

Remington Arms Co., Inc.
Product Service
Legal Case #:9698

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
333009	1/8/2014	12/16/2013	1/9/2014	12/14/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jim	Joyce	23 A Dewey Ln.	Gibsonia	PA	15044		H 412-298-8033 E jjcjoy@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

12/16/13: Customer called in. He stated he had an issue last year with the safety not working properly & took it to a gunsmith. He said he was using the gun again on 12/14/13 & the gun did not fire when he pulled the trigger but after a few seconds it fired, then he chambered another round & it fired when he closed the bolt. He stated this happens in cold weather. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	n/a	A6546579	KQ	5/1/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	C GREENBLATT HEMPSTEAD LI NY		Y			

CONCERN: DELAYED FIRING

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					

12/17/13: Mailed ARS, letter, SR paperwork. Box order# 1577264. df 12/30/13: Customer called & left VM - stated he did not receive ARS, etc by regular mail. I called customer back & left a VM - sent the paperwork out again. df 1/10/14: Per Ilion - TA has a dried & sticky lube residue causing parts to work sluggish. Replace TA, check over & test under BLM - quote. Customer called on 1/9/14 & apprvd/paid quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/9/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
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---	.008
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	STICKY LUBE RESIDUE,PARTS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	7#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	

Remington®

COPY

22"
12.5/7
7#
008

December 16, 2013

9698

Jim Joyce
23 A Dewey Ln.
Gibsonia, PA 15044
Phone: 412-298-8033

Ref # 9698, Model 700, Serial # A6546579

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. The shipping label is for a UPS Hub or UPS Terminal. A shipping box will arrive separately.

Please include a copy of this letter, repair form and service request to put inside the shipping container. The letter, form 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".

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 ext. 8686
Fax: 336-548-7872

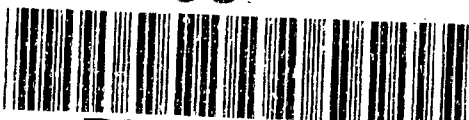
RECEIVED
JAN 10 2014

BY:.....

Serial
Number:

A6546579

Model: 700



RE00333009

T.A. has a dried & sticky lake
residue causing parts to work
sluggish. Rpt T.A. checked over & test
and BLP done 20+

Q

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

PS 32660

Model Number: 700 BDL		Serial Number: A 6546579	
Name: James W Joyce		Date of Purchase: N/A	
Address (no PO Boxes): 538 Meadowdale Dr			
City: Cheswick		State: PA	Zip: 15024
Phone (Daytime): 412-298-8033		Fax:	
E-mail Address: jjcjoy@comcast.net			
Please describe your problem: When loading rifle for hunting I chambered a round and when I went to shoot the Trigger would not move, as I pulled my head away the gun went off. When I loaded another round the gun went off as I closed the bolt 500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
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. :: 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.			

Use our
UPS label

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number SR00071321	Serial Number / Description A6546579 Model 700 Center Fire Caliber: 308	Date of Request: 12/17/2013 Date Printed: 12/30/2013
Customer: JIM JOYCE 23 A DEWEY LN. GIBSONIA, PA 15044 US Email:	Destination: Arms Services 14 Hoefer 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 # 9698. 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

ARS LABEL REQUEST FORM

DATE: 12/17/2013	Service Request #	SR00071321
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
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LABEL INFORMATION

MAIL LABEL TO:	JIM JOYCE 23 A DEWEY LN. GIBSONIA, PA 15044 US SR00071321 Email:
RETURN ITEM TO:	ILN Arms Services



1st label
Not received

4XX696 DEC 17, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX6969067123521
 REF 1:SR00071321
 REF 2:
 HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 DV 0.00 COD 0.00 SVC T/P USD
 DC 0.00 DGD 0.00 RS 0.50
 AH 0.00 PR 0.00 SD 0.00
 PUB + HANDLING 10.34
 TOT PUB CHG 10.34

ATTN: Product Service

ARS LABEL REQUEST FORM

DATE: 12/30/2013	Service Request # SR00071321
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: Fulcherin	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 ROYCE 23 A DEWEY LN GIBSONIA, PA 15044 US SR00071321 Email:
RETURN ITEM TO:	ILN Arms Services



2nd label

4KXDS6 DEC 30, 2013 ALL CURR USD 1 OF 1
SVC GRDCOM ACT WT 10.0 LBS
TRACKING# 1Z4KK596865129009
REF 1: SR00071321
REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	DD 0.00	RS 0.50
DC 0.00	DD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.34	PUB+HANDLING 10.34	

ATTN: Product Service

