

BARBER - Kinzer PPS GAL RE 0009850

Remington Arms Co., Inc.

Product Service

Legal Case #:5047

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213252	12/8/2010	11/10/2010	12/14/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Curtis	Bedbury	308 Leonard Ln	Midland	MI	48640		E.c.bedbury@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

11/10/10 Per email through Remington.com, incid #101104-000127, "I've experienced 2 mis-fires over the last two years. The first occurred when switching my safety to the fire position, the second occurred when I racked in a new shell."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	B6780242	CG	4/8/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
	OSCAR ROBBINS & CO	TWO PIECE SCOPE BASE	U			

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, replace TPA, clean, test fire at 1/2 normal charges						
Repair/Replacement Cost	Repair/Replacement Date					

11/10/10 Emailing label and letter.cm 12/22/10 Per Ilion, could not duplicate concern. Trig is functioning as designed. Trig assm is dirty. To restore confidence in rifle can offer to replace TPA, clean and test fire at 1/2 normal charges. Called Bedbury and he approved repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		CG
	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; 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---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	--Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

5047

"22"
CG 4/86
SIS#
015

24 November 2010

Attn : Remington Arms Service Department

Please contact Christy Mitchell with the inspection report so she can call me before any repairs or work is initiated.

Thank you,

Curtis Bedbury

CURTIS BEDBURY 308 LEONARD LANE MIDLAND MI 48640		10 LBS	1 OF 1
SHIP TO: ATTN: PRODUCT SERVICES REMINGTON ARMS CO., INC. 14 HOEFLER AVE. ILION NY 13357		RS	
329728346		NY 125 001	

FOLD HERE

Serial

B6780242

Model: 700



RE00213252

could not duplicate concern w/
Trig. is functioning as designed
T.A. is dirty. To restore
confidence in rifle can offer
to replace TPA, clean + test
Rifle at 1/2 normal cost.

@note

frmREInquiry - Repair Inquiry

Repair Number: **RE00213252** Serial: **86780242** Model: **700** Center File: **Caliber** Repairman: **Charles Swanson**
 3006 SPRG Produced: **04/08/1986** Status: **ApprovalHold 12/14/2010 10:12:20 AM**

Verify Repair: ☐ Received from: ☐ Return To: ☐ Received from: ☐

ADDRESS INFORMATION

Customer: **CURTIS BEDBURY** Name: **CURTIS BEDBURY**
 Address 1: **308 LEONARD LANE** Address 2: **308 LEONARD LANE**
 Address 3: **PO Box** Address 4: **PO Box**
 City: **MIDLAND** City: **MIDLAND**
 State: **MI** Zip Code: **48640** Country: **US** State: **MI** Zip Code: **48640** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
12/8/2010 9:55	New	lopatafi	Repair Added		
12/14/2010 9:...	Maint	Travisbw	Repair Maintenance	Status: N	
12/14/2010 10...	Estimate	swansonch	Estimate Update	Status: E	
12/14/2010 10...	Estimate	swansonch	Estimate Update	Status: A	
12/14/2010 10...	ApprovalH...	System	Immediate SAP Allocation		

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC ☐

Current Status: **ApprovalHold**
 12/14/2010 10:12:20 AM
 swansonch
 Repair Bench
 Repair Location:
 ILN:
 Current Location:
 ILN:
 Transfer Number:

Repair Search Refresh Close

GET

DEC 17 2010

BY:.....

Reference #
101104-000127

Status
Updated

Assigned To
Administrators
Christy -

Product
Firearms
Centerfire Rifles

SLA
Not specified

Queue
CSR

Date Created
11/04/2010 09:45 PM

Initial Response
11/05/2010 05:35 PM

Last Updated
11/09/2010 10:41 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+2 (on -3 to +3 scale)

700 Mountain Mid-sire

Discussion Thread

Customer (Curtis Bedbury)

Christy,
Please go ahead and send me the shipping documents. I will ship the rifle to your factory.
Curtis Bedbury

From: info@remington.com
To: c.bedbury@hotmail.com
Date: Tue, 9 Nov 2010 22:03:31 -0500
Subject: 700 Mountain Mid-sire [Incident: 101104-000127]

11/09/2010 10:41 PM

ARS emailed letter

Response (Christy -)

Mr. Bedbury, I would prefer to have it come to the factory however if you are more comfortable not shipping it, the Remington Repair Center in Davison would be the next best choice.

I recommend not using the rifle until it has been checked since you have had it misfire.

11/09/2010 10:03 PM

Customer (Curtis Bedbury)

Christy,
I am re-sending you this email from my new email account.
Curtis Bedbury

From: c.bedbury@hotmail.com
To: info@remington.com
Subject: FW: 700 Mountain Mid-sire [Incident: 101104-000127]
Date: Tue, 9 Nov 2010 10:57:56 +0000

11/09/2010 06:26 PM

Dear Christy Mitchell,
Please send the UPS label and letter to my home address at :
308 Leonard Ln
Midland, MI 48640
I will ship the rifle to Remington after deer season in December.
As an alternative to shipping, can I drop
the rifle off at the authorized service center in Davison, MI or does it need to go back to the factory ?
Thanks,
Curtis Bedbury

From: cjbedbury@chartermi.net
To: c.bedbury@hotmail.com
Subject: Fw: 700 Mountain Mid-sire [Incident: 101104-000127]
Date: Sat, 6 Nov 2010 18:26:10 -0400

----- Original Message ----- From: Remington Information
To: cjbedbury@chartermi.net
Sent: Friday, November 05, 2010 5:35 PM
Subject: 700 Mountain Mid-sire [Incident: 101104-000127]

Customer (Curtis Bedbury)

I plan on using my rifle this deer season which starts November 15th and see how it goes. I would be interested in having the rifle checked over when the season is over which ends Nov 30th. Is that okay? ALOs, my new email address is : c.bedbury@hotmail.com

11/06/2010 06:34 PM

Response (Christy -)

Mr. Bedbury, I can send you a prepaid UPS ground shipping label to cover shipment and a free inspection at the factory to determine the cause of the incident you described. I would call you after inspection with the details and resolution.

I will also send you a letter that I would ask you to insert inside the box with the rifle before shipping. Let me know what address you would like on the label as that would be the address the rifle would return to and it will require an adult signature.

I can email or fax the labels and letters if you prefer to speed the process. I'll await your reply.

Sincerely,

Christy Mitchell

11/05/2010 05:35 PM

Customer (Curtis Bedbury)

I've experienced 2 mis-fires over the last two years. The first occurred when switching my safety to the fire position, the second occurred when I racked in a new shell. Is there a service that can be done on this rifle ?

11/04/2010 09:45 PM

Primary Contact

First Name: Curtis
Last Name: Bedbury
Organization:

Login: cjbedbury
Title:
Contact Type:

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_sid=... 11/10/2010

Email: c.bedbury@hotmail.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information


Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE: 11/10/2010		REQUESTED BY: christy
QUANTITY: 1		WEIGHT PER PACKAGE: 10
PLEASE CHECK ONE:		
MEDIA	Email to him at:	
COORDINATOR	c.bedbury@hotmail.com	
TO MAIL		I WILL MAIL
DESCRIPTION: 700		

LABEL INFORMATION

MAIL LABEL TO:	Curtis Bedbury 308 Leonard Ln Midland, MI 48640
	Email to him at: c.bedbury@hotmail.com
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

4XX596 NOV 10, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING 124XX5969065606110
REF 1 CURTIS BEDBURY/CD/CM
REF 2 700

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRGS.	RS 1.00
DV 0.00	SD 0.00
DC 0.00	SP 0.00
AM 0.00	PR 0.00
TOT PUB CHG 8.70	PUB+HANDLING 8.70


c.bedbury@hotmail.com







