

BARBER - Kinzer PPS GAL RE 0013749

Remington Arms Co., Inc.
Product Service
Legal Case #:4948

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213152	12/8/2010	12/9/2010	12/9/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Eric	Wert	1648 Forest Hills Dr	Hatfield	PA	19440		H 215-872-3032 E ericFWert@lycos.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired on bolt closing	Concern:1008 Fired on Bolt Closing	Unknown	
C				

11/3/10 Per email sent to Remington.com, incident # 101028-000061, "I recently purchased a Remington 700 CDL (left hand) in 30-06 from Cabela's. During my first trip to the range, I experienced what I have heard described as a "slam fire." Essentially, the rifle fired when I was closed the bolt when neither of my hands was near the trigger nor the trigger guard. Please let me know how I can send the rifle back to Remington to have it examined and repaired. I want to ensure that this never happens again."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	G6907475	ED	10/7/2009 4:12:53 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CABELA S WHEELING DC / #		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, test at no charge to restore confidence						
	Repair/Replacement Cost	Repair/Replacement Date				
	134.94	12/13/2010				

11/3/10 Emailing ARS and letter.cm 12/13/10 Per Ilion, could not duplicate concern. Replace TPA, check over and test fire at no charge to restore confidence in rifle. Emailed Wert inspection results and the no charge repair info.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 30-06 SPR
	Date Code		ED
	Bore Plugged	False	
	Bulged	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4948&Type=Case>

12/13/2010

BARBER - Kinzer PPS GAL RE 0013749

PS 15637

BARBER - Kinzer PPS GAL RE 0013750	Fired while Obstructed	False	
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
Bolt	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	SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

frmRepairMain - FGI Repairs
File
Add Repair
BARBER - Kinzer PPS GAL RE 0013751
Repair Tools
CSR Tools
Reports
Table Maintenance
System
Location

frmREInquiry - Repair Inquiry

Repair Number: RE00213152
Serial: G6907475 Model 700 Center Fire Caliber 30 :06 SPRG LH Produced: 10/07/2009 SKU: 27107
Repairman: Charles Swanson
Status: Repairing 12/9/2010 3:24:03 PM

Verify Repair

ADDRESS INFORMATION

Customer
Received from
Return To
Received from

Name: ERIC WERT
Address 1: 1648 FOREST HILLS DR
Address 2:
PO Box:
City: HATFIELD
State: PA Zip Code: 19440 Country: US

Name: ERIC WERT
Address 1: 1648 FOREST HILLS DR
Address 2:
PO Box:
City: HATFIELD
State: PA Zip Code: 19440 Country: US

Contact / Condition
Problems
Estimate
History / Status
Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/8/2010 6:2...	New	schultscm	Repair Added	
12/8/2010 6:2...	Expedite	schultscm	From: Check In	To:
12/8/2010 12...	EmailSent	ArmEmail	Repair Received	ERICFWI
12/8/2010 12...	EmailVerified	ArmEmail	Receipt	ERICFWI
12/9/2010 2:4...	Maint	Travisbw	Repair Maintenance	Status: N

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

Current Status
Repairing
12/9/2010 3:24:03 PM
System
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search

Refresh
Close

hagletj - ILN/Prod
frmRepairMain
NAGLETJ
Thursday, Dec 9 2010
9:54 AM

start
frmRep...
9 Mic...
2 Int...
DMS
Untitled...
9 Mic...
Part Se...
M24A2
3:27 PM

3
27
39.44
35.-
17.50
15.-
134.94

RECEIVED
DEC 10 2010
BY:.....

BARBER - Kinzer PPS GAL RE 0013752

1648 Forest Hills Drive

Hatfield, PA 19440

EricFWert@lycos.comEricFWert@lycos.com>

215-872-3032

Question Reference #101028-000061

Product Level 1: Firearms

Date Created: 10/28/2010 02:26 PM

Last Updated: 11/03/2010 08:30 AM

Status: Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> ----- [--- 001:002147:06752---

Serial
Number:

G6907475

Model: 700



RE00213152

could not duplicate concern.
replace TPA, check out & test
fire at N/C to restore confidence
in rifle

warranty

BARBER - Kinzer PPS GAL RE 0013753

Zimbra Collaboration Suite

ericfwert@lycos.com

Remington 700 [Incident: 101028-000061]

1 Messages

Remington 700 [Incident: 101028-000061]

Wednesday, November 03, 2010 8:30:55 AM

From: info@remington.com

To: ericfwert@lycos.com

Reply To: info@remington.com

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here.

Subject

Remington 700

Discussion Thread

Response (Chris)

11/03/2010 08:30 A

Mr. Wert, I apologize for the delay in responding. I will email a prepaid UPS ground shipping label to you i the next 24-48 hours. Please print it and tape it to your rifle box. Take it to a UPS terminal or UPS driver an shipping is paid. I will also email a letter with my contact information. Please print a copy and insert it insid the rifle box before shipping. We will inspect the rifle at no charge and contact you with the results and how we can resolve.

If you would like to contact me directly, following is my direct information.

Thank you again for your patience.

Christy Mitchell

christy.mitchell@remington.com

800-342-9700, ext 8684

Customer (1 ericfwert@lycos.com)

10/28/2010 02:26 P

I recently purchased a Remington 700 CDL (left hand) in 30-06 from Cabela's. During my first trip to the range, I experienced what I have heard described as a "slam fire." Essentially, the rifle fired when I was closed the bolt when neither of my hands was near the trigger nor the trigger guard. Please let me know how can send the rifle back to Remington to have it examined and repaired. I want to ensure that this never happens again.

I own and enjoy other Remington firearms and trust that the company will help me resolve this problem. Thank you for your prompt response.

Eric Wert







