

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5062

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214439	12/13/2010	11/11/2010	12/15/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rene	Arencibia	6315 Maynada St.	Coral Gables	FL	33146		H 305-662-1201 C 786-493-4753 F 305-373-7593 E rene6315@yahoo.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Unexplained Discharge			

11/11/10: Customer called in. He saw the media info & is upset we are not replacing triggers outright. He was hunting 10 yrs ago & he stated the rifle fired by itself. He doesn't remember the circumstances. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/338 WIN MA	n/a	S6251920	DO	9/26/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT CENTER INC	SCOPE BASE	Y			

CONCERN:FIRED OPENING THE BOLT

## Ammunition Information - None Defined

## Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV

Per Ilion - Quote to repair

Repair/Replacement Cost	Repair/Replacement Date

11/11/10: Sending ARS, ltr, form & box. Box order# 1158611. df 12/31/10: Per Ilion - Could not duplicate concern. To restore confidence in rifle can offer to replace TA, clean & test fire at 1/2 normal cost. Customer apprvd quote & paid by credit card. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/15/2010

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 338 WIN MAG
	Date Code		DO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	SOME LITE RUST ON F.P. HEAD
	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		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.017
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	True	PULL SCREW ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

5062

**COPY**

24"  
DO 9/9  
3.5#  
1017

November 11, 2010

Rene Arencibia  
6315 Maynada St.  
Miami, FL 33146  
Ph: 786-493-4753

Ref: # 5062

Dear Mr. Arencibia,

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, H&R customer.

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

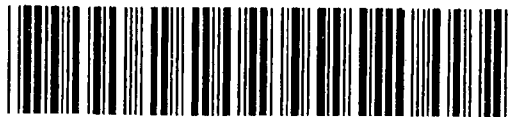
enclosure

could not duplicate concern.  
To restore confidence in rifle  
can offer to replace TPA, clean  
& test fire at 1/2 normal cost.

Serial Number:

**S6251920**

Model: **700**



**RE00214439**

Quote  
RECEIVED  
DEC 22 2010

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)

Print

Reset

<b>Model</b> Number: 700 SS		<b>Serial</b> Number: S 6251920	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Rene Arencibia		Date of Purchase:	
Address (no PO Boxes): 6315 Maynada Street			
City: Coral Gables	State: FL	Zip: 33146	
Phone (Daytime): 786-493-4753		Fax: 305-373-7593	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) rene6315@yahoo.com			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> I bought this rifle around 1995-96 for an Elk hunt. Shot my Elk on Oct 1997 and I have NOT used the rifle again even since I must have put less than 250 rounds thru this rifle. One time when I was in the range sighting in the rifle before the trip I did experience a shot fired without me pulling the trigger I was in the process of taking out a shell from the chamber and when I was opening the bolt with the safety ON the gun went off, thank God the line was HOT & everybody was behind the line. <i>Please Replace TRIGGER Don't Feel SAFE using this Gun</i> <i>Thankyou Rene A</i>			
2 characters left			
<b>Ammunition Information:</b>			
Manufacturer: Remington/Federal/Winches		Type: various	
Other (i.e. bullet weight/type, shot size, powder): 180-225gr			
<b>Handload Information:</b>			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
<b>Firearms Care (Cleaning and Lubrication):</b>			
Brand of cleaning solution used: hoppe			

How often do you clean the bore? (Months or Number of rounds) after 30 or 40 rounds
How often do you clean the action? (Months or Number of rounds) after 30 or 40 rounds
How often do you clean the trigger assembly? (Months or Number of rounds) 250 rounds
Brand of lubricant used: hoppe
How often do you lubricate the bore? (Months or Number of rounds) after 30 or 40 round
How often do you lubricate the action? (Months or Number of rounds) after 30 or 40 round
How often do you lubricate the trigger assembly? (Months or Number of rounds) 250 rounds
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input checked="" type="checkbox"/> YES <input 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?) n/a
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>
<input type="checkbox"/> <b>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.</b>  :: 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. :: 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.



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/12/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
<del>PLEASE CHECK ONE</del>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5062 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Rene Arencibia 6315 Maynada St. Miami, FL 33146 Ph: 786-493-4753
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 12, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067134537  
REF 1:RENE ARENCIBIA/CD/DMF  
REF 2:5062/RIFLE

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs: 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

