

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5002

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211216	11/22/2010	11/8/2010	11/23/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Nathan	Corvell	107 Whispering Wind	Georgetown	TX	78633		H 512-864-0138

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Fired on bolt opening Concern:1020 Fired on Bolt Opening			
C				

11/8/10 Per call from Corvell, in the '70's, he was standing in the back of the truck and his rifle fired when he touched the bolt. He hasn't used it since.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6372497	ET	1/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	STRAUS FRANK SAN ANTONIO TX	SCOPE BASE	Y			

CONCERN:FBC

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 under BLSM price						

Repair/Replacement Cost	Repair/Replacement Date
30.23	11/30/2010

11/8/10 Mailing box and ARS.cm 11/30/10 Per Ilion, will follow down. Trig assm set screws altered. Trig has no return. Replace TPA, clean and test fire under BLSM price of \$20 + shipping.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	4006	Altered Adjustments or Components	
Barrel	Description		24" 7MM REM MAG SS
	Date Code		ET
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5002&Type=Case

11/30/2010

	Muzzle/Crown Condition	---Select---	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly 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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	NO TRIG RETURN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

frmREInquiry - Repair Inquiry		<input type="button" value="Print"/> <input type="button" value="Close"/>																															
Repair Number	RE00211216	Serial: 6372497 Model: 700 Center Fire Caliber: 7 MM REM MAG	Repairman: Bruce Travis Status: Approval Hold 11/24/2010 6:07:11 AM																														
Verify Repair																																	
ADDRESS INFORMATION																																	
<b>Customer</b> Name: NATHAN CORBELL Address 1: 107 WHISPERING WIND Address 2: PO Box: City: GEORGETOWN State: TX Zip Code: 78633 Country: US		<b>Return To</b> Received from: Name: NATHAN CORBELL Address 1: 107 WHISPERING WIND Address 2: PO Box: City: GEORGETOWN State: TX Zip Code: 78633 Country: US																															
FFL: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>																																	
Contact / Condition Problems Estimate History Status Shipping / Billing																																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> </tr> </thead> <tbody> <tr> <td>11/22/2010 11...</td> <td>New</td> <td>lopatafl</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>11/22/2010 12...</td> <td>EmailSent</td> <td>AmEmail</td> <td>Repair Received</td> <td>DJN@GI</td> </tr> <tr> <td>11/22/2010 12...</td> <td>EmailVerified</td> <td>AmEmail</td> <td>Receipt</td> <td>DJN@GI</td> </tr> <tr> <td>11/24/2010 5...</td> <td>Maint</td> <td>Travisbw</td> <td>Repair Maintenance</td> <td>Status: R</td> </tr> <tr> <td>11/24/2010 6...</td> <td>Estimate</td> <td>Travisbw</td> <td>Estimate Update</td> <td>Status: A</td> </tr> </tbody> </table>		Date	Code	User ID	Desc1	Desc2	11/22/2010 11...	New	lopatafl	Repair Added		11/22/2010 12...	EmailSent	AmEmail	Repair Received	DJN@GI	11/22/2010 12...	EmailVerified	AmEmail	Receipt	DJN@GI	11/24/2010 5...	Maint	Travisbw	Repair Maintenance	Status: R	11/24/2010 6...	Estimate	Travisbw	Estimate Update	Status: A	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude IATC         </div> <div> <b>Current Status</b>            Approval Hold            11/24/2010 6:07:11 AM            Travisbw            Approve Rack            Repair Location            ILN            Current Location            ILN            Transfer Number         </div> </div>	
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Repair Search		<input type="button" value="Refresh"/> <input type="button" value="Close"/>																															



RECEIVED  
NOV 29 2010

BY \_\_\_\_\_

5002

24"  
ET 10/70  
2#  
1008

November 8, 2010

Nathan Corbell  
107 Whispering Wind  
Georgetown, TX 78633

CORBELL

Subject: #5002, Model 700

Dear Mr. Corvell,

Per our conversation, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of this letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Please mark the ends of the box with "Product Service".**

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

enclosure

Serial Number:

6372497

Model: 700



RE00211216

will follow down, set screws  
tightened. Trigger has no return.  
Replace TPA, clean + test fire  
under BLP, for \$20.00 + ship

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

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

Model Number:	700 ADL		Serial Number:	6372497	
Are you the original owner?: <input checked="" type="checkbox"/> (YES) <input type="checkbox"/> NO					
Name:	NATHAN CORBELL		Date of Purchase:	1970	
Address (no PO Boxes): 107 WHISPERING WIND					
City:	GEORGETOWN	State:	TEXAS	Zip:	78633
Phone (Daytime):	512-864-0138		Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) DJNE@GMAIL.COM DJNE@GMAIL.COM					
E-mail Address:					
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.					
Please describe your problem and date of occurrence:					
<p>WAS UNLOADING WHEN GUN FIRED.</p> <p>TOO FAR BACK TO REMEMBER - EARLY 1970's.</p> <p>THIS GUN HAS NOT BEEN USED SINCE THIS MISHAP!!</p>					
500 characters left					
Ammunition Information:					
Manufacturer:	REMINGTON		Type:	CORE LOCK	
Other (i.e. bullet weight/type, shot size, powder): 150 GR 7MM MAG.					
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:	HOPPE
How often do you clean the bore? (Months or Number of rounds)	* AFTER EACH USE! WHEN NEEDED
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:	HOPPE
How often do you lubricate the bore? (Months or Number of rounds)	*
How often do you lubricate the action? (Months or Number of rounds)	*
How often do you lubricate the trigger assembly? (Months or Number of rounds)	*
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="radio"/> YES <input type="radio"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	NEVER
What were the services performed?)	
<p>Remington Arms Co., Inc.          Attn: Arms Service Division          14 Hoefler Avenue          Ilion, NY 13357</p>	
<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.</p>	

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/8/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxxxx	
DESCRIPTION: <div style="text-align: center;">700 6372497</div>			

## LABEL INFORMATION

MAIL LABEL TO:	Nathan Corvell 107 Whispering Wind Georgetown, TX 78633
RETURN ITEM TO:	Rem Prod Serv

**PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR**

4XX596      NOV 8, 2010      ALL CURR USD      1 OF 1  
SVC CRDCOM      ACT WT 10.0 LBS  
TRACKING# 124XX5969067722991  
REF 1: NATHAN CORVELL/CD/CM  
REF 2: 700/6372497

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
		SP 0.00
TOT PUB CHG 10.54	PUB+HANDL INC	10.54







