

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5305

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/6/2010					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Paul	Batten	Rt 1 Box 109 1/2	Elizabeth	WV	26143		H 304-275-4431 E pebatten@hotmail.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1020 Fired on Bolt Opening			
C	FBC & FSR			

Customer sent in an email. He stated that his father in law purchased a Model 700 new in 1968. He wants to pass it down but had 2 incidents with it. One time it fired on safe release & another time it fired when the bolt was opened. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	n/a	6221729		
Date Purchased	Where Purchased	Accessories	Original Owner			
	W H SMITH PAKERSBURG W VA		U			

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

12/6/10: I will email ltr & form. I will ask media coord. to email ARS. df 12/13/10: Customer received the letter, form, and ARS. However, he sent an email stating that he would not be sending the gun to us. He feels that we would mistreat the gun & he is dissappointed that we are not taking care of our obligations. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

## **Fulcher, Dell Marie**

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**From:** paul batten [pebatten@hotmail.com]  
**Sent:** Sunday, December 12, 2010 12:21 PM  
**To:** Fulcher, Dell Marie  
**Subject:** RE: Paul Batten - Ref# 5305

Hello, I have thought hard about sending the 700. I do not know how other people feel but this is a real nice gun and we know there is a problem with the 700, too many cases have been filed. I will not send the gun and not know how it is treated, too many years of care has been taken for someone to burn the barrel off of it testing it. I only want the repair, there are all kinds of guns out there for sale you can buy and test. I am very dissapointed that remington will not take care of their obligation to the people who made them the success they are today. Paul E. Batten

> From: [Dell.Fulcher@remington.com](mailto:Dell.Fulcher@remington.com)  
> To: [pebatten@hotmail.com](mailto:pebatten@hotmail.com)  
> Date: Mon, 6 Dec 2010 10:55:19 -0500  
> Subject: Paul Batten - Ref# 5305  
>  
> Please see attachment.  
> If you do not receive attachment please let me know & I'll mail the paperwork out to you.  
>  
> Sincerely,  
> Dell Fulcher | Consumer Affairs Administrator Remington Arms Company, Inc.  
> 870 Remington Dr., PO Box 700, Madison, NC 27025-0700  
> Phone: 1.800.243.9700 | Fax: 336.548.7872 Freedom Group Family of Companies: Remington | Marlin | Bushmaster  
Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis | EOTAC | Dakota  
Arms | Parker Gun  
>  
> Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

<b>Reference #</b>
101125-000098
<b>Status</b>
Waiting
<b>Assigned To</b>
Administrators
Dell -
<b>Product</b>
History
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
11/25/2010 09:26 PM
<b>Initial Response</b>
12/06/2010 10:29 AM
<b>Last Updated</b>
12/06/2010 10:29 AM
<b>Customer SmartSense</b>
+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>
+1 (on -3 to +3 scale)

**A form was submitted on REMINGTON - PROD.****Discussion Thread****Response (Dell -)**

12/06/2010 10:29 AM

Dear Paul,  
 We apologize for the delay in a response. We would like to have the firearm come into our Product Services Department at our factory for examination. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred, and what you are expecting.

Sincerely,  
 Dell

**Customer (Paul Batten)**

11/25/2010 09:26 PM

Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us

First Name: paul

Last Name: batten

Email: [pebatten@hotmail.com](mailto:pebatten@hotmail.com)

Address 1: rt# 1 box 109&amp;1/2

Address 2:

Telephone: 304-275-4431

City: Elizabeth

State: WV.

Zip Code: 26143

Country: USA

**Comments:**

Hello, My father in law purchased a model 700 now in 1968 it has been well cared for and used to deer hunt with two weeks a year, never altered in any way. Thinking of passing it on to his grandson but is reluctant due to a couple of incidents that have occurred. One day he turned off the safety and it instantly fired. Another time he was unloading and when he lifted the bolt it fired throwing the bolt open injuring his thumb. The serial number is 6221729. Can you help us? Thank you, Paul

**Primary Contact**

First Name: Paul

Last Name: Batten

Organization:

Login: BRnWJXkzpdw18

Title:

Contact Type:

Email: [pebatten@hotmail.com](mailto:pebatten@hotmail.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**

5305



*Emailed to cust.*

December 6, 2010

Paul Batten  
Rt Box 109 1/2  
Elizabeth, WV 26143  
Ph: 304-275-4431  
Email: pebatten@hotmail.com

Ref: # 5305

Dear Mr. Batten,

**You will receive a pre-paid shipping label in a separate email within 24-48 hours. 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

enclosure

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)

**[COPY]**

December 6, 2010

Paul Batten  
Rt Box 109 1/2  
Elizabeth, WV 26143  
Ph: 304-275-4431  
Email: pebatten@hotmail.com

Ref: # 5305

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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)

PS 11705

Print

Reset

<b>Model</b> Number: <input type="text"/>		<b>Serial</b> Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
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: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
<b>Ammunition Information:</b>			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
<b>Handload Information:</b>			
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"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <input type="text"/>
What were the services performed?) <input type="text"/>
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.



**Remington.**

www.remington.com

*Enail*

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

## ARS LABEL REQUEST FORM

DATE:	12/6/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA			
COORDINATOR XXXXXX		I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref # 5305 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Paul Batten Rt Box 109 1/2 Elizabeth, WV 26143 Ph: 304-275-4431 Email: pebatten@hotmail.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

**PLEASE COMPLETE ALL PARTS OF THIS FORM**

4XX596 DEC 6, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969065805191  
REF 1: PAUL BATTEN/CD/DMF  
REF 2: 5305/RIFLE  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD  
DV 0.00 COD 0.00 RS 1.00  
DC 0.00 DGD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 8.70 PUB+HANDLING 8.70

pebatten@hotmail.com