

Remington Arms Co., Inc.
Product Service
Legal Case #:8219

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
293160	12/14/2012	11/27/2012	12/28/2012	11/23/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Eddie	Patton	2367 State Rt 50 PO Box 13	Pelham	TN	37366		H 931-467-3602

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Chunk out of index finger				
PD Cause:4015 Improper Maintenance			N	He stated he's fine
S FBC Concern:1008 Fired on Bolt Closing				
C				

11/27/12: Customer called in. He stated he had FBC 4 days ago & the recoil took a chunk out of his index finger. No medical treatment, stated he's fine. He said the trigger was stuck back in the fire position. He said he is now uneasy about using this gun. He has used the rifle for 30 years w/no problem until 4 days ago. One of his friends told him that we have problems with our triggers on the M/700's. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	n/a	A6607261	KQ	5/1/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

CONCERN: 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
Perform BLM @ n/c - goodwill gesture						

Repair/Replacement Cost	Repair/Replacement Date
\$50	

11/28/12: Mailing ARS & forms. Box order# 1410703. df 12/28/12: Spoke w/customer. We agreed to remove bolt lock, replace TA, clean & test at n/c - gesture of goodwill. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2012
	Product Type		RF

	Action Type	A	
	Assigned To	J.BALIO	
Cause	4015	Improper Maintenance	
Barrel	Description	22" 308 WIN	
	Date Code	KQ	
	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	SLUGGISH
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	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY,STICKY.PARTS WORKING SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	6#

	Altered	False
	Sub-Assembly	M/700 Bolt Lock

P.O. Box 13
Pelham, TN 37366
December 9, 2012

Mr. Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
870 Remington Drive
P.O. Box 700
Madison, NC 27025

Ref: # 8219, Model 700, Serial # A6607261

Dear Mr. Fulcher,

Here's what happened while I was hunting on November 19th at 8:04 A.M.

150 yards, easy shot, corn field, boxed stand with heat and shooting rest-

Non-typical racked deer in my crosshairs

1. Gun snapped; did not fire (1st shot) *Attempt*
2. Bolted 2nd round in and it fired before bolt locked down causing explosion/confusion and sliced index finger
3. Bolted 3rd shell in; did not fire; would not fire; safety stuck in fire position and trigger still in pulled position would not reset
4. Bolted 4th shell in; safety still will not come off of fire and trigger still in pulled position.
5. Deer is gone and I'm sitting in stand bleeding and trying to figure out what is wrong with gun.
6. I removed bolt to try and figure out what the problem is; did not see anything unusual; did not even know what to look for; put bolt back in gun. The gun was still stuck on fire (safety) and the trigger still was in pulled position. I removed bolt again and replaced it, somehow, I don't know why everything reset so I dry fired gun OK. I went to shooting range and shot 10 rounds through gun with no problems (?).

After 2 days of frustration and discussing this event with some of my hunting friends, one of them who is an ex-Marine suggested that I contact Remington headquarters because he had seen and heard that some Mdl.700's possibly had issues similar to what I had described to him.

I have owned this gun since approximately 1976 when I special ordered it because the owner of the famous Ray Judge's Gun Shop in Winchester, TN said it was the best available. He was a friend and very knowledgeable in his field.

It has been perfect through the years and it has meant much to me. I never mistrusted it nor was I ever interested in a different gun or caliber. I have taken very good care of it as you can see. It has

never been altered or taken apart. It is as it came from the factory. However, now at the age of 60, I am very perplexed thinking of the years that I have hunted with my son and friends when I could have killed or injured one of them if this had happened at some other time or in a different setting.

The pictures that I am enclosing of my finger were taken on November 26th, one week after bolt malfunction. It had also been one week since I had trimmed away the dead flesh on my finger. It is not a life threatening injury but it could have been an eye or two.

My phone number is 931-467-3602. Feel free to call about the rifle after you have examined it.

Remington®

224
KQ5/78
6#
.009
COPY

8219

November 29, 2012

Eddie Patton
2367 State Rt 50
PO Box 13
Pellam, TN 37366
Phone: 931-467-3602

Ref: # 8219, Model 700, Serial # A6607261

Dear Mr. Patton,

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

A6607261

Model: 700



RE00293160

T.A. - dirty & has a dried & sticky
lub residue

RECEIVED
DEC 19 2012

BY:.....

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 28815

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

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 SR00036764	Serial Number / Description A6607261 Model 700 Center Fire Caliber: 308	Date of Request: 11/29/2012 Date Printed: 11/29/2012
Customer: EDDIE PATTON 2367 STATE RT 50 PELLAM, TN 37366 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email:		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 # 8219. dmf

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

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>A6607261</u>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Eddie Patton</u>		Date of Purchase: <u>Apprx. 1976</u>	
Address (no PO Boxes): <u>2367 SR 50</u>			
City: <u>Pelham</u>		State: <u>TN</u>	Zip: <u>37366</u>
Phone (Daytime): <u>931-467-3602</u>		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>spatton373@yahoo.com</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="text-align: center; padding: 20px;"> <p>see Attached sequence of events! Date of occurrence -</p> </div>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Federal Premium Am.</u>		Type: <u>308 WIN 168 Grain</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>Sierra MatchKing BTHP Gold Metal Match</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: <u>Thompson Center T-17</u>	
How often do you clean the bore? (Months or Number of rounds)	<u>At the Beginning / Middle + end of season</u> <i>Depending on amt. Fired sometimes NO Fire all season. Only Pre shot</i>
How often do you clean the action? (Months or Number of rounds)	<u>same as above</u>
How often do you clean the trigger assembly? (Months or Number of rounds)	<u>same as above</u>
Brand of lubricant used: <u>Slick 50 Lube one (Lubricant + Protectant)</u>	
How often do you lubricate the bore? (Months or Number of rounds)	<u>same as above</u>
How often do you lubricate the action? (Months or Number of rounds)	<u>each cleaning</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<u>each cleaning</u>
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? <u>Never / it is completely original</u>	
What were the services performed?) _____	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<input type="checkbox"/> 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.

:: 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.

ARS LABEL REQUEST FORM

DATE:	11/29/2012	Service Request #	SR00036764
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

Business:

Remington Service
 PO Box 700
 Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

EDDIE PATTON
 2367 STATE RT 50 PO Box 13
 PELLAM, TN 37366 US
 SR00036764
 Email:

RETURN ITEM TO:

ILN
 Arms Services

4XX598 NOV 29, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX596906547121 ALL CURRENCY USD
 REF 1:SR00036764
 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 10.31 PUB + HANDLING 10.31

ATTN: Product Service









