

Remington Arms Co., Inc.

Product Service

Legal Case #:5482

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217115	1/3/2011	12/21/2010	1/6/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Lovell	McDonald	1920 Ivy Ridge Rd	Cleveland	VA	24225		H 276-889-5528

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fired on closing bolt	Concern:1008 Fired on Bolt Closing		
C				

12/21/10 Per McDonald, he bought his 700 2nd hand and about 3-4 weeks ago it fired when he closed the bolt. It also has problems with the shell not firing immediately. It's been sitting unused for a while and he brought it out this year.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	B6275050	BB	1/28/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	M W DIST INC NITRO WV		N			

CONCEN: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, test fire at BLSM price						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.40	1/19/2011				

12/21/10 Mailing ARS.cm 1/19/11 Per Ilion, trigger assm dirty and sticky, sear is binding to side plates. Could not get trigger pull or sear lift. Replace TPA, clean, test fire under BLSM program price of \$20 + shipping.cm 1/20/11 Approved 1/11 by phone call to Consumer Service.cm

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	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPR
	Date Code		BB
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5482&Type=Case>

1/20/2011

	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	BINDS
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		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Not Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,SEAR BINDING TO SIDEPLATES
	Pull	---Select---	10+#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

Remington®

22"
30 1/8"
10"

5482

December 21, 2010

Lovell McDonald
1920 Ivy Ridge Rd
Cleveland, VA 24225

Subject: #5482, Model 700

Dear Mr. McDonald,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. 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 boxes with "Product Service".

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

Sincerely,

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

RECEIVED
JAN 17 2011

BY:.....

T.A. Dirty + sticky, SEAR is
BINDING to side plates, could
not get T.P. on SEAR lift.
Replace TPA, clean + test fire
UNDER BLP for \$ 20.00 + ship

enclosure

Serial
Number:

B6275050

Model: 700



RE00217115

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

30"

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

Model Number: <u>Remington model 700</u>		Serial Number: <u>B6275050</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Lovell McDonald</u>		Date of Purchase: <u>Early 80's</u>	
Address (no PO Boxes): <u>1920 Ivy Ridge Road</u>			
City: <u>Cleveland</u>		State: <u>Va</u>	Zip: <u>24225</u>
Phone (Daytime): <u>276-889-5525</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>lovellm2000@yahoo.com</u>			
E-mail Address: <u></u>			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington. <u>Yes</u>			
Please describe your problem and date of occurrence:			
<p>After trigger was pulled gun didn't fire till 1/2 sec later.</p> <p>I was closing the bolt on a live round and the ^{gun} fired.</p>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>30-06 Springfield</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 GR CORE-LOKT Pointed Soft Pt</u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Outers
How often do you clean the bore? (Months or Number of rounds)	After firing
How often do you clean the action? (Months or Number of rounds)	After firing
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	Remington Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	After firing
How often do you lubricate the action? (Months or Number of rounds)	After firing
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 type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Never	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
⚠ 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.	
:: 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.	

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/21/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Lovell McDonald 1920 Ivy Ridge Rd Cleveland VA 24225
RETURN ITEM TO:	Rem Product Service

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

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066610658
 REF 1:LOVELL MCDONALD/CD/CM
 REF 2:700

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 8.24
TOT PUB CHG 8.24		









