

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7322

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 257256 | 2/3/2012    | 1/25/2012       | 2/6/2012    |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street       | City   | State | Zip   | Age | Contact        |
|----------|----------|------------|-----------|--------------|--------|-------|-------|-----|----------------|
| Incident |          | Robert     | McFadden  | 607 Kaye Ave | Monaca | PA    | 15061 |     | H 724-770-9899 |
| Reporter |          | Bill       | McFadden  |              |        |       |       |     |                |

## Incident Information

| Claims | Codes                        | Repair Est.  | Medical Treatment | Medical Status |
|--------|------------------------------|--|-------------------|----------------|
| PI     |                              |  |                   |                |
| PD     |                              |  |                   |                |
| S      | Fired when touching the bolt | Cause:4006 Altered Adjustments or Components<br>Concern:1008 Fired on Bolt Closing | Unknown           |                |
| C      |                              |  |                   |                |

1/25/12 They bought this rifle new about 30 yrs ago and have always had a problem with the trigger. At times you could not work the trigger at all, like it was frozen. On other occasions it would fire when closing the bolt. They took it to a local gunsmith, Yankee Gunsmith, Dalington, PA, worked on it but it still has the same problem.cm

## Firearm Information

| Mfg.           | Type                   | Model/Ga.      | SKU            | Serial   | Bbl. | DOM       |
|----------------|------------------------|----------------|----------------|----------|------|-----------|
| Remington      | CF/BA                  | 700/30-06 SPRG | n/a            | B6300908 | OB   | 7/27/1981 |
| Date Purchased | Where Purchased        | Accessories    | Original Owner |          |      |           |
|                | PIKE S DIST READING PA | SCOPE BASE     | Y              |          |      |           |

CONCERN: FBC,FSR

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 |
|---|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion, offer to replace TPA, clean and test for 1/2 normal cost |                         |                         |               |                 |                |               |
|   | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|   | 49.81                   | 2/14/2012               |               |                 |                |               |

1/25/12 Mailing ARS.cm 2/14/12 Per Ilion, trigger assem dirty, trigger sluggish. Set screws altered. Can offer to replace TPA, clean and test for 1/2 normal cost.cm

## Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code                              | Comment              |
|-------------|--------------|-----------------------------------|----------------------|
| Examination | Examiner     |                                   | B.TRAVIS             |
|             | Exam Date    |                                   | 2/6/2012             |
|             | Product Type |                                   | RF                   |
|             | Action Type  |                                   | A                    |
|             | Assigned To  |                                   | T.NAGLE              |
| Cause       | 4006         | Altered Adjustments or Components | IMPROPER MAINTENENCE |
|             | Description  |                                   | 22" 3006 SPRG        |
|             | Date Code    |                                   | OB                   |

|                          |                        |                                |                                      |
|--------------------------|------------------------|--------------------------------|--------------------------------------|
| Barrel                   | 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            |                                | M/700 SAFETY                         |
|                          | Function               | Like new; Functioning          |                                      |
|                          | Sub-Assembly           | Non-ISS                        |                                      |
| Sear                     | Lift                   | --Select--                     | .008                                 |
|                          | Notch                  | Slightly Worn; Functioning     |                                      |
|                          | Tests                  | Test Fired                     | False                                |
| Feeding Test             |                        | False                          |                                      |
| Trigger                  | Condition              | Slightly Worn; Not Functioning | DIRTY.TRIG SLUGGISH WILL FOLLOW DOWN |
|                          | Pull                   | --Select--                     | 5#                                   |
|                          | Altered                | True                           | SET SCREWS ALTERED                   |
|                          | Sub-Assembly           | M/700 Non-Bolt Lock            |                                      |
| Non-Remington Components | Description            |                                | SCOPE BASE                           |

22"  
087/8  
5#  
100P

7322

COPY

January 25, 2012

Robert E McFadden  
607 Kaye Ave  
Monaca, PA 15061

Subject: Case # 7322, Model 700, SR# 10921

Dear Mr. McFadden,

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:

B6300908

Model: 700



RE00257256

T.A. Dirty, Trig. sluggish. Set screws  
altered. Can offer to replace TPA,  
clean & rest for 1/2 normal cost.

RECEIVED  
FEB 09 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)

PS 28503

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

|   |                           |
|---|---------------------------|
| Model Number: 700 BDL LH.   | Serial Number: B6300908   |
| Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO   |                           |
| Name: ROBERT MCFADDEN   | Date of Purchase: 1981    |
| Address (no PO Boxes): 607 KAYE AVENUE  |                           |
| City: MONACA  | State: PA Zip: 15061-1743 |
| Phone (Daytime): 724-770-9899   | Fax:                      |
| E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) CJMCM@COMCAST.NET  |                           |
| E-mail Address:<br><input type="checkbox"/> I would like to receive future e-mail updates from Remington.   |                           |
| Please describe your problem and date of occurrence:<br>SINCE PURCHASED PROBLEMS WITH TRIGGER ALL GUN SOMETIMES GOES OFF WHEN CHAMBERING A ROUND WITHOUT TOUCHING TRIGGER. SOMETIMES GUN GOES OFF WHEN SAFETY IS DISENGAGED WITHOUT TOUCHING TRIGGER. OTHER TIMES WITH SAFETY OFF YOU CANT PULL TRIGGER, TRIGGER IS ROCK HARD WONT FIRE OTHER TIMES GUNS WORK NORMALLY THIS IS A VERY SCARY FIREARM SINCE PURCHASED WE HAVE NOT FIRED 60 ROUNDS THRU IT. WE HAVE TAKEN FIREARM TO TWO LICENSED GUNSMITHS AND STILL HAVE PROBLEM. HELP-US THANKS CHRISTY |                           |
| Ammunition Information:   |                           |
| Manufacturer: REMINGTON   | Type: CORE LOCKS          |
| Other (i.e. bullet weight/type, shot size, powder): 150 GRAIN   |                           |
| Handload Information: NEVER   |                           |
| Powder Used:  | Powder Weight:            |
| Case/Hull Used:   | Primer Used:              |
| Bullet Type/Shot Size:  | Reloader Used:            |

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Service # 7322

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.**

**Service Request Number**   **Serial Number / Description**  
SR00010921   B6300908

**Date of Request:** 01/25/2012  
**Date   Printed:** 01/25/2012

**Customer:**  
ROBERT E MCFADDEN  
607 KAYE AVE  
MONACA, PA 15061 US

**Destination:**  
Arms Services  
14 Hoefler Ave  
Ilion, NY 13357 US

Email: Christy

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**

| Material | Type | Description | Qty<br>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

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: He Ppes

How often do you clean the bore? (Months or Number of rounds) EVERY TIME USED AND EVERY 3 TO 4 MONTHS IN GUN CABINET

How often do you clean the action? (Months or Number of rounds) SAME AS ABOVE

How often do you clean the trigger assembly? (Months or Number of rounds) NEVER Pulled OUT BY US, BUT INSPECTED BY GUN SMITH X2

Brand of lubricant used: REMINGTON OIL

How often do you lubricate the bore? (Months or Number of rounds) SAME AS ABOVE

How often do you lubricate the action? (Months or Number of rounds) SAME AS ABOVE

How often do you lubricate the trigger assembly? (Months or Number of rounds) NEVER Pulled BY US BUT INSPECTED BY 2 GUNSMITHS

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? NEVER

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.

## ARS LABEL REQUEST FORM

|               |            |                     |                                |
|---------------|------------|---------------------|--------------------------------|
| DATE:         | 01/25/2012 | Service Request #   | SR00010921                     |
| QUANTITY:     | 1          | WEIGHT PER PACKAGE: | 10 LBS                         |
| REQUESTED BY: | mitchelcs  | email address:      | Christy.Mitchell@remington.com |

### Business:

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

## LABEL INFORMATION

### MAIL LABEL TO:

ROBERT E MCFADDEN  
607 KAYE AVE  
MONACA, PA 15061 US  
SR00010921

Email: Christy

### RETURN ITEM TO:

ILN

Arms Services

4XX596 JAN 25, 2012 ACT WT 10.0 LBS #PK 1  
SVC GND COM BL WT 10.0 LBS  
TRACKING# 124XX5969066909103 ALL CURRENCY USD  
REF 1:SR00010921  
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 9.69           | PUB + HANDLING 9.69 |

ATTN: Prod Service # 7322







