

Remington Arms Co., Inc.
Product Service
Legal Case #:6608

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
242410	10/3/2011	9/22/2011	10/4/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Donnie	Murphy	177 Moxley Ridge Rd	Sparta	NC	28675		H 336-372-4339

Incident Information

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

9/23/11 Per email to Remington.com, incid # 110921-000100, Murphy has had problems with the gun firing in the past when the bolt is locked in place.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/2506 REM	n/a	A6287787	CI	4/13/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	DAVIDSON SUP CO GREENSBORO NC		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, replace TPA, clean and test fire under BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	82.40	10/10/2011				

9/23/11 Emailed reply.. Received a call from Murphy. Mailing ARS.cm 10/10/11 Per Ilion, trigger assm set screws altered. Trigger is not returning properly. Replace TPA, clean and test fire under BLSM program price for \$20 + S&H.cm

*10/24 RAR 10/31 if no reply.
left voice message on*

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/4/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
	Description		24" 2506 REM
	Date Code		CI
	Bore Plugged	False	
	Bulged	False	

Barrel	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---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIGGER SPRING FEELS VERY LIGHT WHEN PULLED. TRIG NOT RETURNING PROPERLY. WILL FOLLOW DOWN
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

JONNIE R MURPHY
(336) 372-4339
177 MOXLEY RIDGE RD.
SPARTA NC 28675

10 LBS

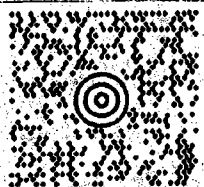
1 OF 1

RS

SHIP TO:

REMINGTON ARMS COMPANY
PROD. SERVICE DEPT.
14 HOEFLER AVE.
ILION NY 13357

GT
NO COPY



NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6532 5290



BILLING: 3RD PARTY
DESC: Firearms
RETURN SERVICE

REF 1: DONNIE R MURPHY/CD/CM
REF 2: A6287787/700/CASE#6608

HS 12.0.17

LP2442 18.0A 07/2011

UPS is not responsible for loss or damage to contents of packages. Where allowed by law, UPS reserves the right to use its forwarding agents for export control and customs purposes. If goods are shipped from the U.S., the shipper certifies that the commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Violation is prohibited.

A6287787

Model: 700



RE00242410

T.A. set screws altered. TPA is
not returning properly.
replace TPA, clean + test fire
under BLP for \$20.00 + ship

RECEIVED
OCT 07 2011

BY: _____

24"

CF 4/7

3.5#

.012

6608

6608

Mitchell, Christy

From: Rakestraw, Jennifer M.
Sent: Thursday, September 22, 2011 5:43 PM
To: Fulcher, Dell Marie; Mitchell, Christy
Subject: Email Incident # 110921-000100

Hi! We received this email in. He says it is firing when bolt is locked in place. If I understand correctly it's firing when in safe? If I'm wrong and this needs to be handled by us, just let me know.

Thanks!
Jen

Customer Service,

I have had problems with gun firing in the past with my remington 700 when the bolt is locked in place. How can I go about getting this fixed? According to research, I understand there has been some difficulty in this model. My gun was purchased in the mid seventies.

serial #A6287787

I appreciate your time concerning this matter.

Hope to hear from you soon.

Donnie R. Murphy
drmurphy55@hotmail.com

Jennifer Rakestraw | Consumer Service Representative
Remington Arms Company, Inc.

177 Moxley Ridge Rd
Sparta NC 28675
336-372-4339
orig. owner



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	9/23/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: A6287787 700			

LABEL INFORMATION

MAIL LABEL TO:	Donnie R Murphy 177 Moxley Ridge Rd Sparta, NC 28675 336-372-4339
RETURN ITEM TO:	Remington - Product Serv Case #6608

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

4XX596 SEP 23, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065325290
REF 1: DONNIE R MURPHY/CD/CM
REF 2: A6287787/700/CASE#6608

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: 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 9.04 PUB+HANDLING 9.04







