

Remington Arms Co., Inc.
Product Service
Legal Case #:6889

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
273652	7/9/2012	11/22/2011	7/17/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James E	Ray	50 Pinewood Dr	Sulfur	LA	70663		H 337-625-4539

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			Unknown
S	Fired when bolt closed Concern:1008 Fired on Bolt Closing			
C				

11/22/11 Per call from Ray, he bought this rifle 2nd hand in the '70s. He has had it rebled and serviced in the last 18 months. The last time he was at the deer release he was standing behind his truck, he had 3 rounds in the rifle and began to unload them from the top. It's a BDL but he prefers to unload them from the top when it's dark. When he closed the bolt on the 3rd round it fired. He had never had this happen before. This happened after it was serviced locally by Red Adams.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/2506 REM	n/a	6440269	KU	5/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	H&H SPRTG GD AMARILLO TEXAS	TWO PIECE BASE	N			

CONCERN: FBC

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, replace TPA, clean, test at BLSM price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	7/19/2012				

11/22/11 Mailing ARS.cm 7/19/12 Per Ilion, could not duplicate concern. Trigger assm set screws altered. Magazine box misassembled when received. Replace TPA, clean, test at BLSM price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/17/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 2506 REM
	Date Code		KU
	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	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	--Select--	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	--Select--	
	Exterior Condition	Slightly Worn; Functioning	MAG BOX MISASSM WHEN REC'D
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	--Select--	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	--Select--	.010
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	--Select--	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

6889

COPY

24"
KUS/71
4#
.010

November 22, 2011

James E. Ray
50 Pinewood Dr
Sulfur, LA 70663

Subject: Case # 6889, Model 700, SR# 4579

Dear Mr. Ray,

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

RECEIVED
JUL 19 2012

BY:.....

6440269

Model: 700



RE00273652

could not cap. concern:
T.A. set screws tightened.
mag. box in SASSM when rec'd.
replace TPA, clean to standard
BLP for 20. +

Quote

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

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

Model Number:	710 BDL	Serial Number:	6440269
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: James E Ray		Date of Purchase: Spring 1972	
Address (no PO Boxes): 50 Pinewood Drive			
City: Sulphur	State: LA	Zip: 70663	
Phone (Daytime): 337-625-4539	Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) jray1892@yahoo.com			
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: I have owned this gun since 1972. For the first time this last hunting season, the gun discharged when I closed the bolt as I was unloading it after a hunt. I have heard about problem, but this was the first time my rifle did this.			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Core-Lokt	
Other (i.e. bullet weight/type, shot size, powder): 100 Gr PTD Soft Pt			
Handload Information:			
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: Product Service #6889

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00004579	Serial Number / Description 6440269 Model 700	Date of Request: 11/22/2011 Date Printed: 11/22/2011
Customer: JAMES E RAY 50 PINEWOOD DR SULFUR, LA 70663 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email: give to 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

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

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





