

Remington Arms Co., Inc.
Product Service
Legal Case #:5440

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217819	1/6/2011	12/15/2010	1/7/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Leroy	Benson	2130 Montmorenci Rd	Ridgeway	PA	15853		H 814-772-3041

Incident Information

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

12/15/10 Per call from Benson, he has had this rifle for a long time but it just recently started firing when the safety was released.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	B6484919	DD	9/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRICE WHLSE CLEARFIELD PA	TWO PIECE BASE	U			

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 fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

12/15/10 Mailing ARS.cm 1/17/11 Per Ilion, could not duplicate concern. Trigger assm set screws altered. Replace TPA, clean and test fire at 1/2 normal cost.cm

1/20 Tried to call Benson, no answer, no machine on 1/24 Tried to call him, no answer cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		DD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

DD 9/83
22"
5#
1009

5440

December 15, 2010

Leroy P. Benson
2130 Montmorenci Rd
Ridgeway, PA 15853

Subject: #5440, Model 700

Dear Mr. Benson,

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

RECEIVED
JAN 11 2011
BY: _____

Serial Number:

B6484919

Model: 700



RE00217819

could not duplicate concern
T.A. Set screws altered
Replace TPA, clean and test fire
at 1/2 normal cost.

Quote

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

247

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

Model Number:	700 CLASSIC	Serial Number:	B6484919
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name:	LEROY BENSON - P	Date of Purchase:	BACK IN 80's
Address (no PO Boxes): 2130 MONTMORENCI RD			
City:	Ridgway	State:	PA. Zip: 15853
Phone (Daytime):	814-77-23041	Fax:	NONE
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
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:			
When you TAKE OFF SAFE GUN GOS OFF			
IT did it Twice To Me			
IT did it Once To my Boy			
500 characters left			
Ammunition Information:			
Manufacturer:	Reloads only	Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:	4350	Powder Weight:	40-5
Case/Hull Used:	Remington	Primer Used:	Rem 9 1/2
Bullet Type/Shot Size:	100gr Spitzer	Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	<i>Otters</i>
How often do you clean the bore? (Months or Number of rounds)	<i>AFTER EVERY use</i>
How often do you clean the action? (Months or Number of rounds)	<i>ONCE A YEAR</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>100 ROUNDS</i>
Brand of lubricant used:	<i>Hoppe's</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>AFTER EVERY use</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>20 ROUNDS</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>12 MONTHS</i>
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 <i>No Computer</i>	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
<i>Never since New</i>	
What were the services performed?	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<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. :: 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.</p>	

700 Log Sheet - 2010 CNBC Story

Date: 12/15/10 CSR: Ch

5440

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

My Copy

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

had it long time
just started
couple yrs ago

Consumer Name: Leroy P. Benson

Address: 2130 Montmorenci Rd
Ridgeway PA 15853

Phone: 814-772-3041

Serial #: _____

Send an ARS label

4

Comments:

Remington.

www.remington.com

5440

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

ARS LABEL REQUEST FORM

DATE:	12/15/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA		xx	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Leroy P. Benson 2130 Montmorenci Rd Ridgeway, PA 15853
RETURN ITEM TO:	Rem Prod Service

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

4XX596 DEC 15, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066911609
REF 1: LEROY BENSON/CD/CM
REF 2: 700

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 7.42	PUB+HANDLING	7.42	







