

Remington Arms Co., Inc.
Product Service
Legal Case #:4887

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211200	11/22/2010	10/28/2010	11/23/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bill	Bennett	37230 Fruitland Mesa Rd	Crawford	CO	81415		H 970-921-3971 E billnsally@outdrs.net

Incident Information

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

10/28/10: Customer called in. He stated that he had FSR some time ago. Wants to send gun in for repair. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	n/a	A6713225	AV	3/9/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	WHITNEY SPTG GDS DENVER CO		Y			

CONCERN:FSR,SAFETY UPDATE

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 under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$45.23	11/29/2010				

10/28/10: Sending ARS, letter, form. df 11/29/10: Per Ilion - Could not duplicate concern. TA dirty, sticky, set screws altered. Replace TA, clean, & test fire under BLM program - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/23/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	POOR MAINTENENCE
Barrel	Description		24" 22-250 REM HB
	Date Code		AV
	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---	
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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY,STICKY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

4887

COPY

24"
AV3/79
2.5#
'010

October 28, 2010

Bill Bennett
37230 Fruitland Mesa Rd
Crawford, CO 81415
Ph: 970-921-3971

Ref: # 4887, Serial# A6713225

Dear Mr. Bennett,

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 boxes with the name "Supry". Mr. Supry 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

could not duplicate concern.
T.A. dirty + sticky, set screws altered.
Replace TPA, clean + TEST fire
under BLP Ron @ 20.00 + ship

Quote

Serial Number:

A6713225

Model: 700



RE00211200

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



Factory Repair Form

VISA 4046 7301 4991 5115 Return to Previous Page

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

Cap. Hill

Model Number: <u>A6713225 700BDR</u>	Serial Number: <u>A6713225</u>
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: <u>Bill Bennett</u>	Date of Purchase: <u>8 1997</u>
Address (no PO Boxes): <u>37230 Fruitland Mesa Rd</u>	
City: <u>Crawford</u>	State: <u>CO</u> Zip: <u>81415</u>
Phone (Daytime): <u>970-921-3971</u>	Fax: <u>none</u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>billbennett@earthlink.net</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: <u>The rifles safety needs to be updated</u>	
500 characters left	
Ammunition Information: <u>Rem brass .40gr. H380 - 55gr. Hornady VMX</u>	
Manufacturer: _____	Type: _____
Other (i.e. bullet weight/type, shot size, powder): _____	
Handload Information:	
Powder Used: <u>H380</u>	Powder Weight: <u>40gr</u>
Case/Hull Used: <u>Remington</u>	Primer Used: <u>CCI</u>
Bullet Type/Shot Size: <u>Hornady VMX 55gr</u>	Reloader Used: <u>RCBS RockChucker</u>
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: <u>Bear's CR10</u>	
How often do you clean the bore? (Months or Number of rounds): <u>20-30 rds</u>	
How often do you clean the action? (Months or Number of rounds): <u>20-30 rds</u>	
How often do you clean the trigger assembly? (Months or Number of rounds): <u>yearly</u>	
Brand of lubricant used: <u>WD 40</u>	
How often do you lubricate the bore? (Months or Number of rounds): <u>20-30 rds</u>	
How often do you lubricate the action? (Months or Number of rounds): <u>yearly</u>	

How often do you lubricate the trigger assembly? (Months or Number of rounds) never

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?
 YES NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? never

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

Remington Arms Co., Inc.
 Attn: Arms Service Division
 14 Hoefler Avenue
 Ilion, NY 13357

Ⓢ 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.

:: 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.

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Other Sites 





www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/28/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL	I WILL MAIL		XXXXXX
DESCRIPTION:	Ref# 4887 Rifle S# A6713225		

LABEL INFORMATION

MAIL LABEL TO: Bill Bennett 37230 Fruitland Mesa Rd Crawford, CO 81415 Ph: 970-921-3971
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 OCT 28, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969065427340
 REF 1: BILL BENNETT/CD/DMF
 REF 2: 4887 RIFLE/A6713225

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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 10.59	PUB+HANDLING	10.59









