

Remington Arms Co., Inc.

Product Service

Legal Case #:7264

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
257744	2/7/2012	1/9/2012	2/8/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gary	Branton	1704 Wilkerson Rd	Rome	GA	30165		H 706-734-4888

Incident Information

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

1/9/12 Per message from Branton, about 35 yrs ago this rifle fired when releasing the safety.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPRG	n/a	6486761	EU	10/1/1971

Date Purchased	Where Purchased	Accessories	Original Owner
	/KLA TIRE & SPLY TULSA, OKLA	TWO PIECE BASE	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, replace TPA, clean, test at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
30.40	2/15/2012

1/12/12 Mailing ARS.cm 2/15/12 Per Ilion, trigger assm dirty and set screws altered. Trigger not returning. Replace TPA, clean, test at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/8/2012
	Product Type		RF
	Action Type		A

	Assigned To	T.NAGLE	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	22" 3006 SPRG	
	Date Code	EU	
	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; 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---	
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	TWO PIECE BASE	

22"
EU10/7
3#
.007

7264

COPY

January 12, 2012

Gary Branton
1704 Wilkerson Rd
Rome, GA 30165

7264

Subject: Case # ~~7262~~, Model 700, SR# 9496

Dear Mr. Branton,

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
FEB 09 2012
BY: _____

Serial Number:

6486761

Model: 700



RE00257744

T.A. dirty + set screws altered.
TRIG. NOT returning. Replace TPA,
clean + test under BCI? for
8 to +

Ship

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:	6486761
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name:	Gary Branton	Date of Purchase:	approx 1972-Dec
Address (no PO Boxes): 1704 Wilkerson RD			
City:	Rome	State:	GA
		Zip:	30165
Phone (Daytime):	706 734-4888	Fax:	706 734-3639
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) garybra@mvmills.com			
E-mail Address: garybra@mvmills.com			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: While releasing safety this rifle fired. November 5, 2011.			
500 characters left			
Ammunition Information:			
Manufacturer:	Remington	Type:	Express Core-Lokt
Other (i.e. bullet weight/type, shot size, powder): 180gr 30-06 Springfield			
Core-Lokt PSP R30065			
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: Bore Bright

How often do you clean the bore? (Months or Number of rounds) after firing

How often do you clean the action? (Months or Number of rounds) after every hunt

How often do you clean the trigger assembly? (Months or Number of rounds) 1 per month

Brand of lubricant used: Bore Bright

How often do you lubricate the bore? (Months or Number of rounds) after firing

How often do you lubricate the action? (Months or Number of rounds) after every hunt

How often do you lubricate the trigger assembly? (Months or Number of rounds) after every hunt

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☒ YES ☐ NO

When was the last time that your firearm was serviced by a Remington authorized

repairman/gunsmith? N/A

What were the services performed?

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Illion, NY 13357

⚠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.

- :: 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.

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #7264

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 SR00009496	Serial Number / Description 6486761 Model 700	Date of Request: 01/12/2012 Date Printed: 01/12/2012
Customer: GARY BRANTON 1704 WILKERSON RD ROME, GA 30165 US Email: Christy	Destination: 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

Rifed when releasing safety.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

Mitchell, Christy

From: Branton, Gary [garybra@mvmills.com]
Sent: Thursday, January 12, 2012 8:47 AM
To: Mitchell, Christy
Subject: Re: home address

Christy,

Please confirm that you have received this email , and are sending or have sent me a shipping label to return my rifle to fix the safety/trigger malfunction on the same.

Thank you,

Gary

From: "Gary Branton" <garybra@mvmills.com>
To: "christy mitchell" <christy.mitchell@remington.com>
Sent: Friday, January 6, 2012 9:13:20 PM
Subject: home address

Christy,

My home address is :

Gary Branton
1704 Wilkerson Road
Rome, GA 30165

This is in reference to my Remington Model 700 rifle to be returned for repair .

Thank you,

Gary Branton

ARS LABEL REQUEST FORM

DATE:	01/12/2012	Service Request #	SR00009496
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:

GARY BRANTON
1704 WILKERSON RD
ROME, GA 30165 US
SR00009496

Email: Christy

RETURN ITEM TO:

ILN

Arms Services

4XX596 JAN 12, 2012 ACT WT 10.0 LBS #PK 1
SVC GNDCOM BL WT 10.0 LBS
TRACKING# 1Z4XX5969066108782 ALL CURRENCY USD
REF 1:SR00009496
REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00
DC 0.00	OGD 0.00
AH 0.00	PR 0.00
TOT PUB CHG 9.61	PUB+ HANDLING 9.61
	RS 0.60
	ROD 0.00

ATTN: Prod Serv #7264







