

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6745

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
247701	11/22/2011	10/26/2011	11/23/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Logan	Noonan	7577 County Rd 203H	Durango	CO	81301		H 970-375-1459 E noonanlogan@bresnan.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

10/27/11 Per call from Noonan, he cocked the gun and put the slide down and it fired on safety release.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6358778	CT	4/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	CENTRAL SALES MILWAUKEE WIS		N			

CONCERN:FSR

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, test at BLSM program price						
Repair/Replacement Cost	Repair/Replacement Date					

10/27/11 Emailing ARS, ltr, SR. Mailing box from Corporate.cm 12/5/11 Headspace in excess. Replace with oversized bolt at 1/2 normal cost. Trigger assm set screws altered. Trigger not returning properly. Per Ilion, replace TPA, clean, test at BLSM program price.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/23/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 7MM REM MAG SS
	Date Code		CT
	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	Worn; Functioning	RIFLE HAS A MAX HEADSPACE COND
	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 ncw; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	---Select---	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	5.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

# Remington®

24  
CT 4/7  
55  
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6745

October 27, 2011

Logan Noonan  
7577 County Rd 203H  
Durango, CO 81301

Subject: Case # 6745, Model 700, SR# 2128

Dear Mr. Noonan,

Please include a copy of this letter with each firearm. **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](mailto:christy.mitchell@remington.com)

Head space in excessive, replace w/  
oversized bolt at 1/2 normal cost.

T.A. sets screws altered.

TRIG. Not returning properly.

Replace TPA, clean test line  
under BLP for \$20.00 + ship

Quote

Serial  
Number

6358778

Model: 700



RE00247701

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

RECEIVED  
NOV 29 2011

BY: .....

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6745

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** SR00002128  
**Serial Number / Description** 6358778  
Model 700

**Date of Request:** 10/27/2011

**Date Printed:** 10/27/2011

**Customer:**

LOGAN NOONAN  
7577 COUNTY RD 203H  
DURANGO, CO 81301 US

**Destination:**

Arms Services  
14 Hoefer Ave  
Ilion, NY 13357 US

Email: noonanlogan@bresnan.net

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

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your unloaded firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email ([info@remington.com](mailto:info@remington.com) <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

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Arms Services  
SR# SR00002128  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Product Service #6745



11/5/11

To Whom It May Concern,

I purchased this Remington 700 -7MM Mag approximately 6-8 years ago used from a local gun shop. The gun has been great during that time and has put Elk meat on my families' table on numerous occasions. Around a month and a half ago a friend of mine had me to watch the "CNBC-Remington Under Fire" program. I was very shocked and surprised by what I saw on the program. I immediately did some Internet research and tested my own rifle. Much to my dismay I discovered that my rifle would fire on occasion when releasing the safety while being charged/cocked. (You can view an example of this on a video that I made and sent with the package). In good conscious and safety I can no longer use my rifle hunting for fear of injuring myself or my family and will not be able to sell it. I would very much appreciate that Remington review and test my rifle and make any corrections needed to make this my favorite hunting rifle again (ie new trigger, possible replacement of rifle). I am a huge Remington Arms fan and have no doubt that your company will take the necessary steps to correct this situation. If you have any questions or concerns, please call or email me at the contact info below. Thanks again for your consideration.

Logan Noonan  
7577 CR 203 H  
Durango, CO. 81301

[noonanlogan@bresnan.net](mailto:noonanlogan@bresnan.net)  
home-970-375-1459  
mobile-970-739-9890



October 27, 2011

Logan Noonan  
7577 County Rd 203H  
Durango, CO 81301

Subject: Case # 6745, Model 700, SR# 2128

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Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

## ARS LABEL REQUEST FORM

DATE: 11/02/2011	Service Request # SR00002128
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchellcs email address: Christy.Mitchell@remington.com	

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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## LABEL INFORMATION

<b>MAIL LABEL TO:</b>	LOGAN NOONAN 7577 COUNTY RD 203H DURANGO, CO 81301 US SR00002128  Email: noonanlogan@bresnan.net
<b>RETURN ITEM TO:</b>	ILN Arms Services

*logan.noonan@okland.com*



4XX596 NOV 2, 2011 ALL CURR USD 1 OF 1  
 SVC GNDCOM ACT WT 10.0 LBS  
 TRACKING# 124XX5969066494570  
 REF 1:SR00002128  
 REF 2:CD

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 1.00
DV 0.00	SD 0.00
DC 0.00	SP 0.00
PR 0.00	PUB+HANDLING 12.03
TOT PUB CHG 12.03	

**ATTN: Product Service #6745**













