

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6485

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
240577	9/14/2011	8/22/2011	9/15/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Clavin	McArthur	11803 Knotty Pine Tr.	Houston	TX	77050		H 281-458-2168

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			

8/22/11: Customer called in. He stated that he had a FBC last summer. No damage, No injury. He stated he saw something on tv & wanted to send it into us. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6793625	PV	7/16/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPTG HOUSTON TX		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					
\$30.40	9/23/2011					

8/22/11: Mailing ARS, letter, form. Box order# 1244407. df 9/15/11: Customer called & said that he sent CC# with the paperwork with gun. df 9/23/11: Per Ilion - TA dirty & set screws altered. Trigger not returning properly. Replace TA, clean & test fire under BLM - Quote.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPRG
	Date Code		PV
	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; 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---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

2211  
PV6/79  
1.5#

COPY

6485

August 22, 2011

Clavin McArthur  
11803 Knotty Pine Tr.  
Houston, TX 77050  
Phone: 281-458-2168

- Cell phone # 713-201-8284

Ref: # 6485, Model 700, Serial # A6793625

Dear Mr. McArthur,

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

**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

RECEIVED  
SEP 20 2011

BY: .....

Serial Number:

A6793625

Model: 700



RE00240577

T.A. dirty + set screws  
Altered Trig. not returning  
properly. Replace TPA, clean  
& test fire under BLP for  
\$ 20.00 + ship

Quote

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

Print

Reset

<b>Model</b> Number: 700		<b>Serial</b> Number: A6793626	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: CLAVIN McArthur		Date of Purchase: 7/11/11	
Address (no PO Boxes): 11803 Knotty Pine			
City: Houston		State: TX	Zip: 77050
Phone (Daytime): 281-458-2168		Fax: None	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) 11803 Knotty Pine TX Houston TX 77050			
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: I opened the bolt and it was about 1/2" from the I was in the middle of cleaning the gun and I was twice more. At first time I got it out of the 500 characters left			
<b>Ammunition Information:</b>			
Manufacturer: Nosler and Rem		Type: Spitzer and Remington Nosler	
Other (i.e. bullet weight/type, shot size, powder): Nosler and Rem IMR-4350 67 gr Rem 1650r			
<b>Handload Information:</b>			
Powder Used: IMR-4350		Powder Weight: 57gr	
Case/Hull Used: Rem		Primer Used: WLR	
Bullet Type/Shot Size: Nosler/Rem		Reloader Used:	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: <i>Hoppers No 9</i>
How often do you clean the bore? (Months or Number of rounds) <i>20 to 30 Rounds</i>
How often do you clean the action? (Months or Number of rounds) <i>SIX Months</i>
How often do you clean the trigger assembly? (Months or Number of rounds) <i>Once Year</i>
Brand of lubricant used: <i>Rem</i>
How often do you lubricate the bore? (Months or Number of rounds) <i>Once A Year</i>
How often do you lubricate the action? (Months or Number of rounds) <i>Once A Year</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <i>Once A Year</i>
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? <i>I dont Recall. It was</i>
What were the services performed? <i>when I had some Bolt work done</i>

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**

**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.

Visa

REDACTED

06/13



www.remington.com

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

### ARS LABEL REQUEST FORM

DATE:	8/22/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
<input type="checkbox"/> MEDIA <input type="checkbox"/> COORDINATOR <input type="checkbox"/> TO MAIL		<input type="checkbox"/> I WILL MAIL <input checked="" type="checkbox"/> XXXXXX	
DESCRIPTION:	Ref# 6485 rifle		

### LABEL INFORMATION

MAIL LABEL TO: Clavin McArthur 11803 Knotty Pine Tr. Houston, TX 77050 Phone: 281-458-2168
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 23, 2011    ALL CURR USD            1 OF 1  
 SVC GNDCOM            ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969067384375  
 REF 1:CLAVIN MCARTHUR/CD/DMF  
 REF 2:REF#6485/RIFLE

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHGS:		SVC	T/P USD
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 11.59	PUB+HANDLING		11.59







