

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7003

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250900	12/16/2011	12/6/2011	1/5/2012	12/2/2011			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Danny	Collins	3440 Diana Ridge Rd	Pulaski	TN	38478		H 931-363-3344 C 931-993-8983

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
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PI

PD shot hole in stove, wall, book case Cause:4038 Could Not Duplicate Concern Unknown

S

C

12/6/11 Per call from Collins, Friday he saw a 10 pt buck on his property so he pulled out his 700 that he bought 2nd hand in 1998 and loaded 3 shells when it fired on closing the bolt shooting a hole through the stove, wall and bookcase. He has not used it in a while but thought he'd bring it out after seeing the buck.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25773	B6641054	EE	10/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	OTASCO COLLEGE PARK GA		N			

CONCERN: FBC

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
Replace TPA, clean, test fire no charge as goodwill						

## Repair/Replacement Cost Repair/Replacement Date

67.40

1/5/2012

12/6/11 Mailing ARS.cm 1/4/12 Left message for Collins to call me.cm 1/5/12 Replace TPA, clean, test fire no charge as goodwill. Could not duplicate firing on bolt closing and with the condition of the trigger we will not cover any property damage. Sending Collins an owner's manual after explaining proper cleaning procedures for trigger.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/19/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		EE
	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	
	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---	.015
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY,RUSTY PARTS WORK SLUGGISH
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

72"  
EE 10/8  
S.S.  
1015

COPY

7003

December 6, 2011

Danny Collins  
3440 Diana Ridge Rd  
Pulaski, TN 38478

Subject: Case # 7003, Model 700, SR# 5947

Dear Mr. Collins,

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.

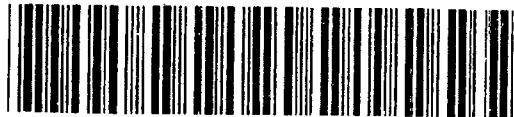
Sincerely,

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

Serial  
Number:

B6641054

Model: 700



RE00250900

RECEIVED  
DEC 20 2011

BY:.....

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

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

Gun Bought  
AT ESTATE  
AUCTION FROM  
HARWELL  
AUCTION  
CO.

Model Number: 700		Serial Number: B 6641054	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: HARWELL AUCTION CO.		Date of Purchase: 5-9-98	
Address (no PO Boxes): 120 NORTH SECOND ST.			
City: PULASKI		State: TN	Zip: 38478
Phone (Daytime): 931-363-3366		Fax:	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent)			
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:			
12-2-11 I LOADED THE RIFLE WITH 3 ROUNDS IN MY KITCHEN TO GO OUTSIDE TO SHOOT A BUCK DEER THAT I SAW OUT MY WINDOW. WHEN CLOSING THE BOLT THE GUN FIRED, GOING THRU MY STOVE, BACK WALL, THEN A BOOK CASE IN NEXT ROOM, STOPPING FINALLY IN A BOX OF GUN MAGAZINES			
500 characters left			
Ammunition Information:			
Manufacturer: WINCHESTER		Type: 30-06	
Other (i.e. bullet weight/type, shot size, powder): 180 GR. POWER-POINT (SP)			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

~~NOTE~~ - GUN HAS NOT BEEN CLEANED AFTER ACCIDENT

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: BREAK FREE CLP

How often do you clean the bore? (Months or Number of rounds) AFTER SHOOTING

How often do you clean the action? (Months or Number of rounds) AFTER SHOOTING

How often do you clean the trigger assembly? (Months or Number of rounds) AFTER SHOOTING

Brand of lubricant used: BREAK FREE CLP

How often do you lubricate the bore? (Months or Number of rounds) AFTER SHOOTING

How often do you lubricate the action? (Months or Number of rounds) AFTER SHOOTING

How often do you lubricate the trigger assembly? (Months or Number of rounds) AFTER SHOOTING

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: Product Service #7003

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

[www.Remington.com](http://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.**

<b>Service Request Number</b> SR00005947	<b>Serial Number / Description</b> B6641054 Model 700 RIFLE	<b>Date of Request:</b> 12/06/2011 <b>Date Printed:</b> 12/06/2011
<b>Customer:</b> DANNY COLLINS 3440 DIANA RIDGE RD PULASKI, TN 38478 US  Email: Christy	<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

Fired when closing bolt.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

## ARS LABEL REQUEST FORM

<b>DATE:</b> 12/06/2011	<b>Service Request #</b> SR00005947
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> mitchelcs	
<b>email address:</b> Christy.Mitchell@remington.com	

**Business:**

Remington Service  
PO Box 700  
Madison, NC 27025-0700  
[www.Remington.com](http://www.Remington.com)

### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	DANNY COLLINS 3440 DIANA RIDGE RD PULASKI, TN 38478 US SR00005947  Email: Christy
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



4XX596 DEC 6, 2011 ACT WT 10.0 LBS #PK 1  
SVC GNDCOM BL WT 10.0 LBS  
TRACKING# 1Z4XX5969086108880 ALL CURRENCY USD  
REF 1:SR00005947  
REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	RS 0.50
DC 0.00	
AH 0.00	ROD 0.00
TOT PUB CHG 9.61	PUB + HANDLING 9.61

**ATTN: Product Service #7003**





