

Remington Arms Co., Inc.
Product Service
Legal Case #:7228

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
252892	1/7/2012	1/9/2012	1/9/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Harold	Leonard	8838 West Mary Ann	Peoria	AZ	85382		E LEONARD43@COX.NET

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Fired on safety release	Concern:1007 Fired on Safe Release		
C				

1/24/12 Per note on SR, SMP and fired on safety release 30 yrs ago.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6264698 OS	7/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner		
	MALLCO DIST PHOENIX ARIZ	SCOPE BASE,BOTTOM HALF RINGS	U		

CONCERN: FSR

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, replace TPA, clean, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	1/24/2012				

1/24/12 Per Ilion, could not duplicate concern. Trigger assm very dirty and set screws altered. Replace TPA, clean, test fire at BLSM program price

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/9/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		24" 7MM REM MAG SS
	Date Code		OS
	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	BINDS
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---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, TRIG HAS MIN RETURN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

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

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.

2411
05/11
2.5
.00

Service Request Number: RE00003187
Serial Number / Description: 6264698
Model 700

7228

Date of Request: 11/08/2011
Date Printed: 12/05/2011

Customer:
HAROLD LEONARD
8838 WEST MARY ANN
PEORIA, AZ 85382 US

Destination:
Arms Services
14 Hoefler Ave
Hion, NY 13357 US

Email: LEONARD43@COX.NET

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
M992 - SMP

Service Request Section
SMP AND FIRED ON SAFETY RELEASE 30 YEARS AGO.

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Number: 6264698
Model: 700



RE00252892

could not duplicate concern.
T.A. very dirty + set screws
Altered. replace TPA, clean
Test fire under BCP con
to + ship

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

Quote

Sub Total: .00
Est Sales Tax: .00
Grand Total: \$.00

RECEIVED
JAN 16 2012

BY:.....

To: Remington

Repair Order: Service Request SR00003187

Harold Leonard Serial Number 6264698

8838 West Mary Ann Drive

Peoria, Arizona 85382

- | | |
|------------------------------------|----------------------|
| 1. Fired on safety | Quoted price \$20.00 |
| 2. To check out operation of rifle | 19.99 |

I was unable to remove the lower half of the scope mounts. Rifle has not been fired for several years due to safety concerns.

Please contact me for my credit card number for payment. If additional repairs are needed to bring rifle up to standards please advise.

Recall of MODEL 700 Center fire ADL
[Incident: 111107-000071]

Harold Leonard

Harold and Lynda

From: Remington Information [info@remington.com]
Sent: Tuesday, November 08, 2011 5:17 AM
To: leonard43@cox.net
Subject: Recall of Model 700 Center fire ADL [Incident: 111107-000071]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here.

Subject

Recall of Model 700 Center fire ADL

Discussion Thread

Response Via Email (Jeremy)

11/08/2011 07:16 AM

We would like to speak to you in more detail regarding your inquiry. If you will please contact our Parts & Repair Department with your SERIAL NUMBER, at 1-800-243-9700 Mon-Fri 9-5 EST, our representatives can assist you with this matter.

Customer By Email (Harold and Lynda)

11/07/2011 12:41 PM

I just recently discovered that my Remington 7 MM Mag ADL has a recall pending due to misfire possibilities. I purchased this weapon prior to the 1980's and would therefore like to obtain information regarding this recall. Soon after I purchased this item it misfired when I tried to unload the shells while the safety was engaged. When I realized the safety was engaged I then pushed the bolt handle down and as soon as I removed the safety the weapon fired. Luckily, no one was injured. I didn't inquire about the problem because I assumed it was operator error. Recently I was informed about the recall surrounding the same problem I had encountered and have been extra cautious since so as to not repeat this problem.

Please advise what steps I may take to have my rifle repaired. If there is an authorized repair shop in Arizona I could deliver it there, otherwise I could ship it to any location.

Thank you for your assistance.

Harold Leonard

8838 West Mary Ann Drive
Peoria, Arizona 85382

623-561-0917

Question Reference #111107-000071

Product Level 1: Firearms

Date Created: 11/07/2011 12:31 PM
Last Updated: 11/08/2011 07:16 AM
Status: Waiting

----- We hope that this information will be helpful to you. If we
can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. --
America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--
FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER,
FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety
Section is a must for everyone. <http://www.remington.com/safety> -----
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