

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6815

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
255462	1/20/2012	11/9/2011	1/23/2012	11/6/2011			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tim	Johnsen	322 4th St South	Virginia	MN	55792		H 218-741-2729

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C	FBC & FSR			

11/9/11: Customer called in. He stated that while dry firing the rifle on 11/6/11 he experienced a FBC & FSR. He is not the original owner of the rifle. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6656962 OX	7/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner		
	SOUTHERN GUN MIAMI FLA	TWO PIECE BASE,PEEP SIGHT MOUNT	N		

CONCERN: FSR, 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
Per Ilion - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29	1/24/2012				

11/9/11: Mailing ARS & forms. df 11/10/11: Customer called & gave serial #. df 1/24/12: Per Ilion - TA dirty & set screws altered. Replace TA, clean & test fire under BLM - quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/23/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPRG
	Date Code		OX
	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	Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	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---	.004
	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---	5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,PEEP SIGHT MOUNT

22"  
0x7/7  
5#  
1004

COPY

6815

November 9, 2011

Tim Johnsen  
322 4<sup>th</sup> St. South  
Virginia, MN 55792  
Phone: 218-741-2729

Ref: # 6815, Model 700

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request.

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

RECEIVED  
JAN 24 2012

BY:.....

*TR. Dirty + set screws altered.  
replace TPA, clean + test fire  
under BLP for P 20.1  
Quote*

Serial Number:

6656962

Model: 700



RE00255462

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



ATTN: Product Service

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

<b>Service Request Number</b> SR00003384	<b>Serial Number / Description</b> Model 700 Center Fire Caliber: 3006  Customer: TIM JOHNSEN 322 4TH ST SOUTH VIRGINIA, MN 55792 US  Email:	<b>Date of Request:</b> 11/09/2011 <b>Date Printed:</b> 11/09/2011  <b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US  Email:
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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

PS# 6815 - FBC & FSR

## 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

Dear Remington,

My Remington 700 BDL .30-06 has failed on me on two occasions (with live ammunition) and I have been able to recreate the failure several times in a controlled situation without live ammunition.

I bought the rifle used in March 2011 from a local private party. He was an older man that was selling the rifle because he was no longer going to hunt. He said he never had any trouble with the rifle. I shot it on a few occasions shortly after purchasing it, without incident, and then it was cleaned and stored away until this past fall.

The first time it failed on me was at the gun range in late October 2011. It was the first round I had in the rifle since the past spring, when I went to pull the trigger it was as if the trigger was stuck. I was finally able to get the round to go off after pulling much harder than normal. I then loaded another round into the chamber then pushed the bolt forward then locked it down. I noticed the trigger would not go off, but this time the trigger was in a position where it would be if the round had already been shot. After some investigation we noticed the firing pin (in the back of the bolt) was already in the forward position. I opened the bolt and cycled it, and noticed that each time I would cycle the bolt the firing pin would go forward as the bolt was rotated to the locked position. It did this for several minutes, then finally corrected itself and was fine for the rest of the afternoon; however I was losing confidence in the rifle.

The next time it failed on me was during deer hunting season. It was opening weekend (November 6<sup>th</sup> 2011) and I had two does come in to a shooting lane, I lined up on one and went to shoot it. As I pulled on the trigger it was like it was stuck again. I tried pulling again (this time I had to pull very hard) and it went off – however I missed the deer, probably because I had to pull so hard on the trigger that it moved the cross hairs off the deer. After I shot, the deer was still standing there so I cycled another round into the chamber to try to shoot again. Each time I locked the bolt down I noticed the firing pin would cycle down with the bolt and I could not shoot the gun. It did this for several minutes again and then corrected itself. As it was in this ‘funk’ I noticed something very scary, I was able to get the firing pin to fire (without ammunition), by using only the safety switch. I did this by cycling the bolt, I pushed the bolt forward but before I locked the bolt down I put the safety on then locked the bolt down. I then put the safety from safe to fire (without touching the trigger) and the firing pin went off – again I did not have any ammo in the rifle. At this point I completely lost confidence in the rifle and knew I needed to get it repaired before putting another round in it.

I have been able to recreate this several times without live ammunition using an empty casing.

Tim Johnsen  
Virginia, MN  
218-741-2729

Remington 700 BDL, .30-06  
s/n: 6656962

## ARS LABEL REQUEST FORM

<b>DATE:</b> 11/09/2011	<b>Service Request #</b> SR00003384
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> fulcherdm	<b>email address:</b> I WILL MAIL LABEL

**Business:**

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

### LABEL INFORMATION

**MAIL LABEL TO:**

TIM JOHNSEN  
322 4TH ST SOUTH  
VIRGINIA, MN 55792 US  
SR00003384

Email:

**RETURN ITEM TO:**

**ILN**

Arms Services



1 OF 1

4XX596 NOV 11, 2011 ALL CURR USD  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065151825  
REF 1: SR00003384  
REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 0.50
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 9.61
TOT PUB CHG 9.61		

**ATTN: Product Service**









