

Remington Arms Co., Inc.
Product Service
Legal Case #:5302

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215413	12/17/2010	12/6/2010	12/28/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Andy	Canote	1257 Acacia Club Rd.	Hollister	MO	65672		H 417-294-3348 E cac3353@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054 As received Follows Down		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Customer sent in an email. He stated that he has had FSR twice. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	25767	C6685024	RL	11/25/1991
Date Purchased	Where Purchased	Accessories	Original Owner			
6/1/2000	SIMMONS GUN SPECIALTIES INC	SCOPE BASE,BOTTOM HALF FRT RING	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 - quote
to repair

Repair/Replacement Cost	Repair/Replacement Date

12/6/10: I will email ltr & form. I will have media coord. email ARS label. df 1/12/11: Per Ilion - Will follow down. TA is dirty & sticky causing parts to work sluggish. Replace TA, clean & test fire @ 1/2 normal charges - quote. Customer apprvd repair & pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/28/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4054	As received Follows Down	POOR MAINTENENCE
Barrel	Description		22" 243 WIN
	Date Code		RL
	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	BINDS
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; Not 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---	.013
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLOW DOWN.T.A.DIRTY, STICKY. SLUGGISH
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED

	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF FRT RING

CS 12-18-10

Remington®

5302

22"
RL 11/9
y#
1013

December 3, 2010

Andy Canote
1257 Acacia Club Rd.
Hollister, MO 65672
Ph: 417-294-3348
Email: cac3353@yahoo.com

Ref: # 5302

Dear Mr. Canote,

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

Serial
Number:

C6685024

Model: 700

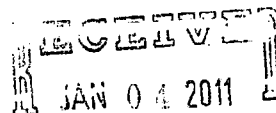


RE00215413

will follow down. T.A. is dirty +
sticky causing parts to work
sloppish. replace TPA, clean
+ test fire at 1/2 normal
cost.

Quote

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



BY:

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>C6685024</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Andy Canote</u>		Date of Purchase: <u>Approx. - 6-1-2000</u>	
Address (no PO Boxes): <u>1257 Acacia Club Rd.</u>			
City: <u>Hollister</u>	State: <u>MO</u>	Zip: <u>65672</u>	
Phone (Daytime): <u>(417) 294-3348</u>		Fax: <u>None</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>CAC3353@yahoo.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>Approx - 10-15-2009 - Loaded gun, placed safety in fire position and gun would not shoot (trigger acted like safety was still on). Then switched safety back on then back to fire position and gun discharged without trigger being touched. This had happened a few years before also, not sure of date.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Federal</u>		Type: <u>Premium 243 Winchester</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>100 grain Nosler Partition Bullet</u>			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	<u>Hoppe's Gun Cleaning Kit</u>
How often do you clean the bore? (Months or Number of rounds)	<u>Once a year (Maybe 3 rounds shot a year)</u>
How often do you clean the action? (Months or Number of rounds)	<u>Once a year</u>
How often do you clean the trigger assembly? (Months or Number of rounds)	<u>Once a year</u>
Brand of lubricant used:	<u>Hoppe's Lubricating Oil</u>
How often do you lubricate the bore? (Months or Number of rounds)	<u>Once a year</u>
How often do you lubricate the action? (Months or Number of rounds)	<u>Once a year</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<u>Once a year</u>
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	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	<u>None</u>
What were the services performed?)	<u>None</u>
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
<input type="checkbox"/> 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	

Reference #
101112-000065
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
11/12/2010 03:41 PM
Initial Response
11/23/2010 11:55 AM
Last Updated
11/24/2010 12:56 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Model 700**Discussion Thread****Customer (Andy Canote)**

11/24/2010 12:56 PM

Dell, I have provided the information you have requested and I thank you for your help.
Remington model 700 serial number C6685024 243 WIN.

Andy Canote
1257 Acacia Club Rd.
Hollister, MO 65672

Phone (417) 294-3348
--- On Tue, 11/23/10, Remington Information wrote:

From: Remington Information
Subject: Model 700 [Incident: 101112-000065]
To: cac3353@yahoo.com
Date: Tuesday, November 23, 2010, 10:55 AM

Response (Dell -)

11/23/2010 11:55 AM

Dear Andy,
If you are in the U.S. - We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. 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 (Andy Canote)

11/12/2010 03:41 PM

I have a remington model 700 chambered for .243 that has presented a problem. It seems (twice now) I have put safety in "fire" position and try to pull the trigger and it will not move and then when I return safety to "safe" position the gun discharges.

I really love my gun and wish to take care of this problem so I can continue to hunt with it for many more years and then pass it on to my son. I have read articles that you take these issues seriously and understand I needed to contact you and see what I need to do to get this issue resolved. Thanks, Andy

Primary Contact

First Name: Andy
Last Name: Canote
Organization:

Login: cac3353@yahoo.com
Title:

Contact Type:**Email:** cac3353@yahoo.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**

5302

Remington®

12/3/10

emailed to cust.

Dell

December 3, 2010

Andy Canote
1257 Acacia Club Rd.
Hollister, MO 65672
Ph: 417-294-3348
Email: cac3353@yahoo.com

Ref: # 5302

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D. Fulcher
Consumer Affairs Administrator
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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

PS 12113

[COPY]

December 3, 2010

Andy Canote
1257 Acacia Club Rd.
Hollister, MO 65672
Ph: 417-294-3348
Email: cac3353@yahoo.com

Ref: # 5302

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Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Fulcher, Dell Marie

From: postmaster@remington.com
To: cac3353@yahoo.com
Sent: Monday, December 06, 2010 10:14 AM
Subject: Relayed: Message relayed (cac3353@yahoo.com)

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

cac3353@yahoo.com

Subject:

Remington.

www.remington.com

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
PLEASE CHECK ONE			
MEDIA			
COORDINATOR XXXXXX		I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref # 5302 rifle			

LABEL INFORMATION

MAIL LABEL TO: Andy Canote 1257 Acacia Club Rd. Hollister, MO 65672 Ph: 417-294-3348 Email: cac3353@yahoo.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

PLEASE COMPLETE ALL PARTS OF THIS

4XX596 DEC 6, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066527016
REF 1: ANDY CANOTE/CD/DMF
REF 2: 5302/RIFLE
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: 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 9.95 PUB+HANDLING 9.95

cac3353@yahoo.com



