

Remington Arms Co., Inc.

Product Service

Legal Case #:5415

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
216194	12/27/2010	12/13/2010	1/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kendall	Benner	51 Elroy Rd	Souderton	PA	18964		C 215-570-4773

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				

12/13/10 Per call from Benner, a week ago his 700 fired when removing the safety. It had happened about 5 years earlier and his local gunsmith checked it out for him and it didn't happen again until last week. It never happens on the first shot. It's usually the second round from the clip and it fires when you locked the bolt down and then remove the safety. He is the original owner of this rifle.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	25859	D6273127	ES	10/1/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
6/23/1999	JERRYS SPORT CENTER INC		Y			

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, replacing TPA, clean, test fire at 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

12/13/10 Mailing ARS and box.cm 1/12/11 Per Ilion, could not duplicate concern. Trigger assm dirty. Can offer to restore confidence in rifle by replacing TPA, stock, clean, test fire at 1/2 normal charges.cm

Emailed quote.m

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2011
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		ES
	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	
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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Worn; Functioning	SCRATCHED,MARRED,DENTED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Scar	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

5415

22"
ES 10/98
6.5#
1012

December 13, 2010

20.40

Kendall Benner
51 Elroy Rd
Souderton, PA 18964

Subject: #5415, Model 700

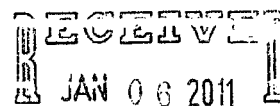
Dear Mr. Benner,

Thank you for your patience. Enclosed is a UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. 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 a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com



BY:.....

could not duplicate concern.
T.A. dirty. Can offer to restore
confidence in rifle to replace
TPA, clean + test rifle at
1/2 normal cost.

Quote

Serial Number:

D6273127

Model: 700



RE00216194

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

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

Model Number: <u>Model 700 (30-06)</u>		Serial Number: <u>06273127</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>G. Kendall Benner</u>		Date of Purchase: <u>6/23/1999</u>	
Address (no PO Boxes): <u>51 Elroy Road</u>			
City: <u>Souderton</u>		State: <u>PA</u>	Zip: <u>18964</u>
Phone (Daytime): <u>(215) 723-3690</u>		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Kendallbenner@hotmail.com</u>			
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><u>Gun fires when moving safety to fire position w/o touching trigger.</u></p> <p><u>This has happened 3 times to me, the most recent being during this past hunting season (11/29/2010). I had the gun checked over by my gunsmith several years ago after the first occurrence, but nothing was found.</u></p> <p><u>Sequence: First shot fires with no problem. Chamber a second round. Move safety to Safe position. When ready to fire second round, moving the safety back to the fire position will set the gun off.</u></p> <p><u>I cannot safely hunt with the gun acting this way, please fix.</u></p>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Express Core-Lokt (Springfield)</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>165 and 180 grain</u>			
Handload Information: <u>NA</u>			
Powder Used: _____		Powder Weight: _____	
Case/Hull Used: _____		Primer Used: _____	
Bullet Type/Shot Size: _____		Reloader Used: _____	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/13/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xxx I WILL MAIL	
DESCRIPTION: D6273127 700			

LABEL INFORMATION

MAIL LABEL TO:	Kendall Benner 51 Elroy Rd Souderton PA 18964
RETURN ITEM TO:	Rem Product Service

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

4XX596 DEC 14, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969065598450
REF 1: KENDALL BENNER/CD/CM
REF 2: 700/D6273127

HANDLING CHARGE 0.00		SVC	T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS	0.50
DV 0.00	COD 0.00	SD	0.00
DC 0.00	DGD 0.00	SP	0.00
AH 0.00	PR 0.00	PUB+HANDLING 7.42	
TOT PUB CHG 7.42			

Kendall Benner
51 Elroy Rd
Souderton PA 18964

