

BARBER - Kinzer PPS GAL RE 0010065

Remington Arms Co., Inc.
Product Service
Legal Case #:4962

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211255	11/22/2010	11/3/2010	11/23/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Bowles						

Incident Information

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

11/3/10 Per email from Bowles via Remington.com, incident # 101031-000003,"My Model 700 30-06 fires when pushing the safety off. I am glad I have not shot someone or my self. My niece was cleaning her mod700 recently and the gun fired. Fingers on the trigger are not an issue here. I took my gun to my club's range to verify that the rifle fires when disengaging the safety. First time the safety was pushed to the off position the round fired. I was drawing down on an 8 point buck from my tree stand when this issue first occurred to me. The rifle fired before I was able to draw a bead on the animal upon pushing the safety to the off position."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	6551793	KW	1/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	SCHOELLKOPF CO DALLAS TX	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 at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.23	11/29/2010				

11/3/10 Emailing ARS and letter.cm 11/29/10 Per Ilion, will follow down. Trigger set screws altered and trig assm very sticky from a partially dried lube residue. Can offer to replace TPA, clean & test fire under BLSM proram for \$20 + shipping. Emailing quote/inspection to Bowles.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/23/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
	Description		22" 30-06 SPR
	Date Code		KW

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	STICKS
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	SCRATCHES,MARS
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD M/700 BOLT LOCK SAFETY
Sear	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	---Select---	.007
Feeding Test	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Trigger	False		
	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN,TA VERY STICKY,TRIG NOT RETURNING
	Pull	---Select---	4.5#
	Altered	True	SET SCREWS ALTERED
Non-Remington Components	Sub-Assembly	M/700 Bolt Lock	
	Description		SCOPE BASE

frmRepairMain - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: RE00211255
Verify Repair

Serial: 6551793 Model 700 Center Fire Caliber: 3006 SPRG

Repairman: Bruce Travis
Status: Approval Hold 11/24/2010 6:35:46 AM

ADDRESS INFORMATION

Customer
Received from

Return To
Received from

Name: JOHN BOWLES

Address 1: 544 LAKESIDE AVE

Address 2: PO Box

City: CAMDEN

State: AR Zip Code: 71701 Country: US

Name: JOHN BOWLES

Address 1: 544 LAKESIDE AVE

Address 2: PO Box

City: CAMDEN

State: AR Zip Code: 71701 Country: US

Contact / Condition
Problems
Estimate
History / Status
Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/22/2010 1...	New	Iopataff	Repair Added	
11/24/2010 5...	Maint	Travisbw	Repair Maintenance	Status: Reps
11/24/2010 6...	Estimate	Travisbw	Estimate Update	Status: Appr
11/24/2010 6...	Expedite	Travisbw	From: Repair Bench	To: Approve
11/24/2010 6...	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
Approval Hold
11/24/2010 6:35:46 AM
Travisbw
Approval Rack
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search

Refresh
Close

frmRE

frmRE

nagletj - ILN/Prod
frmRepairMain
NAGLETJ
Wednesday, Nov 24 2010
8:05 AM

start
10 Mi...
frmRep...
Part: Se...
6 Mc...
2 Win...
Screen...
DMS...
AKO-P...
8:27 AM

RECEIVED
NOV 29 2010
BY:.....

BARBER - Kinzer PPS GAL RE 0010068

To: "John Bowles" <jkbowles@shcglobal.net>
Date: Tuesday, October 26, 2010, 9:05 AM

Hello,

Thank you for your inquiry.

Unfortunately, the Remington Country Store does not have access to the information that you have requested.

If the information that you need is not shown on the Remington Country Store website, please contact Remington Arms at 800 243 9700, 9 am to 5 pm Eastern, Mon thru Friday. Or email questions to info@remington.com </mc/compose?to=info@remington.com>

Regards,
Customer Support Services
Robertson Marketing Group
for Remington Country Store

From: John Bowles [jkbowles@shcglobal.net]
Sent: Friday, October 22, 2010 5:45 PM
To: Remington Support
Subject: model 700 safety issue

My Model 700 30-06 fires when pushing the safety off. I am glad I have not shot someone or my self. My niece was cleaning her mod700 recently and the gun fired. Fingers on the trigger are not an issue here. I took my gun to my club's range to verify that the rifle fires when disengaging the safety. First time the safety was pushed to the off position the round fired. I was drawing down on an 8 point buck from my tree stand when this issue first occurred to me. The rifle fired before I was able to draw a bead on the animal upon pushing the safety to the off position. The Semo. on my rifle is 6551793 if that helps. Does Remington have a program to repair/retrofit the trigger/safety action for this product? Please reply to this e-mail address.

Regards,
John Bowles

Question Reference #101031-000003

Product Level 1: Firearms
Date Created: 10/31/2010 02:42 AM
Last Updated: 11/03/2010 04:52 PM
Status: Waiting

We hope that this information will be helpful to you.
If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. — America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700—FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> [—001:003555:15125—]

Delete Reply Forward Spam Move...

Previous | Next | Back to Messages

Select Message Encoding

Full Headers

Check Mail New

Mail Search

6551793

Model: 700



RE00211255

will follow down. Trig. set screws
altered + T.A. very sticky from
a partially dried lube residue. can
often to replace TPA, clean + test
fine under BLP Ron \$20.00 + ship

Quote

Search

Web Search

Contacts Calendar Notepad

What's New? Mobile Mail Options

Check Mail New

Mail Search

Check your
MyLife Messages[Previous](#) | [Back](#) | [Delete Messages](#)[Next](#) | [Forward](#) | [Print](#)

Delete Reply Forward Spam Move...

Folders

Inbox (107)

Drafts

Sent

Spam [Empty]

Trash [Empty]

My Photos

My Attachments

Available

1 Online Contact [Add]

Judy&Frank Adcock -...

Not Listed? New Chat

25 Mobile Contacts [Add]

(703) 754-5000 (7...

14025151268 140...

15037012067 150...

18164362504 181...

12585145422 185...

18589455005 185...

18708333607 187...

8703181310 8708...

8708366205 8708...

Adnan Frost 1 (816...

Not Listed? New Text

My Folders [Add - Edit]

Notes

ADVERTISEMENT

Fw: RE: model 700 safety issue [Incident: 101031-000003]

Wednesday, November 3, 2010 3:52 PM

"Remington Information" <info@remington.com>

jkbowles@sbcglobal.net

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To answer your question from our support site, [click here](#).

Subject

Fw: RE: model 700 safety issue

Discussion Thread

Response (Chris)

11/03/2010 04:52 PM

Mr. Bowles, please do remove the scope. They will remove it at the factory and ship it separate from the rifle if not. It would be safer with you than all that shipping.

Customer (John Bowles)

11/03/2010 01:26 PM

Christy,

Thanks for your reply to my inquiry. My address is 544 Lakeside Ave., Camden, AR 71701. Please advise regarding if I should remove the scope on the rifle before shipping.

Thanks,

John Bowles

870-718-3874

--- On Wed, 11/3/10, Remington Information wrote:

From: Remington Information

Subject: Fw: RE: model 700 safety issue [Incident: 101031-000003]

To: jkbowles@sbcglobal.net

Date: Wednesday, November 3, 2010, 10:23 AM

Response (Chris)

11/03/2010 11:23 AM

Mr. Bowles, 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 (John Bowles)

10/31/2010 02:42 AM

--- On Tue, 10/26/10, Remington Support <remingtonsupport@robertsonmarketing.com> wrote:

From: Remington Support <remingtonsupport@robertsonmarketing.com>

Subject: RE: model 700 safety issue

RETURN THE RIFLE TO:

JOHN BOWLES
544 LAKESIDE
CAMDEN, AR 71701

PH 870-836-5784

Electronic Return Label Receipt

This letter includes a UPS return label and a receipt for your records.

Instructions

1. Print Label and Receipt. Select Print from the File menu in this browser window.
2. Retain this page as your receipt.
3. Follow the instructions on the second page to label and ship your package.
4. Take this package to a UPS location, to find your closest UPS location visit www.ups.com/content/us/en/index.jsx and select Drop-Off.

Receipt

**RETURN SERVICE
CUSTOMER RECEIPT**
2010-11-05

SHIP TO: ATTN:PRODUCT SERVICES
 REMINGTON ARMS CO., INC.
 14 HOEFLER AVE.
 ILION NY 13357

PACKAGE CONTENTS: FIREARMS

REFERENCE NO.1: JOHN BOWLES/CD/CM

REFERENCE NO.2: 700

UPS GROUND TRACKING #: 1Z4XX5969066616572

Customer Service

Visit us at www.ups.com/content/us/en/index.jsx or call 1-800-PICK-UPS (7425-877).

Reference #
101031-000003

Status
Updated

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
10/31/2010 02:42 AM

Initial Response
11/03/2010 11:23 AM

Last Updated
11/03/2010 01:26 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Fw: RE: model 700 safety issue

#4962

Discussion Thread

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Please reply to this e-mail address.

Regards,
John Bowles

Primary Contact

First Name: John
Last Name: Bowles
Organization:
Login: jkbowles@sbcglobal.net
Title:
Contact Type:

mailed letter ✓
AKS ✓

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_sid=jl... 11/3/2010

Email: jkbowles@sbcglobal.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

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=jl... 11/3/2010



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

ARS LABEL REQUEST FORM

DATE:	11/3/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	Email to him at:		
COORDINATOR	jkbowles@sbcglobal.net		
TO MAIL	<input type="checkbox"/> I WILL MAIL		
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	John Bowles
	Email to him at:
	jkbowles@sbcglobal.net
	544 Lakeside Ave., Camden, AR 71701.
RETURN ITEM TO:	Rem Prod Serv

4XX595 NOV 5, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5959066616572
REF 1: JOHN BOWLES/CD/CM
REF 2: 700

jkbowles@sbcglobal.net

HANDLING CHARGE 0.00	SVC 1/P USD
SINGLE-PIECE PUB RATE CHGS:	RS 1.00
DV 0.00	COB 0.00
DC 0.00	DGD 0.00
AH 0.00	PR 0.00
TOT PUB CHC 9.95	PUB+HANDLING 9.95





