

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7229

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
256475	1/27/2012	1/5/2012	1/30/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bennie	Mobley	301 Riverhill Dr	Greenville	NC	27858		H 252-758-0124 C 252-903-6184 F 252-758-8183 E bmobley@suddenlink.net

## Incident Information

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

1/5/12: Customer called in. He stated he bought gun in 1976 & he's taken care of it. He stated gun discharged back in the late 1970's & shot a hole in his truck. He said he thought it was his fault but said he never touched the trigger. He stated he was using rifle in December 2011 & had a FBC. No damage, No injury. A friend of his told him we had a recall. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6275833	AI	3/15/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	E CAROLINA SUP PLYMOUTH NC	TWO PIECE BASE,RINGS	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
Per Ilion - Quote to repair under BLM			Remington/700/CF/BA			
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30					

1/9/12: Mailing ARS & forms. Box order# 1294274. df 2/2/12: Per Ilion - TA dirty & sticky causing trigger to not return properly. 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		1/30/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
	Description		22" 3006 SPRG
	Date Code		AI
	Bore Plugged	False	

Barrel	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	--Select--	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,RINGS

2211  
A13/7  
254  
007

COPY

7229

January 5, 2012

Bennie Mobley  
301 Riverhill Dr  
Greenville, SC 27858  
Phone: 252-758-0124

Ref: # 7229, Model 700, Serial # A6275833

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

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

enclosure

T.A. dirty + sticky causing trig  
Not to out. prop. set screws  
Altered replace TPA, clean + rest  
under BCP for \$ 20. +

Serial  
Number:

A6275833

Model: 700



RE00256475

Quote RECEIVED  
FEB 02 2012

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

<b>Service Request Number</b> SR00008882	<b>Serial Number / Description</b> A6275833 Model 700 Center Fire Caliber: 3006	<b>Date of Request:</b> 01/09/2012 <b>Date Printed:</b> 01/09/2012
<b>Customer:</b> BENNIE MOBLEY 301 RIVERHILL DR GREENVILLE, NC 27858 US  Email:	<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

Product Service # 7229 - FBC

## 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

Model Number: <u>720</u>		Serial Number: <u>A6275833</u>	
Name: <u>Rennie Mobley</u>		Date of Purchase: <u>1975</u>	
Address (no PO Boxes): <u>301 Riverhill Dr.</u>			
City: <u>Greenville</u>		State: <u>N.C.</u>	Zip: <u>27858</u>
Phone (Daytime): <u>252-758-0124</u> <u>252-6184</u>		Fax: <u>252-758-8183</u>	
E-mail Address: <u>b.mobley@suddenlink.net</u>			
Please describe your problem: <div> <p><u>GUN Discharged while Putting Ammo in chamber &amp; locking the bolt down. 1st. Time it Discharged when Touching the bolt on the gun. This makes 2 Times this has happened. Now I don't Trust the gun to use it</u></p> </div>			
500 characters left			
<p><b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>			
<p><input type="checkbox"/> <b>WARNING:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. <b>THIS IS A VIOLATION OF FEDERAL LAW.</b> 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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: 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.</p>			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

## ARS LABEL REQUEST FORM

DATE: 01/09/2012	Service Request # SR00008882
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	BENNIE MOBLEY 301 RIVERHILL DR GREENVILLE, NC 27858 US SR00008882  Email:
<b>RETURN ITEM TO:</b>	ILN Arms Services



4XX596 JAN 9, 2012 ALL CURR USD 1 OF 1  
 SVC GNDCOM ACT WT 10.0 LBS  
 TRACKING# 124XX5969067627335  
 REF 1: SR00008882  
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.04	PUB+HANDLING	9.04

**ATTN: Product Service**









