

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7617

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
267155	5/10/2012	4/25/2012	5/11/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Monty	Gully	875 Donner Way, Apt 503	Salt Lake City	UT	84108		H 801-583-0287 E mgully@xmission.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired when closing bolt	Concern:1008 Fired on Bolt Closing	Unknown	
C				

4/25/12 Per call from Gully, he has a Model 700 BDL that he bought new in the '60s. He hasn't shot it for years but twice in the past it had fired when he closed the bolt. No injuries or property damage.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6474040	WU	8/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	ML BROWN CO HELENA MONT	TWO PIECE BASE,RINGS,SCOPE	Y			

CONCERN:FBC

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
Can offer to repair TPA, clean and test at BLSM price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	5/17/2012				

4/25/12 Ordered a scoped box, 1339886 and will mail an ARS from Corporate. I told him that we would pay to have it come in, inspect it, put it on hold and then call him with the results of the inspection.cm 5/17/12 Could not duplicate concern. Can offer to repair TPA, clean and test at BLSM price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/11/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		WU
	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	SOME LITE RUSTING
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,RINGS,SCOPE

22"  
Wu8/7  
4#

7617

COPY

April 25, 2012

Monty Gully  
875 Donner Way, Apt 503  
Salt Lake City, UT 84108

Subject: Case # 7617, Model 700 Barrel, SR# 18375

Dear Mr. Gully,

Enclosed is a prepaid shipping label to cover shipment of the firearm to our factory for inspection. Please include a copy of this letter with it 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 product 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](mailto:christy.mitchell@remington.com)

could not duplicate concern.  
CAN offer to rep. TPA, clean &  
TEST under SCP Ron B 20.7

Serial Number: 6474040

Model: 700



RE00267155

RECEIVED  
MAY 15 2012

Quote

BY: .....

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

# Service Request

Remington Service  
PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Prod Serv 7617

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.**

<b>Service Request Number</b> SR00018375	<b>Serial Number / Description</b> 6474040	<b>Date of Request:</b> 04/25/2012 <b>Date Printed:</b> 04/25/2012
<b>Customer:</b> MONTY GULLY 875 DONNER WAY, APT 503 SALT LAKE CITY, UT 84108 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

### Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
----------	------	-------------	------------	----------	-------	------	--------

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 BDL	Serial Number: 6474040
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: MONTY GULLY	Date of Purchase: PRIOR 2000
Address (no PO Boxes): 875 DANNER WAY APT 503	
City: SALT LAKE CITY	State: UT Zip: 84108
Phone (Daytime): (801) 583-0287	Fax: N/A
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) mgully@xmission.com	
E-mail Address: mgully@xmission.com	
<input type="checkbox"/> I would like to receive future e-mail updates from Remington. <del>concerning</del> Concerning my rifle / 700 BDL	
Please describe your problem and date of occurrence:	
<p>- Spontaneous misfire when the bolt is engaged - - Occurred several times in the past (luckily no one was injured or property damaged)</p>	
500 characters left	
Ammunition Information:	
Manufacturer:	Type:
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:

## ARS LABEL REQUEST FORM

DATE: 04/25/2012	Service Request # SR00018375
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	email address: Christy.Mitchell@remington.com

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
------------------	--

### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	MONTY GULLY 875 DONNER WAY, APT 503 SALT LAKE CITY, UT 84108 US SR00018375  Email: Christy
<b>RETURN ITEM TO:</b>	ILN Arms Services

4XX596 APR 25, 2012 ACT WT 10.0 LBS #PK 1  
 SVC GNDCOM BL WT 10.0 LBS  
 TRACKING# 1Z4XX5969067896750 ALL CURRENCY USD  
 REF 1:SR00018375  
 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 13.52 PUB+HANDLING 13.52

<b>ATTN: Prod Serv 7617</b>
-----------------------------



16-474049  
Model 760  
R500267185



