

Remington Arms Co., Inc.
Product Service
Legal Case #:8146

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/12/2012					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jim	Bowers	202 Thistlebown Rd	Enid	OK	73703		H 580-747-6327

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when safety was released	Cause:4079 Other - Unexamined Concern:1007 Fired on Safe Release		Unknown
C				

11/12/12 Per call from Bowers, the 1st time he used it, it fired when he released the safety. This happened a long time ago. He bought it new about 15 yrs ago. He has not used it much since. He later said it fired when flipping it on safe.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

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
	Repair/Replacement Cost	Repair/Replacement Date				

11/12/12 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

ARS LABEL REQUEST FORM

DATE:	11/12/2012	Service Request #	SR00034674
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelcs email address:		

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

JIM BOWERS
202 THISTLEBOWN RD
ENID, OK 73703 US
SR00034674

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 12, 2012 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067849355
REF 1:SR00034674
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		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 10.88	PUB+HANDLING	10.88

ATTN: Prod Serv #8146

Remington Arms Co., Inc.
Product Service
Legal Case #:7128

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
252879/253151	1/7/2012	1/9/2012	1/18/2012	12/21/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Brent	Bowles	1091 Sunray Dr	Forest	VA	24551		H 434-660-7368

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fired when opening bolt	Concern:1020 Fired on Bolt Opening		
C				

12/21/11 Per call from Bowles, he recently fired his 700 with serial number starting "B" and it fired when he was unloading, opening the bolt, safety off.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	B6220027	KA	5/27/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	JC PENNEY STATESVILLE NC		N			

CONCERN:FIRED WITHOUT TOUCHING TRIGGER

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6618669	PQ	6/5/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	J C PENNEY STATESVILLE NC	TWO PIECE BASE	N			

CONCERN: FOB

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, for both rifles, replace TPA, clean, test fire at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
60.80	1/18/2012

12/21/11 Mailing boxes and ARS label from Corporate.cm 1/18/12 Regarding ser # ending in 027, the repairman could not duplicate the concern. The trigger assm was dirty and sticky. Replace TPA, clean, test fire at BLSM program price. Regarding ser # ending in 669, the repairman notated that the trigger assm was very dirty and sticky. Parts work sluggish. 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		1/9/2012
	Product Type		RF
	Action Type		A

	Assigned To	T.NAGLE	
Cause	4015	Improper Maintenance	
Barrel	Description	22"-3006 SPRG	
	Date Code	PQ	
	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	
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---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	TWO PIECE BASE	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	1/9/2012	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4015	Improper Maintenance	
Barrel	Description	22" 3006 SPRG	
	Date Code	KA	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	SLUGGISH
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description	M/700 BOLT LOCK SAFETY	
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY,PARTS WORK SLUGGISH
	Pull	---Select---	6#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

22'
KASH
6#
010

7128

COPY

December 21, 2011

Brent Bowles
1091 Sunray Dr
Forest, VA 24551

Subject: Case # 7128, 2 x Model 700's barrel, SR# 7281 & 7282

Dear Mr. Bowles,

Please include a copy of this letter with each 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 boxes "Product Service".

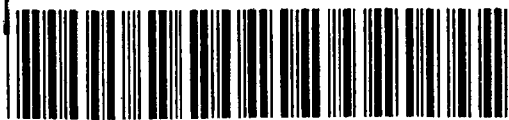
I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

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

B6220027

Model: 700



RE00253151

could not duplicate concern.
T.A. dirty + sticky. Replaced
TPA, clean test fire under
B&P Ron & 20. + 56 in

RECEIVED
JAN 16 2012

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

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

Model Number: 700		Serial Number: B6220027	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Brent Bowles		Date of Purchase: Gift ?	
Address (no PO Boxes): 1091 Sunray Dr.			
City: Forest		State: VA	Zip: 24551
Phone (Daytime): 434 660-7368		Fax: _____	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) brent.bowles74@yahoo.com			
E-mail Address: _____			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<div style="border: 1px solid black; padding: 10px; min-height: 150px;">Gun fired without touching the trigger.</div>			
500 ... characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Core Lock .180	
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: _____	

PS 27023

Firearms Care (Cleaning and Lubrication):		WD 40
Brand of cleaning solution used:		Remington Bore Cleaner
How often do you clean the bore? (Months or Number of rounds)		Once a year
How often do you clean the action? (Months or Number of rounds)		" "
How often do you clean the trigger assembly? (Months or Number of rounds)		" "
Brand of lubricant used:		WD 40
How often do you lubricate the bore? (Months or Number of rounds)		once A year
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 type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?		
Never		
What were the services performed?		
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illon, NY 13357		
<p>Ⓢ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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>		

22"
PQ6/7
G.S.#
.010

7128

COPY

December 21, 2011

Brent Bowles
1091 Sunray Dr
Forest, VA 24551

Subject: Case # 7128, 2 x Model 700's barrel, SR# 7281 & 7282

Dear Mr. Bowles,

Please include a copy of this letter with each 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 boxes "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

Number: A6618669

Model: 700



RE00252879

T.A. very dirty + sticky parts,
work sluggish. replace TPA,
clean + test for under BLP

RECEIVED
JAN 10 2012

Conv 22 + 54 p

Quote

BY:.....

ARS LABEL REQUEST FORM

DATE:	12/21/2011	Service Request #	SR00007282
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelcs	email address:	Christy.Mitchell@remington.com

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:	BRENT BOWLES 1091 SUNRAY DR FOREST, VA 24551 US SR00007282 Email: Christy
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 21, 2011 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX5969067841676 ALL CURRENCY USD
REF 1:SR00007282
REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00 RS 0.50
DC 0.00	DGD 0.00
AH 0.00	PR 0.00 ROD 0.00
TOT PUB CHG 9.04	PUB+HANDLING 9.04

ATTN: Product Service #7128

ARS LABEL REQUEST FORM

DATE: 12/21/2011	Service Request # SR00007281
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchells	email address: Christy.Mitchell@remington.com

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

BRENT BOWLES
1091 SUNRAY DR
FOREST, VA 24551 US
SR00007281

Email: Christy

RETURN ITEM TO:

ILN

Arms Services



4XX598 DEC 21, 2011 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX5989066398086 ALL CURRENCY USD
REF 1:SR00007281
REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00 RS 0.50
DC 0.00	DGD 0.00
AH 0.00	PR 0.00 ROD 0.00
TOT PUB CHG 9.04	PUB+ HANDLING 9.04

ATTN: Product Service #7128



