

Remington Arms Co., Inc.
Product Service
Legal Case #:8887

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
311839	5/24/2013	5/7/2013	6/4/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jim	Davis	212 Neal Dr.	Liberty Hill	TX	78642		H 512-778-9158 C 830-279-7913

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in side of truck	Cause:4038 Could Not Duplicate Concern		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

Rob Matousek sent an email to a CSR stating the customer was "an NRA show guy who's gun needs to come to us asap". Customer wrote a letter stating the following: He is the owner of a Remington 700, serial # 291865 in .30-06, he watched a special on CNBC about the Remington 700, in 1982 he was leaving a pasture after hunting and he was going to unload gun before getting out and he released the safety and the gun discharged and he found a hole in the side of his pickup, he took rifle home and could not make it malfunction again, he bounced it on the floor and it did not malfunction, in 1985 he was hunting and had a FSR into the ground, took rifle to gunsmith and he had no answer. Customer wants "to know what Remington is going to do about this serious defect". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	291865	PP	6/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
	Oshman's Sptg Gds		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
BLM @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

5/7/13: Mailed customer ARS, letter, SR paperwork to have rifle come in for exam. Box order# 1500681. df 5/13/13 Called Jim Davis to advise him of the box and prepaid shipping label that was ordered for him and that we would call him after inspection of the rifle. He has received the label but not the box. He will ship once it's received.cm 5/24/13: Rifle delivered to Ilion this morning by UPS. df 5/31/13: Per Ilion - Could not duplicate concern. I will contact customer & offer BLM @ n/c - goodwill gesture. df 6/4/13: I spoke w/customer & went over exam. We agreed to have factory do BLM at n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/29/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	

Barrel	Description		22" 3006 SPRG
	Date Code		PP
	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	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	CRACK ON BOTTOM
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.005
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	5#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	M700 Bolt Lock	

Remington®

COPY

224
R26/69
5#
.005

May 7, 2013

8887

Jim Davis
212 Neal Dr.
Liberty Hill, TX 78642
Phone: 512-778-9158

Ref # 8887, Model 700, Serial # 291865

Mr. Davis,

We received your correspondence and we would like to have your firearm come into our Product Services Department at our factory for examination. Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. An empty rifle 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.

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 or 7872

Serial
Number:

291865

Model: 700



RE00311839

RECEIVED
MAY 31 2013

BY:

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

PS 31883

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

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

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 SR00052434	Serial Number / Description 291865 Model 700 Center Fire Caliber: 3006	Date of Request: 05/07/2013 Date Printed: 05/07/2013
Customer: JIM DAVIS 212 NEAL DR. LIBERTY HILL, TX 78642 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 # 8887. Customer stated fired on safe release in 1982 & 1985. dmf

Parts And Service Details.								
Material	Type	Description	Qty 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
Grand Total:	\$.00

Mitchell, Christy

From: Matousek, Rob A.
Sent: Monday, May 13, 2013 12:19 PM
To: Mitchell, Christy; Fulcher, Dell Marie
Cc: Goins, Charles M.; Travis, Bruce W.
Subject: FW: Mr. Davis

I believe this one is for you ladies! A product service case that needs to go to Bruce Travis. Thanks Rob

From: Matousek, Rob A.
Sent: Monday, May 13, 2013 5:54 AM
To: Goins, Charles M.
Subject: Mr. Davis

He left me a voice mail on Friday.....I was out ½ day..... that he was very disappointed that I hadn't tried to call him about his 700 problem!!!! I know for a fact you have tried several times and he doesn't answer.....I hope you can get a hold of him today and remind him of that fact! Errrrrr.....512-778-9158

Sincerely,
Robert A. Matousek Sr. - Supervisor-Arms Service-Custom Shop
Remington Arms Co, Inc.

14 Hoefler Ave. Ilion, NY 13357

Phone: 315-895-3402 | Cell: 315-794-1815 | Rob.Matousek@Remington.com

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Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis | EOTAC | Dakota Arms | Parker Gun | Para USA

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Fulcher, Dell Marie

From: Goins, Charles M.
Sent: Tuesday, May 07, 2013 9:06 AM
To: Fulcher, Dell Marie; Mitchell, Christy
Subject: FW: Emailing: SKMBT_C36013050807330-FSR
Attachments: SKMBT_C36013050807330-FSR.pdf

Good morning, ladies. I am forwarding this email to you two, in the attached letter the consumer speaks of his rifle discharging on its own into the side of his truck. I figured best I let you two handle this one.

Thanks!

-----Original Message-----

From: Matousek, Rob A.
Sent: Tuesday, May 07, 2013 8:58 AM
To: Goins, Charles M.
Cc: Travis, Bruce W.; Nichols, Scott
Subject: Emailing: SKMBT_C36013050807330-FSR

An NRA show guy who's gun needs to come to us ASAP for Product service! If you could set up the appropriate SR info and have it come into Scott and Bruce's attention that would be greatly appreciated.

Thanks Rob

8887

Home # ← 512-778-9158 REMINGTON ARMS Co
830-279-7913 QUALITY ASSURANCE DIV
LLION, N.Y. 13357

RESPECTIVELY,

I AM THE OWNER OF A REMINGTON 700,
SERIAL # 291865 IN 30-06. IT WAS PURCHASED
AT AN OSHMAN'S SPORTING GOODS STORE IN BAY
CITY, TEXAS IN THE MIDDLE 1970'S.

IN NOVEMBER I WATCHED A SPECIAL ON
CNBC ABOUT THE REMINGTON 700. THIS
SPECIAL WAS ABOUT A DEFECT IN THE 700,
MIKE WALKER, A FORMER REMINGTON EMPLOYEE,
REPORTED A DEFECT IN THE 700'S TRIGGER
DESIGN. HE SAID HE HAD DESIGNED A NEW
TRIGGER THAT CORRECTED THE FLAW. HE ALSO
SAID A RECALL WAS RECOMMENDED TO
TO CORRECT THE PROBLEM. HE ALSO SAID THAT
THE RECALL WAS REJECTED BECAUSE OF
THE COST.

SINCE THERE HAVE BEEN SO MANY
ACCIDENTAL DISCHARGES DUE TO THIS
DEFECT, I CANNOT UNDERSTAND YOUR
INDIFFERENCE. NEITHER CAN THE FATHER
OF GUS BARBER, WHO WAS KILLED BY
ONE OF THESE ACCIDENTAL DISCHARGES, IN
MONTANA.

IN 1982, I WAS LEAVING A PASTURE
AFTER DEER HUNTING. I WAS GOING
TO UNLOAD MY 700 BEFORE GETTING OUT
TO OPEN THE GATE. SINCE I HAD TO

REMINGTON ARMS CO
QUALITY ASSURANCE DIV.
LLION, NY 13357

RELEASE THE SAFETY TO OPEN THE BOLT,
I PUSHED THE SAFETY FORWARD. AFTER
THE DEAFENING DISCHARGE, I FOUND
THE HOLE IN THE SIDE OF MY PICKUP. I
TOOK THE RIFLE HOME AND TRIED TO MAKE
IT MALFUNCTION AGAIN. I COCKED
THE 700 AND BOUNCED IT ON THE FLOOR,
BUT NEVER CAUSED IT TO MALFUNCTION
AGAIN. IN 1985, WHEN COMING IN
FROM A DEER HUNT I PUSHED THE
SAFETY FORWARD TO UNLOAD AND THE
700 DISCHARGED AGAIN, INTO THE GROUND.

AFTER THESE ACCIDENTAL DISCHARGES,
I NEVER DID TRUST MY 700 AGAIN. I
TOOK MY 700 TO A GUNSMITH WHO WAS
IGNORANT OF THIS WELL HIDDEN PROBLEM
AND HE HAD NO ANSWER.

I READ AN ARTICLE IN THE DECEMBER,
2012 AMERICAN RIFLEMAN MAGAZINE ABOUT
THE 50TH YEAR OF THE REMINGTON 700 AND
THERE WAS NO MENTION OF THIS SERIOUS DEFECT.

MY REMINGTON 700 HAS THE SERIAL #
291865. I WANT TO KNOW WHAT REMINGTON
IS GOING TO DO ABOUT THIS SERIOUS DEFECT.
ARE YOU AT ALL CONCERNED ABOUT THE SAFETY
OF YOUR PRODUCT?

COPY TO NRA

{ JIM DAVIS
212 NEAL DR.
LIBERTY HILL, TX 78642 }

ARS LABEL REQUEST FORM

DATE: 05/07/2013	Service Request # SR00052434
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:	JIM DAVIS 212 NEAL DR. LIBERTY HILL, TX 78642 US SR00052434 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 MAY 7, 2013 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067456556
REF 1: SR00052434
REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DCD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 13.03	PUB+HANDLING	13.03

ATTN: Product Service









