

Remington Arms Co., Inc.
Product Service
Legal Case #:2771

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
152844	10/8/2008	10/9/2008	10/9/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Hartley	300 Askin Brick Rd	Emul	NC	28527		H 252-244-0467

Incident Information

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

Customer says, could not move safety from S to F, rifle fired without touching the trigger.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	26969	D6215017	AP	3/10/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	BOBS GUN & TACKLE SHOP		U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair as needed at special price						

Repair/Replacement Cost Repair/Replacement Date

10/9/2008 could not duplicate concern, however, the trigger assembly was dirty with sticky residue causing the parts to work very sluggishly. Returned to AS to install new TA and clean action at 1/2 normal charges as a gesture of goodwill fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/9/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		AP
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	

Bolt	Face	Slightly Worn; Functioning	
	Handle	Worn; Functioning	
	Stop	Slightly Worn; Functioning	
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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	DIRTY/SLUGGISH
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Arms Services: Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00152944** Serial: **D6215017** Model: **700** Center Fire Caliber: **7 MM REM MAG** Produced: **03/10/1995** Repairman: **New** Status: **10/8/2008 10:02:02 AM**

Verify Repair

Address Information

Customer: **Received From** Return To: **Received From**

Name: **JAMES HARTLEY** **JAMES HARTLEY**

Address 1: **300 ASKIN BRICK ROAD** **300 ASKIN BRICK ROAD**

Address 2: **PO Box** **PO Box**

City: **ERNUL** **ERNUL**

State: **NC** Zip Code: **28527** Country: **US** State: **NC** Zip Code: **28527** Country: **US**

FFL: **1** **1** **1** **1** **1** **1**

Contact / Condition **Problems** **Estimate** **History / Status** **Shipping / Billing**

Date	Code	User ID	Desc1	Desc2
10/8/2008 10:02	New	Valentids	Repair Added	
10/9/2008 7:16:2	Expedite	pencil	From: Check In	To: Repair Bench
10/9/2008 10:59	Comment	supryfl	Returned for special price repair	

Shipping / Billing

Current Status: **New**

10/8/2008 10:02:02 AM

Valentids

Repair Bench

Repair Location

1CN

Current Location

1CN

Transfer Number

Repair Search **Refresh** **Close**

supryfl 10/9/2008 10:59 AM DAPS NUM INS SCPL

start Inbox - Micros... Arms Services Search for a S... Current Cases ... Part Search by ... Microsoft Excel... 10:59 AM

sticky residue, returned to AS
to install new TA & clean action
at 1/2 normal charges as a gesture
of goodwill.

RECEIVED
OCT 10 2008
BY:

2771

Remington.

Factory Repair Instructions

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

Model Number: 700 7MM REM MAG		Serial Number: D6215017	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: JAMES C. HARTLEY JR.		Date of Purchase: 1996	
Address (no PO Boxes): 300 ASKIN BRICK RD.			
City: ERNUL		State: N.C.	Zip: 28527
Phone (Daytime): (252)-244-0467		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: COULD NOT MOVE SAFETY LEVER FROM "S" TO "F", RIFLE FIRED WITHOUT TOUCHING TRIGGER. LAST ATTEMPT TO USE RIFLE. I COULD NOT CLOSE BOLT AFTER JACKING CARTRIDGE INTO THE CHAMBER. REMOVED CARTRIDGE AND ATTEMPTED TO MOVE SAFETY LEVER, GUN DID FIRED WITHOUT TOUCHING TRIGGER.			
Ammunition Information:			
Manufacturer: REMINGTON		Type: 7MM REM MAG 150 GR CORE LOFT	
Other (i.e. bullet weight/type; shot size; powder):			
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: REMINGTON OIL			
How often do you clean the bore? (Months or Number of rounds) AFTER EACH USE			
How often do you clean the action? (Months or Number of rounds)			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used: REMINGTON REM OIL WITH TEFLON			

24"
APR 95
S#
013

How often do you lubricate the bore? (Months or Number of rounds)	<i>AFTER EACH USE</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>1</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>1</i>
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
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed? <i>THIS WILL BE THE FIRST TIME</i>	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	
<p>⚠ 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.</p> <p> :: 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. </p> <p>Charge repairs will be processed using the following guidelines:</p> <p> :: 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) </p>	
<p>estimate detailing the nature of the repair, applicable taxes or estimate. Repairs can be paid by check, money order, or VISA). If you wish, you can expedite repairs over billed to your credit card.</p>	

Serial Number:

D6215017Model **700****RE00152944**

*could not duplicate concern.
 Trig. ASSM. Dirty & sticky, parts
 work sluggish. Replace TPA,
 check over clean AT 1/2 msp.*

Quote

JAMES C. HARTLEY JR.

300 ASKIN BRICK RD.

ERNUL, N.C. 28527

(252) 244-0467

REMINGTON SAFETY CENTER

P.O. BOX 700

MADISON, N.C. 27025

Dear Sir,

As requested by Mr. Marcus Smith, I am sending my Remington Rifle MOD. 700, SER. D. 6215017 7MM REM MAG. He asked me to state the problems that I have experienced with the rifle.

My wife and son gave the rifle to me for Christmas about 12 years ago. From the very beginning the bolt was hard to close with a bullet in the chamber. The safety lever was hard to move to the "F" position.

One day I had just gotten into my deer stand when a big Buck walked out into the field about 30 yards from me. I grabbed my rifle and attempted to push the safety lever to the "F" position with my thumb but it would not move. I took my thumb and forefinger and pushed it hard. The rifle fired without my touching the trigger. The deer ran back into the woods. I was so disappointed with the rifle that I wanted to wrap it around a tree.

I also have a Remington 308 MOD 788 which has been a great rifle so I have used it every

since the bad experience with the MOD. 700.

Recently my grandson has been begging me to let him have the MOD 700 but I am afraid that it could hurt him. Anyway I decided to check it out and sight it in a few days ago. I could not get the bolt to close after I jacked a bullet into the chamber. My friend took the bullet out and closed the bolt. Then he attempted to move the safety lever from the "S" to the "F" position. The rifle dry fired without his touching the trigger.

He went on line with his computer and found that this problem has occurred a lot in the MOD. 700 rifles. The bullets that I use are Remington 7MM REM MAG. 150 GR CORE LOFT PTD SOFT PT. There are five missing from the box so I believe that is all the times that I have shot the rifle.

I would like for you to thoroughly check out the rifle and determine why the bolt is so hard to close with a bullet in the chamber and fix the problem. Also I would like the trigger mechanism replaced with the newer "X-MARK PRO". Since I have never been able to get any use out of this rifle I think this should be done at no cost to me.

Sincerely,

James C. Hartley Jr.