

BARBER - Kinzer PPS GAL RE 0010949

Remington Arms Co., Inc.

Product Service

Legal Case #:4889

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209694	11/8/2010	10/28/2010	11/9/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	TX Acres Sub	John	Hawkins	#400 Shorthorn Dr	Onalaska	AK	77360		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S fired while injecting a shell C	Cause:4006 Altered Adjustments or Components Concern:1008 Fired on Bolt Closing		Unknown	

I own and have had the experience of my Remington 700 to fire unexpectedly while injecting a shell into the chamber in the past while Deer hunting ! Serial # of my 700 Remington for informational purposes is 6865540 -- ( a 30-06 ) ! Since both myself and members of my immediate family ( i.e.: two Sons and two Grandsons) have Remington 700 rifles , the recent article regarding the trigger problem has me and my Sons and Grandsons very-very concerned about using this rifle again without the trigger problem being fixed ! We are in the early stages of the Texas Deer Season and I certainly do not want my Sons or Grandsons using a rifle that has not had required repairs and / or made safe to use !

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	6865540	KZ 5/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner		
	SPORTING GDS HOUSTON TEXAS	SCOPE,RINGS,BASE,LEATHER SCOPE COVER	U		

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, at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				

10/28/10 Sending ARS for his rifle and sent him a listing of RARC's for his son and grandson's to send their's for inspection. They have not had a problem.cm 10/29/10 He does not have a dealer or local UPS center to ship through. I've called UPS and scheduled a pick-up at his home, pick-up # 294AC3OQM9J.cm 11/11/10 Anne Harper has already contacted Hawkins and received approval to repair.cm

**BARBER - Kinzer PPS GAL RE 0010950**  
 Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 30-06 SPR
	Date Code		KZ
	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	
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	SOME SCRATCHES AND DENTS
	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---	UNABLE TO CHECK WITH A SCOPE ON
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED AND RESEALED
	Sub-Assembly	M/700 Bolt Lock	

**BARBER - Kinzer PPS GAL RE 0010951**

Non-Remington Components	Description	SCOPE,RINGS,BASE,LEATHER SCOPE COVER
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22"  
KZ  
5/7  
253

4889

October 28, 2010

John Hawkins  
TX Acres Sub  
#400 Shorthorn Dr.  
Onalaska, AK 77360

Subject: #4889, Model 700

Dear Mr. Hawkins,

Per our previous emails, you should receive an email with your prepaid UPS ground shipping label for shipment of the firearms to our factory within the next 24-48 hours. Please include a copy of the attached 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 "Supry".

I will contact you if there are any charges to get your approval. If it is no charge they will repair and send back.

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

could not duplicate concerns  
check over, replace TPA, clean &  
test fire under bolt lock  
program for \$20.00.

Quote

Serial Number:

6865540

Model: 700



RE00209694

1 Drive • P.O. Box 700 • Madison, NC 27025

Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

October 29, 2010

Remington Arms Co., Inc.  
14 Hoefler Ave.  
Ilion, NY 13357

Dear Sir, Madam,

This note is forwarded to you and shall be installed in the package sent to you containing my Remington 700 BDL 30-06 Rifle at the request of Christy Mitchell-Consumer Affairs Administrator—phone # 800-241-97—ext 8684— # 870 Remington Dr. , Madison, NC zip 27025.

Ms Mitchell asked that I include information as to the problem I encountered with this rifle. Here is a brief statement:

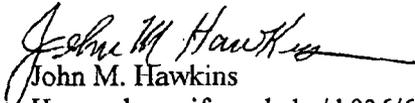
While hunting months ago and in a deer blind—I loaded my Rifle in the appropriate shell magazine and when I attempted to put a shell from the magazine into the chamber via the bolt action lever—at the point when I closed the bolt—prior to which I put the safety on from the off position which is required to open the bolt, my rifle fired with my finger no where near the trigger! Very lucky that the weapon was pointed out of the blind window and the bullet hit far in front of the blind and did no harm to anyone or anything!

Thanks for inspecting this weapon for this problem. It has been many months since I used this rifle but I have always taken good care of my firearms and will continue to do so.

I request that you return any items (scope, scope lens cover and gun case if any) to the following ground address and provide me via email shown below, the tracking numbers for all returned items after the inspection is completed!

John M. Hawkins  
# 400 Shorthorn (Texas Acres Subdivision)  
Onalaska, Texas 77360 email address [jjhawk@suddenlink.net](mailto:jjhawk@suddenlink.net)

Regards,

  
John M. Hawkins  
Home phone-if needed a/d 936/646-4555

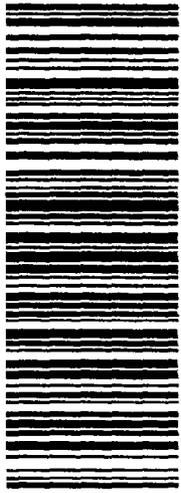
Cc: Christy Michael—Consumer Affairs Administrator  
870 Remington Dr.  
Madison , NC 27025

UPS Electronic Return Label: View/Print Label

1. Ensure that there are no other tracking labels attached to your package.
2. Fold the printed label at the dotted line. Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label. Take care not to cover any seams or closures.
3. Drop-off
  - o Take this package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or Authorized Shipping Outlet near you. Items sent via UPS ReturnsSM Services(including via UPS Ground) are accepted at Drop Boxes, to find your closest UPS location visit [www.ups.com/content/us/en/index.jsx](http://www.ups.com/content/us/en/index.jsx) and select Drop Off. Drop Off Locator
  - o Daily Pick up customers: Have your shipment(s) ready for the driver as usual.

copy ↓

FOLD HERE

JOHN M HAWKINS TX ACRES SUB, #400 SHORTHORN D ONALASKA TX 77360  <b>10 LBS</b>  <b>RS</b>  <b>SHIP TO:</b> ATTN: PRODUCT SERVICES REMINGTON ARMS CO., INC. 14 HOEFLER AVE. ILLION NY 13357	NY 135 0-01 	<b>UPS GROUND</b> TRACKING #: 1Z 4XX 596 90 6559 5892 	  DESC: FIREARMS RETURN SERVICE  Reference No. 1: JOHN M HAWKINS/CD/CM Reference No. 2: 700/6865540 <small>XPJ 10.07.28 WXPJBBB 05.0A.10/2010</small>
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https://www.ups.com/u.a/L.class?7E4XX5969065GEynxZXFzyo%3DOSq

10/29/2010

Reference #	101026-000068
Status	Unresolved
Assigned To Administrators	Christy -
Product Ammunition	
SLA	Not specified
Queue	CSR
Date Created	10/26/2010 12:41 PM
Initial Response	None
Last Updated	10/27/2010 09:40 AM
Customer SmartSense	+1 (on -3 to +3 scale)
Staff SmartSense	0 (on -3 to +3 scale)

### Remington BDL 700 Bolt Action Rifle !

#### Discussion Thread

Customer (John Hawkins)

10/26/2010 12:41 PM

Dear Sir / Ms ,

I own and have had the experience of my Remington 700 to fire unexpectedly while injecting a shell into the chamber in the past while Deer hunting !

Serial # of my 700 Remington for informational purposes is 6865540 - ( a 30-06 ) ! *1975*

Since both myself and members of my immediate family ( i.e.: two Sons and two Grandsons) have Remington 700 rifles , the recent article regarding the trigger problem has me and my Sons and Grandsons very-very concerned about using this rifle again without the trigger problem being fixed ! We are in the early stages of the Texas Deer Season and I certainly do not want my Sons or Grandsons using a rifle that has not had required repairs and / or made safe to use !

We all take meticulous care of all our guns ( rifles and shotguns ) to make sure they are clean and serviced properly -just for your information !!

My questions are three ( 3 ) fold :

- 1- How do we determine who your Authorized and Qualified Remington repair facilities in Houston,TX., and Lafayette , LA. are ? Please send me via my email address ( [jjhawk@suddenlink.net](mailto:jjhawk@suddenlink.net) ) a list of these qualified locations for each place !
2. Would you recommend sending these rifles back to Remington for trigger repairs rather than your dealers - and what is Remington's cost to make the repairs ?
3. Will Remington make a special price and / or authorized dealer reimbursement \$\$\$ 's if we select one of your Authorized Dealers to make the necessary fix to this problem ?

Thanks very much for your prompt attention to this message as time is of the essence !

John M. Hawkins  
email = [jjhawk@suddenlink.net](mailto:jjhawk@suddenlink.net)!

#### Primary Contact

First Name: John  
Last Name: Hawkins  
Organization:  
Login: [jjhawk@suddenlink.net](mailto:jjhawk@suddenlink.net)  
Title:  
Contact Type:  
Email: [jjhawk@suddenlink.net](mailto:jjhawk@suddenlink.net)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street  
City  
State/Province  
Postal Code  
Country

*10/28 Send ARS for 1 rifle. I recommended RARE's for the others.*

#### Additional Information

**Remington.**

www.remington.com

*Email*

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

*pick up Monday  
10am - 5pm.  
Nov. 1st*

**ARS LABEL REQUEST FORM**

DATE:	10/28/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b>			
MEDIA	Email to him at:		
COORDINATOR	<u>jjhawk@suddenlink.net</u>		
TO MAIL		I WILL MAIL	
DESCRIPTION:	700 6865540		

*\$10.55  
fee  
pickup  
ref #  
294AC  
30Qm9J*

**LABEL INFORMATION**

MAIL LABEL TO:	John M Hawkins TX Acres Sub #400 Shorthorn Dr Onalaska, TX 77360	Email label to him at:	<u>jjhawk@suddenlink.net</u>
RETURN ITEM TO:	Remington Product Service		

**END TO THE MEDIA COORDINATOR**

jjhawk@suddenlink.net

*ved*

4XX596      OCT 29, 2010      ALL CURR USD      1 OF 1  
SVC GND/COM      ACT WT 10.0 LBS  
TRACKING# 124XX596906595892  
REF 1: JOHN M HAWKINS/CD/CM  
REF 2: 700/6865540

HANDLING CHARGE	0.00	SVC T/P USD	
SINGLE-PIECE PUB RATE	CHRG:	RS	1.00
BY	0.00	SD	0.00
DC	0.00	SP	0.00
AH	0.00	PUB+HANDLING	9.99
TOT PUB CHG	9.99		