

Remington Arms Co., Inc.

Product Service

Legal Case #:5242

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215252	12/17/2010	11/30/2010	1/3/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Wayne	Baughman	520 Oakview Ln	Greensburg	PA	15601		H 724-836-1841

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on safety release	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release		Unknown
C				

PI

PD

S

C

11/30/10 Per call from Baughman, he owns 4 Model 700's and 1 Model 721. One of the 700 in 30-06 fired when the safety was removed. This was his wife's uncles rifle.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	363179 DR	1/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner		
		TWO PIECE BASE,SCOPE,RINGS	N		

CONCERN:FSR

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 under BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
58.28	1/12/2011

11/30/10 Mailing ARS for the 700 that had the FSR.cm 12/10/10 Mailed him a 700 manual per his request.cm 1/12/11 Baughman is mailing a check and approved repair. Wants two additional manuals mailed to give one to his son for proper maintenance.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2011
	Product Type		RF

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5242&Type=Case>

1/12/2011

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		DR
	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	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		M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	HARD OFF SAFETY
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,SCOPE,RINGS

5242

22"
DR9/68
3#

November 30, 2010

Wayne Baughman
520 Oakview Ln
Greensburg, PA 15601

Subject: #5242, Model 700

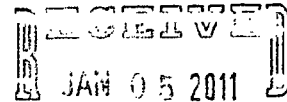
Dear Mr. Baughman,

Enclosed is the prepaid UPS ground 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". Apply the label to your box and take it to a UPS terminal or driver for shipping.

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



BY:

enclosure

Serial Number:
363179
Model: 700



RE00215252

could not duplicate concern
HARD off safety. can often to
replace TPA, clean & test fire
under BCP for \$20.00 + ship

Quote

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

3000

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

Model Number: <u>700</u>		Serial Number: <u>363179</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO - IT WAS MY WIFE'S UNCLE, WHO BOUGHT IT NEW			
Name: <u>WAYNE BAUGHMAN</u>		Date of Purchase: <u>UNKNOWN</u>	
Address (no PO Boxes): <u>520 OAKVIEW LANE</u>			
City: <u>GREENSBURG</u>		State: <u>PA</u>	Zip: <u>15601</u>
Phone (Daytime): <u>724-836-1841</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>the.green2tor@aol.com</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>WHEN THE SAFETY WAS MOVED TO THE FIRE POSITION, THE GUN FIRED WITHOUT PULLING THE TRIGGER</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>CORE LOCK</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>180 grain</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:	HOPEE'S
How often do you clean the bore? (Months or Number of rounds)	ANY TIME GUN IS FIRED
How often do you clean the action? (Months or Number of rounds)	SAME
How often do you clean the trigger assembly? (Months or Number of rounds)	NEVER TO MY KNOWLEDGE
Brand of lubricant used:	HOPEE'S
How often do you lubricate the bore? (Months or Number of rounds)	ANY TIME GUN IS FIRED
How often do you lubricate the action? (Months or Number of rounds)	SAME
How often do you lubricate the trigger assembly? (Months or Number of rounds)	JUST THE EXTERIOR WHEN GUN IS FIRED
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 DON'T HAVE MANUAL, DON'T KNOW ABOUT WEB SITE	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
NEVER TO MY KNOWLEDGE	
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>	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/30/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xxx	
I WILL MAIL			
DESCRIPTION: 700 363179			

LABEL INFORMATION

MAIL LABEL TO:	Wayne Baughman 520 Oakview Ln Greensburg, PA 15601
RETURN ITEM TO:	Product Service

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

4XX596 NOV 30, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067451444
REF 1: WAYNE BAUGHMAN/CD/CM
REF 2: 700/363179

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 7.42 PUB+HANDLING 7.42

