

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6990

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250590	12/15/2011	12/5/2011	12/16/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Samples	3915 Elk River Rd	Gassaway	WV	26624		H 304-364-5487

## Incident Information

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

12/5/11 Per call from Samples, his rifle will fire when he closes the bolt.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	B6281696	XA	12/10/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	M W DIST NITRO WV	TWO PIECE BASE	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, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.26	12/28/2011				

12/5/11 Mailing ARS.cm 12/28/11 Per Ilion, could not duplicate concern. Trigger assm very dirty. Can offer to replace TPA, clean, test fire at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/16/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 7MM REM MAG
	Date Code		XA
	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; Not Functioning	BINDS
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	---Select---	AFT MKT B&C STK
	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---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

# Remington®

24"  
X A12/80  
4.5#  
1008

6990

December 5, 2011

David Samples  
3915 Elk River Rd  
Gassaway, WV 26624

Subject: Case # 6990, Model 700, SR# 5697

Dear Mr. Samples,

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 small ends of the box "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)

RECEIVED  
DEC 20 2011

BY: .....

Serial  
Number:

B6281696

Model: 700



RE00250590

could not duplicate concern  
T.A. very dirty. can offer to  
replace TPA, clean + test fire  
under BCP Plan # 20 + ship

Quide

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)

PS 24721

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6990

Parts and Repairs: P:800-243-9700/F:336-548-7801

[www.Remington.com](http://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.**

<b>Service Request Number</b> SR00005697	<b>Serial Number / Description</b> B6281696 Model 700	<b>Date of Request:</b> 12/05/2011 <b>Date Printed:</b> 12/05/2011
<b>Customer:</b> DAVID SAMPLES 3915 ELK RIVER RD GASSAWAY, WV 26624 US  Email:	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US  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**  
Fired when closing the bolt.cm

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

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

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <b>700</b>		Serial Number: <b>66281696</b>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <b>David L. Sample &amp; Co</b>		Date of Purchase: <b>Late 1980</b> ?	
Address (no PO Boxes): <b>3915 Elk River Rd</b>			
City: <b>GASBURY</b>		State: <b>WV</b>	Zip: <b>26024</b>
Phone (Daytime): <b>304-364-5487</b>		Fax: <b></b>	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) <b></b>			
E-mail Address: <b></b>			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<b>When emptying chamber, the Rifle went off about 4 different times when closing Bolt. Last incident was last week: 12-1-2011.</b>			
500 characters left			
Ammunition Information:			
Manufacturer: <b>Remington</b>		Type: <b>Core-lock</b>	
Other (i.e. bullet weight/type, shot size, powder): <b>150 grains</b>			
Handload Information:			
Powder Used: <b></b>		Powder Weight: <b></b>	
Case/Hull Used: <b></b>		Primer Used: <b></b>	
Bullet Type/Shot Size: <b></b>		Reloader Used: <b></b>	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppes
How often do you clean the bore? (Months or Number of rounds)	after each season <sup>This time I didn't</sup>
How often do you clean the action? (Months or Number of rounds)	same
How often do you clean the trigger assembly? (Months or Number of rounds)	—
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	same
How often do you lubricate the action? (Months or Number of rounds)	"
How often do you lubricate the trigger assembly? (Months or Number of 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 <i>Don't have a owners Manual</i>	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
None	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illon, NY 13357	
<b>Ⓢ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.</b>	
:: 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.	

## ARS LABEL REQUEST FORM

<b>DATE:</b> 12/05/2011	<b>Service Request #</b> SR00005697
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> mitchellcs	
<b>email address:</b> 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>	DAVID SAMPLES 3915 ELK RIVER RD GASSAWAY, WV 26624 US SR00005697  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



1 OF 1

4XX596 DEC 5, 2011 ALL CURR USD  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067750371  
REF 1:SR00005697  
REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 0.50
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 9.04
TOT PUB CHG 9.04		

**ATTN: Product Service #6990**







