

Remington Arms Co., Inc.

Product Service

Legal Case #:5157

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214053	12/10/2010	11/22/2010	12/14/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William	Perkins	209 Pine Circle Dr	Pearl	MS	39208		H 601-941-9955

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C Fired when he bolted it down.	Cause:4038 Concern:1008 Could Not Duplicate Concern Fired on Bolt Closing		Unknown	

11/22/10 Per call from Perkins, he has a 700 he bought 2nd hand about 4 years ago from Vans Sptg Goods. He's shot about 4 boxes of ammo through it but recently had it fire when he bolted it down.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM M	n/a	B6472602	PD	6/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	SOUTHLAND WHLSE MONROE LA	SCOPE BASE,BOTTOM HALF OF RINGS	N			

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, test at 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

11/22/10 Mailing box and ARS.cm 12/22/10 Per Ilion, could not duplicate concern. Trig assm set screws altered. Trig assm very dirty and sticky causing parts to work sluggish. Replace TPA, clean, test fire at 1/2 normal cost.cm

*Enated inspect quote to Perkins.*

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/14/2010

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5157&Type=Case>

12/22/2010

## BARBER - Kinzer PPS GAL RE 0011817

Examination	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	24" 7MM REM MAG	
	Date Code	PD	
	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	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD M/700 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY SLUGGISH
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description	SCOPE BASE,BOTTOM HALF OF RINGS	

# Remington®

5157

24"  
PD 6/83  
3.54  
010

November 22, 2010

William Perkins  
2609 Pine Circle Dr  
Pearl, MS 39208

Subject: #5157, Model 700

Dear Mr. Perkins,

Enclosed is a UPS ground prepaid shipping label. 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:

B6472602

Model: 700



RE00214053

could not duplicate concern.  
T.A. set screws altered. T.A.  
very dirty & sticky causing  
pumps to work sluggish. Replace  
TPA, clean & test fire at  
1/2 normal cost.

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)

**frmREInquiry - Repair Inquiry**

Repair Number: **RE 00214053** Serial: **B6472602** Model: **700** Center Fire Caliber: **7** Repairman: **MM REM MAG**  
 Verify Repair: **High Priority** Status: **New 12/12/2010 5:05:33 AM**

**ADDRESS INFORMATION**

**Customer** ☒ Received from **Return To** ☐ Received from

Name: **WILLIAM PERKINS** **WILLIAM PERKINS**  
 Address 1: **2609 PINE CIRCLE DRIVE** **2609 PINE CIRCLE DRIVE**  
 Address 2: **PO Box** **PO Box**  
 City: **PEARL** **PEARL**  
 State: **MS** Zip Code: **39208** Country: **US** **MS** Zip Code: **39208** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition: Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/12/2010 5...	New	valentids	Repair Added	
12/12/2010 5...	Expedite	valentids	From: Check In	To:
12/12/2010 5...	Update	valentids	Repair information change	
12/12/2010 12...	EmailSent	ArmEmail	Repair Received	EVELYNI
12/12/2010 12...	EmailVerified	ArmEmail	Receipt	EVELYNI

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC

**Current Status**  
 New  
 12/12/2010 5:06:33 AM  
 valentids  
 Repair Bench  
 Repair Location  
 ILN  
 Current Location  
 ILN  
 Transfer Number

Repair Search Refresh Close

RECEIVED  
 DEC 17 2010

BY:.....

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

Model Number: 700	Serial Number: B6472602
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: WILLIAM PERKINS	Date of Purchase: APPROX 4 YRS AGO
Address (no PO Boxes): 2609 PINE CR. DR.	
City: PEARL	State: MS Zip: 39208
Phone (Daytime): 601 941 9955	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) EVELYN D PERKINS@BELLSOUTH.NET	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence:	
<p>I FIRED THE RIFLE AND BOLTED ANOTHER ROUND IN AND IT DISCHARGED WITHOUT TOUCHING THE TRIGGER</p>	
500 characters left	
Ammunition Information:	
Manufacturer: FEDERAL	Type:
Other (i.e. bullet weight/type, shot size, powder):	
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:	3 IN 1 OIL
How often do you clean the bore? (Months or Number of rounds)	CLEANED IT WHEN I BOUGHT IT 4 YRS AGO. IN 4 YRS
How often do you clean the action? (Months or Number of rounds)	12 MONTHS
How often do you clean the trigger assembly? (Months or Number of rounds)	NEVER CLEANED IT
Brand of lubricant used:	3 IN 1 OIL
How often do you lubricate the bore? (Months or Number of rounds)	4 YRS AGO
How often do you lubricate the action? (Months or Number of rounds)	12 MONTHS
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?)	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<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.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

HAVE SHOT 30-35 ROUNDS

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/22/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION:  700			

## LABEL INFORMATION

MAIL LABEL TO:	William Perkins 2609 Pine Circle Dr Pearl, MS 39208
RETURN ITEM TO:	Rem Prod Service

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

4XX596 NOV 24, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065972028  
REF 1: WILLIAM PERKINS/CD/CM  
REF 2: 700

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







