Per call from Lande, he was elk hunting Friday in freezing temps and saw a elk. He had 4 shells in the magazine, put a shell in the chamber, pushed the safety to fire, it would not fire. He put another shell in, pushed the bolt forward and it fired. This happened 3 more times. He had a licensed guide with him that was a witness. It remained locked in the fired position. Once home Monday, in the warm house he was cycling and it worked fine. He has never oiled it since it's stainless. He has cleaned the outside surfaces with Hoppes. He bought the rifle new in March 2008.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	27167	S6532562	DZ	9/26/2005 10:20:19 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
3/1/2008	ELLETT BROTHERS INC		Y			

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, eplace TPA, clean and test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.26	11/28/2011				

11/2/11 Mailing ARS for inspection of the rifle.cm 11/28/11 Per Ilion, trigger assm very dirty, sticky and rusty, set screws altered. Trigger not returning. Replace TPA, clean and test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	SET SCREWS ALTERED
Barrel	Description		24" 3006 SPRG
	Date Code		DZ
	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY,STICKY,RUSTY TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

24"
DZ9/05
2.5#
100

COPY

6785

November 2, 2011

Edward Lande
2506 S. 53rd Ave
Yakima, WA 98903

Subject: Case # 6785, Model 700 barrel, SR# 2649

Dear Mr. Lande,

Please include a copy of this letter with the firearm 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 firearm 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

T.A. very dirty, sticky + rusty.
set screws altered. TRDQ. NOT
RETURNING. Replace TPA, CLEAN
+ TEST FIRE at 1/2 NO AMM/COST

Serial Number: S6532562

Model: 700



RE00247257

RECEIVED
NOV 21 2011

Quote

BY:.....

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 XCR		Serial Number: 56532562	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Edward Lande		Date of Purchase: March / 2008	
Address (no PO Boxes): 2506 S. 53rd Ave.			
City: Yakima		State: WA	Zip: 98903
Phone (Daytime): (509) 965-8016		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) DuckKillered@PeeplesPC.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:			
<p>Date of occurrence: October 28, 2011 - Attempted To shoot a bull elk - chambered a round - pushed safety lever to fire - pulled the trigger. Rifle did not fire - (Not a mis-fire) it was as the trigger was locked or frozen. The safety lever was locked in the fire position - unable to move to safety by hand pressure. I extracted the live round - chambered another from the magazine and shot the bolt. The rifle fired without pulling the trigger - this occurred (3) times. After this I was able with a rock to knock the safety lever from fire to safety - upon dry firing a few days later - it appears to be working normal now.</p>			
Ammunition Information:		500 characters left	
Manufacturer: Remington		Type: Express Core-LokT	
Other (i.e. bullet weight/type, shot size, powder): 180 gr.			
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:	Hoppe's
How often do you clean the bore? (Months or Number of rounds)	After firing) 1-10 Rounds
How often do you clean the action? (Months or Number of rounds)	After firing) 1-10 Rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	After firing) 1-10 Rounds
Brand of lubricant used:	Remington Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	1-10 Rounds
How often do you lubricate the action? (Months or Number of rounds)	1-10 Rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1-10 Rounds
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
N/A	
What were the services performed?	
N/A	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357</p>	
<p>⚠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>:: 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.</p>	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6785

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**

SR00002649

S6532562

Model 700 RIFLE

Date of Request: 11/02/2011

Date Printed: 11/02/2011

Customer:

EDWARD LANDE

2506 S 53RD AVE

YAKIMA, WA 98903 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.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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: 11/02/2011	Service Request # SR00002649
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:

EDWARD LANDE
2506 S 53RD AVE
YAKIMA, WA 98903 US
SR00002649

Email: give to Christy

RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 2, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969065038930
REF 1:SR00002649
REF 2:CD

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 12.74 PUB+HANDLING 12.74

ATTN: Product Service #6785









