

Remington Arms Co., Inc.
Product Service
Legal Case #:6170

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
304601	3/14/2013	3/15/2013	3/15/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Clyde	James	10908 Suncagle Circle	Eagle River	AK	99577		H 907-726-0352 W 907-384-2436

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

5/3/11: Customer called in. He stated he bought his M/700 new at a gun show back in the 1970's. He didn't use it for 2 yrs. When he did take it out to use it he stated he had a FSR. No damage. No injury. He stated he had a gunsmith look at the rifle & the gunsmith could not duplicate the concern. Customer said he put the gun away & he stated he saw a show on TV about the M/700 and wants to send his into us for exam. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6789219	DY	9/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	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

Per Ilion - Quote to
repair under BLM

Repair/Replacement Cost Repair/Replacement Date
\$29

5/3/11: Mailing letter & form. Customer will have a dealer ship the gun for him. I offered to refund shipping charges. df 11/7/11 Not sent for inspection.cm 3/18/13: Per Ilion - TA has dried & sticky lube residue causing parts to bind & work sluggish. Replace TA, clean & test under BLM - quote. I called & left VM for customer to contact mc. df 3/22/13: Customer called. I went over our exam findings. He apprvd quote and paid by credit card. Customer stated "the trigger is a manufacturers defect & you all know it but I am ok with the \$37". df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/15/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
	Description		22" 3006 SORG
	Date Code		DY
	Bore Plugged	False	
	Bulged	False	

Barrel	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; Not Functioning	BINDS
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---	.007
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	HAS A DRIED AND STICKY LUBE RESIDUE. PARTS BIND AND WORK SLUGGISH
	Pull	---Select---	10#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	M/700 Bolt Lock	

Remington®

22"
049/7"
10"
1007

May 3, 2011

6170

Clyde James
10908 Sun Eagle Circle
Eagle River, AK 99577
Ph: 907-726-0352

Ref: # 6170, Model 700

Dear Mr. James,

Please include a copy of this letter and completed form to put inside the shipping container. The letter and form inside is 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.

RECEIVED
MAR 18 2013

BY:

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

enclosure

Serial
Number:

6789219

Model: 700



RE00304601

J.A. has a dried + sticky lube
residue causing parts to bind
& work sluggish. Rep. TPA clean
best and ZIP Con 20 +

Q

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

PS 32562

To Remington Rifles,

I purchased the returned Remington model 700 rifle, serial # 6789219, in 1975. Due to the demands of starting out in life on a career I wasn't able to actually fire the weapon for a couple of years and had moved on to another position and location before I did. My first time out with the rifle, and notice of a problem, was at a firing range while sighting it in for a deer hunt. While setting up at a fixed stand site with the barrel pointed down range I moved the safety to the fire position and the gun went off. Needless to say I was startled and wondered if I had somehow engaged the trigger. Several more such mishaps on the firing range proved that this was not the case. It appeared to be hit or miss with the rifle firing as it should through normal pull of the trigger or dangerously firing on its own with movement of the safety or the bolt action. This situation was again repeated on another occasion at a later date. The gun proved so unpredictable and dangerous that I could not use it. It was always my intent to get rid of it, but I never did and I continued to carry it with me along with my other fine weapons to this day and to my present location in Alaska. It was here, while watching a sportsman's show on TV, that I saw a program expounding on deaths and injuries resulting from accidental discharges involving the model 700 trigger mechanism. Based on what I saw and heard during the program, there was absolutely no doubt that it was the same malfunction that I had experienced with my rifle, fortunately at no loss of life or injury. I am not a professional gunsmith, but I have been around guns all my life and had done what would normally be expected to insure that the rifle was in good firing order by keeping it clean and lubricated. Bottom line up front: I currently own four other Remingtons, an 1100, an 870, a 572 and a 511 22cal rifle that belonged

to my grandfather, all which have proven to be outstanding, safe and reliable weapons. I purchased the Remington model 700 rifle in good faith expecting the same quality and reliability. All I ask is that it be made to be the safe and reliable weapon that that one would expect from a world class manufacturer such as Remington. Please return repaired rifle to the address provided below. Thank you.

Clyde E. James
10908 Suneagle Circle
Eagle River, AK 99577
Home Phone: (907) 726-0352
Day Phone: (907) 384-2436

This is without question a manufacturer's defect that should be corrected by Remington and at Remington's expense. However, I am providing requested credit card information below.

REDACTED REDACTED
REDACTED

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>6789219</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Clyde E. James</u>		Date of Purchase: <u>1975</u>	
Address (no PO Boxes): <u>10908 Suneagle Circle</u>			
City: <u>Eagle River</u>	State: <u>AK</u>	Zip: <u>99577</u>	
Phone (Daytime): <u>(907) 384-2436</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>clayde.james@us.army.mil</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: <u>"See attached comment sheet"</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>30-06</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>Varied Weights</u>			
Handload Information: <u>N/A</u>			
Powder Used: <u>N/A</u>		Powder Weight: <u>N/A</u>	
Case/Hull Used: <u>N/A</u>		Primer Used: <u>N/A</u>	
Bullet Type/Shot Size: <u>N/A</u>		Reloader Used: <u>N/A</u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	CLP / Rem oil
How often do you clean the bore? (Months or Number of rounds)	See attached
How often do you clean the action? (Months or Number of rounds)	See attached
How often do you clean the trigger assembly? (Months or Number of rounds)	See attached
Brand of lubricant used:	CLP + Remington
How often do you lubricate the bore? (Months or Number of rounds)	See attached
How often do you lubricate the action? (Months or Number of rounds)	See attached
How often do you lubricate the trigger assembly? (Months or Number of rounds)	See attached
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never	
What were the services performed?	N/A
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<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.



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	5/4/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6170 rifle			

LABEL INFORMATION

MAIL LABEL TO: Clyde James 10908 Sun Eagle Circle Eagle River, AK 99577 Ph: 907-726-0352
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 MAY 4, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067269124
REF 1:CLYDE JAMES/CD/DMF
REF 2:6170/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 22.98 PUB+HANDLING 22.98

✓
Del. to Ilion
3/12/13







