

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7032

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
251523	12/22/2011	12/9/2011	12/27/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Swigart	3145 Red Lawn Dr	Bethlehem	PA	18017		H 610-954-0473 E swigarrj@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Concern:1007	Fired on Safe Release		
C	FSR			

Customer sent in an email. Ref# 111202-000112. He stated that his 1970's era Model 700 had a FSR when he was trying to unload it. No report of damage or injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6728248	PY	6/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	POTTSVLE SUP CO POTTSVLE PA	FRONT SEE THRU RING MOUNT	U			

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 - Quote to repair under BLM	Repair/Replacement Cost	Repair/Replacement Date				
	\$29	1/16/2012				

12/9/11: Mailing ARS & forms. df 1/4/12: Per Ilion - Could not duplicate concern. TA dirty & rusty. Replace TA, clean & test fire under BLM - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/27/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		PY
	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; Functioning	ACTION UNDER STK DIRTY
	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---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		FRONT SEE THRU RING MOUNT

22"  
P46/7  
5#  
006

7032

COPY

December 9, 2011

Robert Swigart  
3145 Red Lawn Dr  
Bethlehem, PA 18017  
Phone: 610-954-0473

Ref: # 7032, Model 700, Serial # 6728248

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request.

**Please include a copy of this letter and service request to put inside the shipping container. The letter and service request 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 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  
JAN - 4 2012

BY: .....

could not duplicate concern  
T.A. Smith + rusty. Rep Ace  
TAA, clear test fire under  
BCL Ron \* 20. rsh.p

Quote

Serial Number:

6728248

Model: 700



RE00251523

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

<b>Service Request Number</b> SR00006209	<b>Serial Number / Description</b> 6728248 Model 700 Center Fire Caliber: 3006	<b>Date of Request:</b> 12/09/2011 <b>Date Printed:</b> 12/09/2011
<b>Customer:</b> ROBERT SWIGART 3145 RED LAWN DR BETHLEHEM, PA 18017 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**  
Product Service # 7032 - FSR

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

Print

Reset

<b>Model</b> Number: 700 BDL		<b>Serial</b> Number: 6728248	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: ROBERT SWIGART		Date of Purchase: 15 NOV 1983	
Address (no PO Boxes): 3145 RED LAWN DRIVE			
City: BETHLEHEM		State: PA	Zip: 18017
Phone (Daytime): 610 954-0473		Fax: N.A.	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) SWIGARRTJ@AOL.COM			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: ON DECEMBER 1, 2011 I LEFT MY DEER STAND AND HIKED A SHORT DISTANCE THROUGH HEAVY BRUSH. I THEN KNELT TO UNLOAD THE RIFLE. FIRST I DROPPED THE MAGAZINE COVER AND REMOVED THE SHELLS. I THEN CLOSED THE EMPTY MAGAZINE, NEXT, I MOVED THE SAFETY TO FIRE, SO I COULD REMOVE THE SHELL FROM THE CHAMBER, AND THE GUN DISCHARGED BEFORE I COULD OPERATE THE BOLT. THE SHOT HIT THE GROUND, SINCE I WAS IN A SAFE POSITION. 500 characters left			
Ammunition Information:			
Manufacturer: REMINGTON		Type: 30-06 SPRINGFIELD	
Other (i.e. bullet weight/type, shot size, powder):			
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: <u>HOPPE'S #9 POWDER SOLVENT</u>
How often do you clean the bore? (Months or Number of rounds) <u>100 ROUNDS</u>
How often do you clean the action? (Months or Number of rounds) <u>100 ROUNDS</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>100 ROUNDS</u>
Brand of lubricant used: <u>HOPPE'S 9 LUBR. OIL</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>100 ROUNDS</u>
How often do you lubricate the action? (Months or Number of rounds) <u>100 ROUNDS</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>100 ROUNDS</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>NEVER</u>
What were the services performed? <u>N.A.</u>
Ship your INSURED firearm by either UPS or Parcel Post to:  <p style="text-align: center;"><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b></p>
<p><input type="checkbox"/> <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></p> <p style="text-align: center;">:: 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</p>

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

\* PLEASE CALL 610-954-0473 FOR <sup>gun</sup> CREDIT CARD NUMBER

:: 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.

7032

<b>Reference #</b> 111202-000112
<b>Status</b> Updated
<b>Assigned To</b> Administrators Dell -
<b>Product</b> Firearms Centerfire Rifles
<b>SLA</b> Not specified
<b>Queue</b> CSR
<b>Date Created</b> 12/02/2011 06:59 PM
<b>Date Initial Solution Response</b> None
<b>Last Updated</b> 12/05/2011 11:25 AM
<b>Customer SmartSense</b> +1 (on -3 to +3 scale)
<b>Staff SmartSense</b> +1 (on -3 to +3 scale)

## Remington 700 BDL Fired By Itself

### Discussion Thread

**Customer (Robert Swigart)** 12/05/2011 11:25 AM

My mailing address is

Robert Swigart  
3145 Red Lawn Drive  
Bethlehem, PA  
18017

Phone  
(610) 954-0473

Thanks

**Response (Dell -)** 12/05/2011 09:13 AM

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,  
Dell

**Note (Danny -)** 12/05/2011 08:11 AM

Dell and Christy

**Customer (Robert Swigart)** 12/03/2011 06:36 PM

My serial number is 6728248. The gun is chambered for 30-06 Springfield.

**Customer (Robert Swigart)** 12/02/2011 06:59 PM

My 1970's era 700 BDL bolt action (left-handed bolt) rifle recently fired when I moved the safety to unload it. Quite a scary event. What is the correct fix for this when I take it to a gunsmith? Does Remington conduct these repairs?  
Thanks for any helpful information. I'm afraid to use it again until I can fix it.

### Primary Contact

**First Name:** Robert  
**Last Name:** Swigart  
**Organization:**  
**Login:** Swigarj  
**Title:**  
**Contact Type:**  
**Email:** swigarrj@aol.com  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information

## ARS LABEL REQUEST FORM

DATE: 12/09/2011	Service Request # SR00006209
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

<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>	ROBERT SWIGART 3145 RED LAWN DR BETHLEHEM, PA 18017 US SR00006209  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



4XX596      DEC 9, 2011      ACT WT 10.0 LBS      #PK 1  
 SVC GNDCOM      BL WT 10.0 LBS  
 TRACKING# 1Z4XX5969066165774      ALL CURRENCY USD  
 REF 1:SR00006209  
 REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00      RS 0.60
DC 0.00	DGD 0.00
AH 0.00	PR 0.00      ROD 0.00
TOT PUB CHG 8.15	PUB + HANDLING 8.15

ATTN: Product Service





