

Remington Arms Co., Inc.
Product Service
Legal Case #:6722

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
n/a		10/24/2011	7/5/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tim	Chapman	1905 SW 125 Court	Miami	FL	33175		H 305-796-4050 E tchapman@miamiherald.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064	Not Examined by Product Service		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

Customer sent in an email. Ref# 111016-000083. He stated in 2009 his rifle fired when he closed the bolt. No damage, No injury. He stated that he has kept the gun very clean and have never altered the trigger or anything else. He stated the FBC happened twice. He put rifle away after this happened. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25773	B6747347		
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY'S SPORT SHOP 18447		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Remington/700/CF/BA		Cash Settlement	Reim. Date APV	Cash Date APV
		Release Date	Reimbursement			
	Repair/Replacement Cost	Repair/Replacement Date				
Gun not returned to Ilion						

10/24/11: ARS & forms emailed to customer. df 7/5/12: Gun not returned to Ilion. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

6722

Reference # 111016-000083
Status Updated
Assigned To Administrators Dell -
Product Firearms
SLA Not specified
Queue CSR
Date Created 10/16/2011 11:56 PM
Date Initial Solution Response 10/21/2011 02:28 PM
Last Updated 10/21/2011 03:12 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense +1 (on -3 to +3 scale)

700 fired when I closed the bolt

Discussion Thread

Customer (Tim Chapman) 10/21/2011 03:12 PM

Hi Dell, thanks for responding to me about the issue with my model 700 30-06. I pulled the file on the gun and see I purchased it new at a store in Miami in Dec. Of 1985. The serial no. Is B6747347, order no.5773 it is a model 700 ADL, 22" barrel, 30-06, the packing no is 5007RF, madein Ilion, NY. I have used the gun each year to hunt deer two trips each year since I bought the gun. The gun is in it,s original state. I have not altered the gun in any way except to adjust the rear sight to place a 150 grain bullet in a target at 25 yards which makes it also right on at 100 yards. I have killed about twenty deer with the gun using the open sights that came from the factory. Each deer was killed with one well placed shot. The gun is very accurate as is. My last deer was killed at 285 yards with the gun in 2009. I keep the gun very clean and have never altered the trigger or anything else. After I shot the deer in the evening, I came back out to the same deer stand in the morning and after I climbed into the stand, I chambered a round and closed the bolt without my finger on the trigger and the gun fired. I was shocked but since I had the muzzle in a safe position, the only thing that was hurt was my pride and my hunting day. I inspected the gun, it was clean, so I chambered another round and it went off again. I put the gun away and have not touched it since. I assumed it had a very dangerous flaw. I hunted with my other guns last year, not dealing with the 700 until now. I have never let anyone else even touch this gun. It is my pride and joy because it is so accurate, so you must understand my feelings. Please send the label and form to me at: Tim Chapman,1905 SW 125 court, Miami, Florida 33175 my phone is 305 796 4050. Thank you, Tim Chapman

From : Remington Information [mailto:info@remington.com]
 Sent : Friday, October 21, 2011 11:28 AM
 To : tchapman@miamiherald.com tchapman@miamiherald.com
 Subject : 700 fired when I closed the bolt [Incident: 111016-000083]

Response (Dell -) 10/21/2011 02:28 PM

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, 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 (Jennifer Rakestraw) 10/19/2011 03:20 PM

Please see below. Thanks! Jen

Customer (Tim Chapman) 10/16/2011 11:56 PM

The model 700 bolt action 30-06 I bought from you in the late 70,s or early 80,s fired when I closed the bolt. I checked the gun, it was clean as usual, and it did it again. I can,t use a gun to hunt with that fires when I close the bolt. Call me please. Tim Chapman. 305 796-4050 or email me at tchapman@miamiherald.com .

Primary Contact

First Name: Tim
Last Name: Chapman
Organization:

Login: tchapman@miamiherald.com
Title:
Contact Type:

Email: tchapman@miamiherald.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

Remington®

October 24, 2011

Tim Chapman
1905 SW 125 Court
Miami, FL 33175
Phone: 305-796-4050

Ref: # 6722, Model 700, Serial # B6747347

Enclosed is a form to let the factory know what happened and service request paperwork. A pre-paid shipping label for UPS will be emailed separately.

Please include a copy of this letter, form, and service request to put inside the shipping container. The letter, form 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

enclosure

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

PS 27197

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your unloaded firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00001781
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



Fulcher, Dell Marie

From: postmaster@remington.com
To: tchapman@miamiherald.com
Sent: Monday, October 24, 2011 4:32 PM
Subject: Relayed: Tim Chapman - Remington Ref# 6722

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

tchapman@miamiherald.com

Subject: Tim Chapman - Remington Ref# 6722

ARS LABEL REQUEST FORM

DATE: 10/24/2011	Service Request # SR00001781
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address:

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

MAIL LABEL TO:	TIM CHAPMAN 1905 SW 125 COURT MIAMI, FL 33175 US SR00001781 Email: tchapman@miamiherald.com
RETURN ITEM TO:	ILN Arms Services



4XX596 OCT 24, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067567374
 REF 1:SR00001781
 REF 2:CD

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.77	PUB+HANDLING	10.77

ATTN: Product Service
