

Remington Arms Co., Inc.
Product Service
Legal Case #:7037

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
251866	12/28/2011	12/12/2011	12/29/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Thiebaud	8201 Coromar Ave	Atascadero	CA	93422		H 805-466-6489 C 805-440-2855 E thiebaud@sbcglobal.net

Incident Information

PI	PD	S	C	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
					Cause:4015 Improper Maintenance Concern:1007 Fired on Safe Release			Unknown

12/12/11 Per email sent to Remington.com, incid #111209-000119, "I purchased a used Model 700 .308 Caliber rifle about a year ago. The rifle is in mint condition and does not appear to have been shot much. I have not shot it until today. The serial number reflects it was made in the late 1970's or early 1980's. When I took it out today, it discharged all by itself. I was on target, removed the safety and it discharged without my finger near the trigger. I cycled another round and when I closed the bolt all the way, it discharged again by itself. I cycled another round, took the safety off, pulled the trigger. The trigger did not moved. However, about 1 to 2 seconds later it discharged again by itself. Needless to say, I stopped firing it. I saw a show about that specific problem with the model 700 on TV about a year and a half ago. It related that the problem was with the trigger mechanism. I own 3 other model 700's and have never experienced that problem."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/308 WIN	n/a	C6292455 DI	9/7/1988
Date Purchased	Where Purchased	Accessories	Original Owner		
	GRANVILLE POLICE PRODUCTS CO	SCOPE,RINGS,TWO PIECE BASE	N		

CONCEN: FSR,FBC,DELAYED FIRING

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean, test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

12/12/11 Mailing prepaid shipping label and emailed response to Thiebaud in RightNow.cm 1/8/12 Per Ilion, trigger assm dirty and sticky. Trigger not returning properly. Replace TPA, clean, test fire at 1/2 normal cost

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/29/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
	Description		22" 308 WIN
	Date Code		DI

Barrel	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	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 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,STICKY.TRIG BINDING WILL FOLLOW DOWN
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE

Remington®

22"
DI 9/88
SE

7037

December 12, 2011

John Thiebaud
8201 Coromar Ave
Atascadero, CA 93422

Subject: Case # 7037, Model 700 barrel, SR# 6382

Dear Mr. Thiebaud,

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

RECEIVED
JAN 4 2012
BY:

Serial Number:

C6292455

Model: 700



RE00251866

T.A. dirty & sticky Trig. not returning properly. Replace TPA, clean test rim at 1/2 normal cost.

Quote

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service #7037

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

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 **Serial Number / Description**
SR00006382

Date of Request: 12/12/2011
Date Printed: 12/12/2011

Customer:
JOHN THIEBAUD
8201 COROMAR AVE
ATASCADERO, CA 93422 US

Destination:
Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email: Christy

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 on safety release, delayed firing and fired on bolt closing.cm

~~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

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

Model Number: 700	Serial Number: C6292455
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: John Thiebaud	Date of Purchase: December 2010
Address (no PO Boxes): 8201 Coromar Ave	
City: Atascadero	State: CA Zip: 93422
Phone (Daytime): 805-440-2855	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) thiebaud@sbcglobal.net	
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:	

Customer By Email (JOHN THIEBAUD)

12/09/2011 07:56 PM

I purchased a used Model 700 .308 Caliber rifle about a year ago. The rifle is in mint condition and does not appear to have been shot much. I have not shot it until today. The serial number reflects it was made in the late 1970's or early 1980's. When I took it out today, it discharged all by itself. I was on target, removed the safety and it discharged without my finger near the trigger. I cycled another round and when I closed the bolt all the way, it discharged again by itself. I cycled another round, took the safety off, pulled the trigger. The trigger did not move. However, about 1 to 2 seconds later it discharged again by itself. Needless to say, I stopped firing it. I saw a show about that specific problem with the model 700 on TV about a year and a half ago. It related that the problem was with the trigger mechanism. I own 3 other model 700's and have never experienced that problem. What do I need to do to fix the problem. Thank you.

John Thiebaud
 8201 Coromar Ave
 Atascadero, Ca, 93422
 Phone 805-466-6489
 cell 805-440-2855
 email: thiebaud@sbcglobal.netthiebaud@sbcglobal.net>

AMMUNITION INFORMATION:	
Manufacturer: Federal	Type: 150 grain TSX
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:

Mitchell, Christy

#7037

From: Danny [Danny.Southard@remington.com]
Sent: Monday, December 12, 2011 8:26 AM
To: Fulcher, Dell Marie; Mitchell, Christy
Subject: FWD: Model 700 .308 Caliber Defect

The following incident has been forwarded to you by:
Danny - (Danny.Southard@remington.com)

Sender's Comment

one for you. Thanks,
Reference #111209-000119

Summary: Model 700 .308 Caliber Defect
Rule State: End Progress
Date Created: 12/09/2011 07:56 PM
Last Updated: 12/12/2011 08:22 AM
Status: Unresolved
Assigned: Danny -
Model_Number:
Serial_Number:

Discussion Thread

Customer By Email (JOHN THIEBAUD) - 12/09/2011 07:56 PM I purchased a used Model 700 .308 Caliber rifle about a year ago. The rifle is in mint condition and does not appear to have been shot much. I have not shot it until today. The serial number reflects it was made in the late 1970's or early 1980's. When I took it out today, it discharged all by itself. I was on target, removed the safety and it discharged without my finger near the trigger. I cycled another round and when I closed the bolt all the way, it discharged again by itself. I cycled another round, took the safety off, pulled the trigger. The trigger did not move. However, about 1 to 2 seconds later it discharged again by itself. Needless to say, I stopped firing it. I saw a show about that specific problem with the model 700 on TV about a year and a half ago. It related that the problem was with the trigger mechanism. I own 3 other model 700's and have never experienced that problem. What do I need to do to fix the problem. Thank you.

John Thiebaud
8201 Coromar Ave
Atascadero, Ca, 93422
Phone 805-466-6489
cell 805-440-2855
email: thiebaud@sbcglobal.net<<mailto:thiebaud@sbcglobal.net>>

ARS LABEL REQUEST FORM

DATE: 12/12/2011	Service Request # SR00006382
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	email address: Christy.Mitchell@remington.com

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	JOHN THIEBAUD 8201 COROMAR AVE ATASCADERO, CA 93422 US SR00006382 Email: Christy
RETURN ITEM TO:	ILN Arms Services



4XX696 DEC 12, 2011 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX6969085447846
 REF 1:SR00006382
 REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	RS 0.60
DC 0.00	ROD 0.00
AH 0.00	PUB+HANDLING 12.74
TOT PUB CHG 12.74	

ATTN: Product Service #7037





