Print BIARBER - 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 Obsolete 213252 12/8/2010 11/10/2010 12/14/2010

Customer Information

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

Incident Information

Codes Claims Repair Est. Medical Treatment **Medical Status**

PΙ

PD Cause: 4038 Could Not Duplicate Concern

Unknown

C

S Concern: 1007 Fired on Safe Release Fired on safety release

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 postion, the second occurred when I racked in a new shell."cm

Firearm Information

Mfg. Remington

Type CF/BA

Model/Ga. 700/3006 SPR SKU n/a

Bbl. Serial

DOM

Date Purchased

Where Purchased

Accessories

Original Owner

B6780242 CG 4/8/1986

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 Reim. Settlement 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		Α
	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		

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5047&Type=Case

12/22/2010

, DANDEN - MIIIZEI I	PPS GAL RE 0009051		
	Muzzle/Crown Condition	Slightly Worn; Functioning]
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	SLUGGISH
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
D	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.015
Sear	Notch	Like new; Functioning	
	T	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	DIRTY
Trigger	Pull	Select	5.5#
HIRRO	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

5047

22" CG 4/96 5,5#

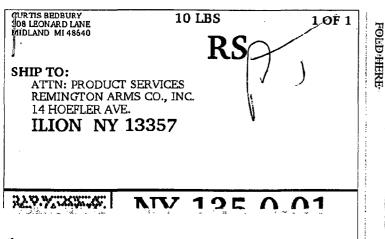
24 November 2010

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

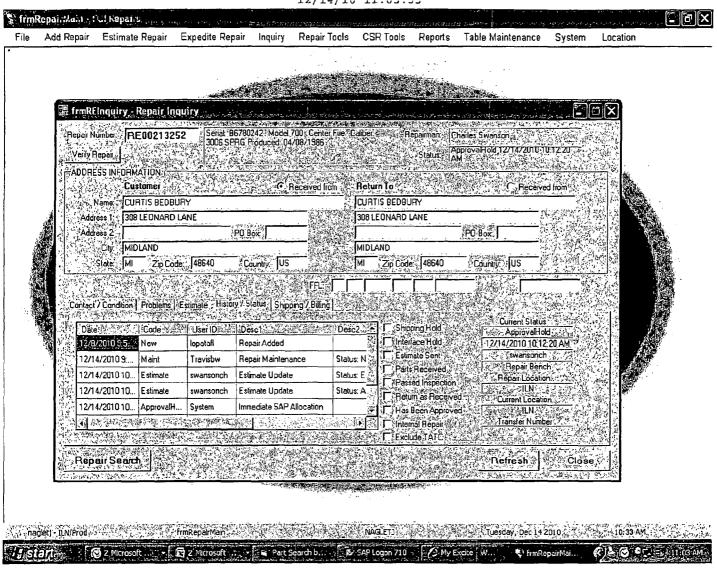


B6780242 Model: 700

RE00213252

could not duplicate concerning as designed Tip. is printy. To restone confidence in rifle can offen to prepare TPA, clean + Test fine at 1/2 normal cost.

14/14/10 11.00.00



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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

5047

Discussion Thread Customer (Curtis Bedbury)

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]

Response (Christy -)

11/09/2010 10:03 PM

11/09/2010 10:41 PM

ARS led tother

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.

Customer (Curtis Bedbury)

11/09/2010 06:26 PM

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

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: cibedbury@chartermi.net

Sent: Friday, November 05, 2010 5:35 PM

Subject: 700 Mountain Mid-sire [Incident: 101104-000127]

Customer (Curtis Bedbury)

11/06/2010 06:34 PM

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 seaon is over which ends Nov 30th. It that okay? ALos, my new email address is : c.bedbury@hotmail.com

Response (Christy -)

11/05/2010 05:35 PM

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

Customer (Curtis Bedbury)

11/04/2010 09:45 PM

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

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

Office Phone: Mobile Phone:

Fa

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code Country

Additional Information

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

Remington.

www.remington.cam

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	Email to him at:		
COORDINATOR TO MAIL	c.bedbury@hotmail.com	I WILL MAIL	
DESCRIPTION:	700		

LABEL INFORMATION

MAIL LABEL TO:	Curtis Bedbury 308 Leonard Ln	
	Midland, MI 48640	
	Email to him at:	
	<u>c.bedbury@hotmail.com</u>	1
RETURN ITEM TO:		
	llion, NY	
1		NGV 10 2010 ALL CURR USD 1 OF 1
		4XX596 NGV 10, 2010 ALL CURK USD SVC CNDCOTT TRACKING 1Z4XX5969055606110 TRACKING 1Z4XX5969055006110
		TRACKTHOR 1Z4XX5969065600110 REF 1 CURTIS BEOBURY/CD/CM
		REF 2 700
,		7.00 150
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	'	DC 0.00 SP 0.00
	-11	AH 0.00 PUB+HANDLING 8.70 TOT PUB CHG 8.70
c.bedbury@hotma	all.com	101 1 02

