

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8127

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
290673	11/28/2012	11/7/2012	12/13/2012	11/5/2012			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Stephen	LeBlanc	515 St. Camille St.	Lafayette	LA	70506		W 337-265-3948 x 6 C 337-280-5410 F 337-265-3905 E slablanc@southern-field.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot the edge of his camper	Cause:4006	Altered Adjustments or Components	Unknown
S	FBC	Concern:1008	Fired on Bolt Closing	
C				

11/7/12: Customer called in. He was unloading rifle & when he closed the bolt the gun went off & shot the edge of his camper. He no longer trust the rifle. He said that he has been on the internet & seen what people have to say. He stated he is distraught thinking about what could have happened. He went out and bought another brand of rifle to replace this M/700. He said gun has been kept clean & not tampered with. He inherited it from his brother. He said that he could have killed his son. He was able to duplicate while dry firing after the incident. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6750844		
Date Purchased	Where Purchased	Accessories	Original Owner			
	EVANS SPT GDS SHREVEPT LA		N			

## 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
Replace TA, remove bolt lock & test @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

11/7/12: Sending box, ARS & forms from Madison office. df 12/13/12: Spoke w/customer. He disagrees w/our findings but agreed to have the trigger replaced, bolt lock removed & test fired in our gallery. We will not reimburse for damages done to camper where he shot it. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	11/30/2012	
	Product Type	RF	
	Action Type	A	
	Assigned To	J.BALIO	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	22" 3006 SPRG	
	Date Code	KY	
	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	BOLT LOCK SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

# Remington®

8127

November 9, 2012

224  
145/7  
2.54  
1010

Stephen LeBlanc  
515 St. Camille Street  
Lafayette, LA 70506  
Phone: 337-280-5410

Ref: # 8127, Model 700, Serial # 6750844

Dear Mr. LeBlanc,

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

**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 hope that this action will keep you a loyal Remington customer.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 336-548-8686  
Fax: 336-548-7883

Serial  
Number:

6750844

Model: 700



RE00290673

RECEIVED  
DEC 03 2012

BY: .....

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>6750844</u>	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>STEPHEN P. LEBLANC</u>		Date of Purchase:	
Address (no PO Boxes): <u>515 ST. CAMILLE STREET</u>			
City: <u>LAFAYETTE</u>		State: <u>LA</u>	Zip: <u>70506</u>
Phone <u>337-280-5410</u> (Daytime): <u>337-280-5410</u>		Fax: <u>337-265-3905</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>sleblanc@southern-field.com</u>			
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: <u>ON 11-5-12 AS I WAS UNLOADING MY RIFLE, THE GUN WENT OFF WHEN I SWITCHED THE SAFETY OFF.</u> <u>SEE ENCLOSED LETTER &amp; PICTURES</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>HORNADY</u>		Type:	
Other (i.e. bullet weight/type, shot size, powder): <u>150 grain</u>			
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:
How often do you clean the bore? (Months or Number of rounds) <i>OUTERS SOLVENT AFTER EVERY DEER SEASON</i>
How often do you clean the action? (Months or Number of rounds) - <i>SAME AS ABOVE</i>
How often do you clean the trigger assembly? (Months or Number of rounds) - <i>SAME AS ABOVE</i>
Brand of lubricant used: - <i>OUTERS</i>
How often do you lubricate the bore? (Months or Number of rounds) - <i>SAME AS ABOVE</i>
How often do you lubricate the action? (Months or Number of rounds) - <i>SAME AS ABOVE</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds) - <i>SAME AS ABOVE</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? - <i>NEVER HAD TO BE SERVICED</i>
What were the services performed? <i>N/A</i>
Ship your INSURED firearm by either UPS or Parcel Post to:
<div><input type="checkbox"/> <b>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.</b></div> <div><div>:: Record the serial number of your firearm before sending it.</div><div>:: 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.)</div><div>:: Remove all accessories from your firearm to prevent loss or damage.</div><div>:: Provide a return address on both the outside and inside the box. Shipments without a proper</div></div>

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

# 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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

<b>Service Request Number</b>	<b>Serial Number / Description</b>	<b>Date of Request:</b>	11/09/2012
SR00034581	6750844	<b>Date Printed:</b>	11/09/2012
Model 700 Center Fire Caliber: 3006			
<b>Customer:</b>		<b>Destination:</b>	
STEPHEN LEBLANC		Arms Services	
515 ST. CAMILLE STREET		14 Hoefler Ave	
LAFAYETTE, LA 70506 US		Ilion, NY 13357 US	
<b>Email:</b>		<b>Email:</b>	

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

Product Service # 8127

## 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

**Grand Total:** \$ .00

**STEPHEN P. LEBLANC, CPL**

515 St. Camille Street • LAFAYETTE, LOUISIANA 70506  
(337) 265-3948 • FAX (337) 265-3905 • MOBILE (337) 280-5410  
email sleblanc@southern-field.com

November 15, 2012

Remington Arms Company, LLC  
870 Remington Drive  
P. O. Box 700  
Madison, NC 27025

**RE: TRIGGER MALFUNCTION  
REMINGTON 700 30.06**

To Whom It May Concern:

First and foremost I want to say that I have been a Remington gun owner for more than 35 years. I own 2 Remington 12 guage 1100's, 1 Remington 20 guage 1100 and my Model 700 in 30.06 caliber.

I have enjoyed trouble free hunting with my 30.06 for more than 30 years until two weeks ago. After coming back to the campground from a morning hunt, I was unloading my rifle and when I switched the safety off to open the bolt to remove the bullet from the chamber the gun fired damaging my travel trailer as the enclosed pictures will show. I was literally in shock having to sit down to get my composure back. Several people came to see what had happened, fortunately nobody was hurt and there are campers all around this area.

**The pictures should give an idea of what took place: A; Table where I unload and store my rifle, B; Stairs to enter camper, C; Damage incurred to my travel trailer, D; 1"x6" center match where bullet came to rest.** The good thing is the bullet did not penetrate the center match because the weight of the travel trailer did not allow the bullet to pass through the board. Since the incident I have read many articles on the internet about this particular Model gun manufactured by Remington, most of them not so favorable. I have gotten a verbal estimate to repair my travel trailer, which by the way will be one year old in December and it will cost somewhere in the range of \$1,500.00 to repair.

The most disappointing thing about all this is the fact that I have lost all confidence in my rifle and will never feel comfortable shooting this gun again. Considering all the complaints that I have read with regard to this rifle, the right thing for Remington to do would be to send me a new rifle in order to maintain good customer relations.

Respectfully,

Stephen P. LeBlanc



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) <<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:

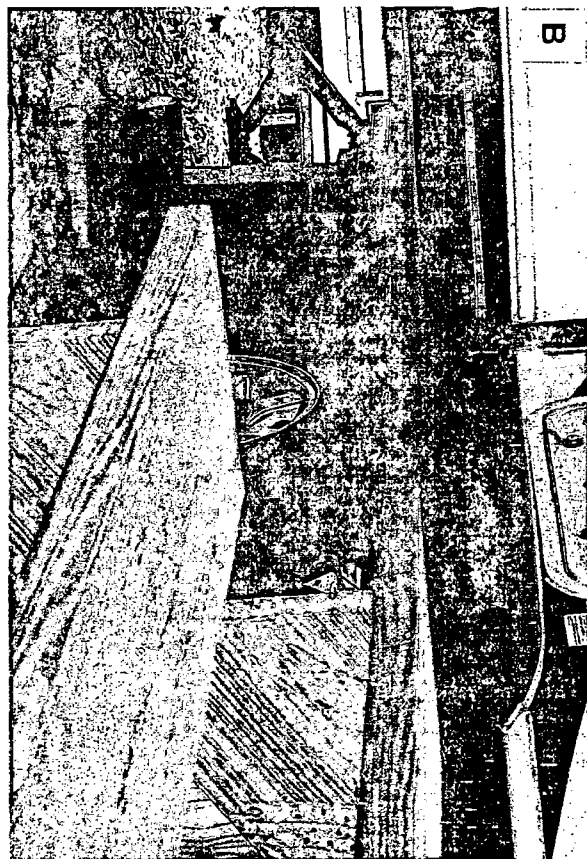
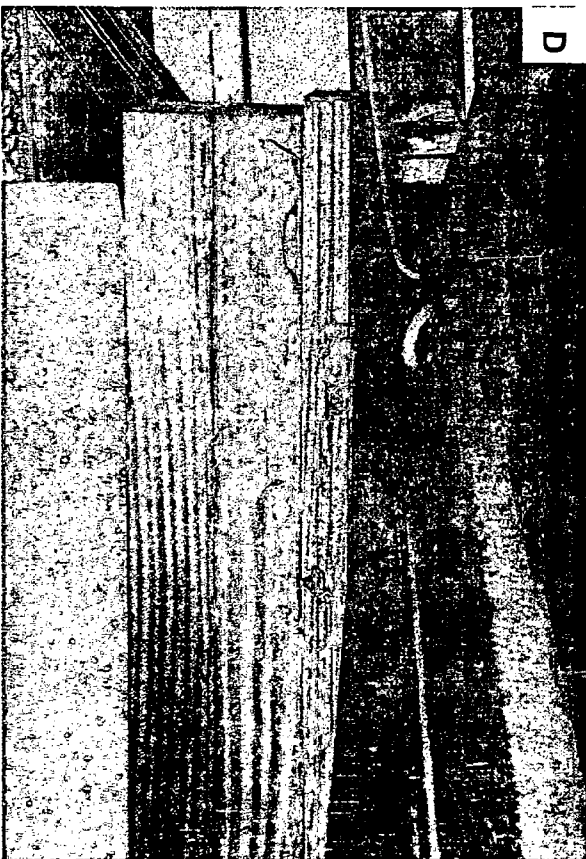
(cut here)

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Arms Services  
SR# SR00034581  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Product Service





## ARS LABEL REQUEST FORM

<b>DATE:</b>	11/09/2012	<b>Service Request #</b>	SR00034581
<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:

STEPHEN LEBLANC  
515 ST. CAMILLE STREET  
LAFAYETTE, LA 70506 US  
SR00034581

Email:

### RETURN ITEM TO:

**ILN**

Arms Services

4XX596 NOV 12, 2012 ACT WT 10.0 LBS #PK 1  
SVC GND COM BL WT 10.0 LBS  
TRACKING# 1Z4XX5969066392260 ALL CURRENCY USD  
REF 1:SR00034581  
REF 2:

HC 0.00	CNS 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 10.88		PUB + HANDLING 10.88

**ATTN: Product Service**



# ShipRequest™



Ship To: Stephen LeBlanc  
Company:  
Address 1: 515 St. Camille St.  
Address 2:  
Address 3:  
City: Lafayette  
State/Province: Louisiana  
ZIP/Postal Code: 70506  
Country: United States  
email:  
Phone:  
Account: 230145  
Package Type: Package  
Address Type: Residential  
Deliver By: Thu, November 15, 2012  
Package ID: 8850

Special Instructions:

Sender Name: Dell Marie Fulcher  
email: dell.fulcher@remington.com  
Prepared By: Dell Fulcher  
Phone: 336-548-8686

Acct # : 230145 Date: 11-12-12 1 lb 9 oz  
Cust # : 0DL0000010710  
Zip/Zone: 70506 / 5  
Trk # : 124XX5960300045976  
Pkg ID #: 8850  
Service : UPS Ground

Base :\$	6.88
Spc S:\$	0.00
Addl :\$	0.00
Total \$	6.88





