

Remington Arms Co., Inc.
Product Service
Legal Case #:5291

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217387	1/4/2011	12/3/2010	1/18/2011	11/29/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James Michael	Manary	2410 Speedway Dr.	Wichita Falls	TX	76308		C 817-648-9490 E jmichaelmanary@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in truck door	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

12/3/10: Customer called in. He stated on 11/29/10 he had a FSR & shot hole in truck door. No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25793	C6203961	EH	10/21/1987
Date Purchased	Where Purchased	Accessories	Original Owner			
	BEST PRODUCTS #002	TWO PIECE BASE	N			

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 - Repair @ n/c						

Repair/Replacement Cost	Repair/Replacement Date
\$62.40	1/18/2011

12/3/10: Sending ARS, ltr, form, box. Box order# 1165214. df 1/18/11: Per Ilion - Could not duplicate concern. TA dirty & hard off safety. Replace TA, clean & test fire @ n/c. I called cust. & he apprvd repair. He was please we are doing the repair @ n/c. He did not bring up the truck at all. I will email factory. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		EH
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5291&Type=Case>

1/18/2011

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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

224
E# 10/1
4#
1013

COPY

5291

December 3, 2010

James Manary
2410 Speedway Dr.
Wichita Falls, TX 76308
Ph: 817-648-9490

Ref: # 5291

Dear Mr. Manary,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
JAN 10 2011

BY:.....

enclosure

could not duplicate concern.
T.A. DIRTY + HARD off safety.
rephat PA, CLEAN + TEST fire
AT ~~PA~~ N/C
#230145

Serial Number:
C6203961
Model: **700**



RE00217387

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

3004

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>C6203961</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>J. Michael Manary</u>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <u>2410 Speedway</u>			
City: <u>Wichita Fall</u>		State: <u>Tx</u>	Zip: <u>76308</u>
Phone (Daytime): <u>(817) 648-9490</u>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>jmicahel manary @ yahoo.com</u>			
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: <u>Moving rifle from safe to fire rifle</u> <u>Fired</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Hornady</u>		Type: <u>Ballistic Typ</u>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	1 month or 6 rounds
How often do you clean the action? (Months or Number of rounds)	1 month or 6 rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	never
Brand of lubricant used:	HOPPS
How often do you lubricate the bore? (Months or Number of rounds)	1 month
How often do you lubricate the action? (Months or Number of rounds)	1 month
How often do you lubricate the trigger assembly? (Months or Number of rounds)	never
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) ?	
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p><input type="checkbox"/> 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 style="text-align: center;">:: 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</p>	

return address will be refused.
 :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Reference #
101130-000188
Status
Unresolved
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
11/30/2010 07:56 PM
Initial Response
None
Last Updated
12/02/2010 04:53 PM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

Rifle misfire

Discussion Thread

Customer (James Manary)

11/30/2010 07:56 PM

I am writing this with a concern, Yesterday, my Remington 700 30-.06 fired when I switched it from safety to fire, and caused damage to my truck. When I purchased the rifle my mother in law told me that there was a problem with the Remington 700 rifles and I told her she was crazy. Now, I am concerned about my safety and that of my family. Do you have a recall or is there a replacement. I have had many 700's in the past and never had a problem until now. I look forward to your reply.

J. Michael Manary

This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message.

Primary Contact

First Name: James

Last Name: Manary

Organization:

Login: james.manary@halliburton.com

Title:

Contact Type:

Email: james.manary@halliburton.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:	12/3/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5291 rifle			

LABEL INFORMATION

MAIL LABEL TO: James Manary 2410 Speedway Dr. Wichita Falls, TX 76308 Ph: 817-648-9490
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 7, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067626309
 REF 1: JAMES MANARY/CD/DMF
 REF 2: 5291/RIFLE

 HANDLING CHARGE 0.00 SVC T/P USD
 SINGLE-PIECE PUB RATE CHRG: RS 0.50
 DV 0.00 COD 0.00 SD 0.00
 DC 0.00 DGD 0.00 SP 0.00
 AH 0.00 PR 0.00 PUB+HANDLING 9.45
 TOT PUB CHG 9.45





