

## Remington Arms Co., Inc.

Product Service

Legal Case #:4840

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210430	11/15/2010	10/25/2010	11/18/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Casey's Gunsmith Shop	Casey's	Gunsmit	297 Roxbury Rd	Mexico	ME	04257		W 207-357-5658

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S FSR twice	Concern:1007 Fired on Safe Release			
C				

10/25/10 Per call from dealer, Casey's, he is sending a rifle in for one of his customer's who has had this rifle fire when the safety was removed twice.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM 08 REM	25800	C6723624	XW	12/10/1993
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT CENTER INC		Y			

CONCERN:FSR, REQUESTS REPLACEMENT

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
Replace TPA, test at 1/2 normal charges as gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	65.02	11/23/2010				

10/25/10 Dealer is shipping to factory. Needs to get back quickly for customer before season opens.cm 11/18/10 Called dealer, explained condition and cost at 1/2 price as goodwill. He approved charges.cm 11/23/10 Repairman has added that the barrel chamber is pitted and needs replacing. The only bbl available will be black rather than camo. Called Casey and he said black is fine, we will replace bbl no charge since we did not have matching and since the info on the barrel was not provided on the first inspect and quote.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		F.SUPRY
	Exam Date		11/16/2010

Examination	Product Type	RF	
	Action Type	A	
	Assigned To	F.SUPRY	
Cause	4015	Improper Maintenance	
Barrel	Description	22" 7MM08 REM CAMO	
	Date Code	XW	
	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	BOLT BODY RUSTY
	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	RUSTY/DIRTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD M/700 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	RUSTY
	Tests	Test Fired	False
Feeding Test	False		
Trigger	Condition	Slightly Worn; Not Functioning	RUSTY/DIRTY TRIG RETURN SLUGGISH
	Pull	---Select---	8.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

frmREInquiry - Repair Inquiry																																		
Repair Number: <b>RE00210430</b>		Serial: C6723624 Model 700 Center Fire, Caliber 7 MN-08 REM Produced 12/10/1993 SKU: 25800				Repairman:		Status: <b>Parked 11/16/2010 6:13:07 AM</b>																										
Verify/Repair																																		
ADDRESS INFORMATION																																		
Customer		<input checked="" type="radio"/> Received from		Return To		<input type="radio"/> Received from																												
Name: <b>DAN CASEY</b>				Name: <b>DAN CASEY</b>																														
Address 1: <b>297 ROXBURY ROAD</b>				Address 1: <b>297 ROXBURY ROAD</b>																														
Address 2: <b>PO Box</b>				Address 2: <b>PO Box</b>																														
City: <b>MEXICO</b>				City: <b>MEXICO</b>																														
State: <b>ME</b> Zip Code: <b>04257</b> Country: <b>US</b>				State: <b>ME</b> Zip Code: <b>04257</b> Country: <b>US</b>																														
FRL: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>																																		
<input type="radio"/> Contact / Condition <input type="radio"/> Problems <input type="radio"/> Estimate <input type="radio"/> History / Status <input type="radio"/> Shipping / Billing																																		
<table border="1"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> </tr> </thead> <tbody> <tr> <td>11/15/2010 3...</td> <td>New</td> <td>lpatall</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>11/16/2010 6...</td> <td>Maint</td> <td>Travisbw</td> <td>Repair Maintenance</td> <td>Status: Estim</td> </tr> <tr> <td>11/16/2010 6...</td> <td>ParkedExt...</td> <td>Travisbw</td> <td>Placed in PS Back Rack</td> <td>hold for dispo</td> </tr> <tr> <td colspan="5"></td> </tr> </tbody> </table>					Date	Code	User ID	Desc1	Desc2	11/15/2010 3...	New	lpatall	Repair Added		11/16/2010 6...	Maint	Travisbw	Repair Maintenance	Status: Estim	11/16/2010 6...	ParkedExt...	Travisbw	Placed in PS Back Rack	hold for dispo						<input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return as Received <input type="checkbox"/> Has Been Approved <input type="checkbox"/> Internal Repair <input type="checkbox"/> Exclude TATC				
Date	Code	User ID	Desc1	Desc2																														
11/15/2010 3...	New	lpatall	Repair Added																															
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					Current Status <input checked="" type="radio"/> Parked 11/16/2010 6:13:07 AM <input type="radio"/> Travisbw <input type="radio"/> Product Services <input type="radio"/> Repair Location <input type="radio"/> ILN <input type="radio"/> Current Location <input type="radio"/> ILN <input type="radio"/> Transfer Number																													
<input type="button" value="Repair Search"/>					<input type="button" value="Refresh"/> <input type="button" value="Close"/>																													

47.00 trig  
17.- sat  
11.50 test

~~\$~~ 75.50

+ tax

dis

RECEIVED  
NOV 17 2010

BY: \_\_\_\_\_

REDACTED

1843

exp. 6/14

4840  
November 9, 2010

Casey's Gunsmith Shop  
297 Roxbury Rd  
Mexico, ME 04257

Subject: #4840, Model 700

Dear Sir,

Per our conversation, following is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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 as a loyal Remington customer.

Sincerely,

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

enclosure

Serial Number:

C6723624

Model: 700



RE00210430

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

# Remington.

## FACSIMILE TRANSMITTAL SHEET

To: DAN CASEY Date: 11/9/10  
 Company: CASEY'S GUN SHOP From: Christy Mitchell  
 Fax No.: 207-364-8028 Fax No.: \_\_\_\_\_  
 Phone No.: (207) 357-5658 Phone No.: 800-243-9700 x 8684

Number of pages including Cover Sheet: \_\_\_\_\_

### COMMENTS:

Rifle Fires when SAFETY is moved	
From "SAFE" To "Fire"	
- Happened Twice -	

### PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700  
 Phone 336-548-8700 • [www.remington.com](http://www.remington.com)

(207) 357-5658

10/26/10

Olsey's Gun Shop

297 Roxbury Road

Mexico MAINE

04259

Dear Remington:

I AM RETURNING THIS  
MODEL 700 (CUSTOMERS)  
WHICH FIRED WHEN LOADED  
BY MOVING THE SAFETY  
FROM SAFE TO FIRE.

THIS HAPPENED TWICE.

NARROWLY MISSING FAMILY  
MEMBERS.

REPLACING THIS  
FIREARM WOULD SATISFY  
THE CUSTOMER. *AKA*



November 9, 2010

Casey's Gunsmith Shop  
297 Roxbury Rd  
Mexico, ME 04257

Subject: #4840, Model 700

Dear Sir,

Per our conversation, following is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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".

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enclosure

**PS 12141**

# Remington®

## FACSIMILE TRANSMITTAL SHEET

To: \_\_\_\_\_ Date: 11/9/10

Company: \_\_\_\_\_ From: Christy Mitchell

Fax No.: 207-364-8028 Fax No.: \_\_\_\_\_

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Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700  
Phone 336-548-8700 • [www.remington.com](http://www.remington.com)

RETURN SERVICE  
CUSTOMER RECEIPT

SHIP TO:  
PRODUCT SERVICES  
REMINGTON ARMS CO., INC.  
14 HOFELER AVE.  
ILION NY 13357

CUSTOMER SERVICE  
800-742-5877

PACKAGE CONTENTS: FIREARMS

REF 1: CASEYS GUNSMITH/CO/CM  
REF 2: 700/06723624

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS

[illegible]

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER  
RETURNING THE MERCHANDISE

UPS GROUND

TRM: 12 4XX 506 90 6729 1797



These items are subject to U.S. Customs regulations. Carriage charges may also be subject to the rules relating to liability and other terms and conditions established by the Commission for the Utilization of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Control for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or services were exported from the U.S. in accordance with the Export Administration Regulations (EAS) (Export Control List 10). S. Law prohibited.

CASEY'S GUNSMITH SHOP  
297 ROXBURY RD.  
MEXICO, ME 04257

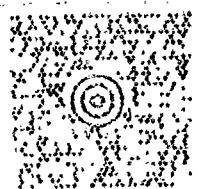
10 LBS

10

RS

SHIP TO:

PRODUCT SERVICES  
REMINGTON ARMS CO., INC.  
14 HOEFLER AVE.  
ILION NY 13357

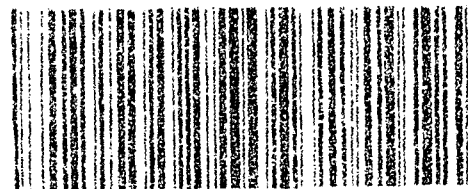


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6729 1797



BILLING: 3RD PARTY  
DESC: FIREARMS  
RETURN SERVICE

REF 1: CASEYS GUNSMITH/CO/CM  
REF 2: 700/C6723624

RS 13.0 17

LP2442 00 04 10/2010



International shipping notice: Carriage necessary may be subject to US rules relating to safety and other items. Conditions established by the Convention for the Limitation of Certain Rules Relating to International Carriage of Air (the Warsaw Convention) apply to the Convention for the Limitation of Certain Rules Relating to International Carriage of Goods by Road (the "Road Convention"). These conventions, technology or software were developed from the U.S. in accordance with the Export Administration Regulations. Directly contrary to U.S. law prohibited for export. Please call 1-800-700-7000.

TRANSMISSION VERIFICATION REPORT

TIME : 11/09/2010 15:46  
 NAME :  
 FAX : 3365487823  
 TEL :  
 SER.# : BRO00J148005

DATE, TIME  
 FAX NO./NAME  
 DURATION  
 PAGE(S)  
 RESULT  
 MODE

11/09 15:45  
 12073648028  
 00:00:29  
 03  
 OK  
 STANDARD  
 ECM

# Remington.

## FACSIMILE TRANSMITTAL SHEET

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Number of pages including Cover Sheet: \_\_\_\_\_

### COMMENTS:


# Remington.

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/9/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b> MEDIA COORDINATOR TO MAIL		<i>Fax</i> I will fax: 207-364-8028 I WILL MAIL	
DESCRIPTION:  700 C6723624			

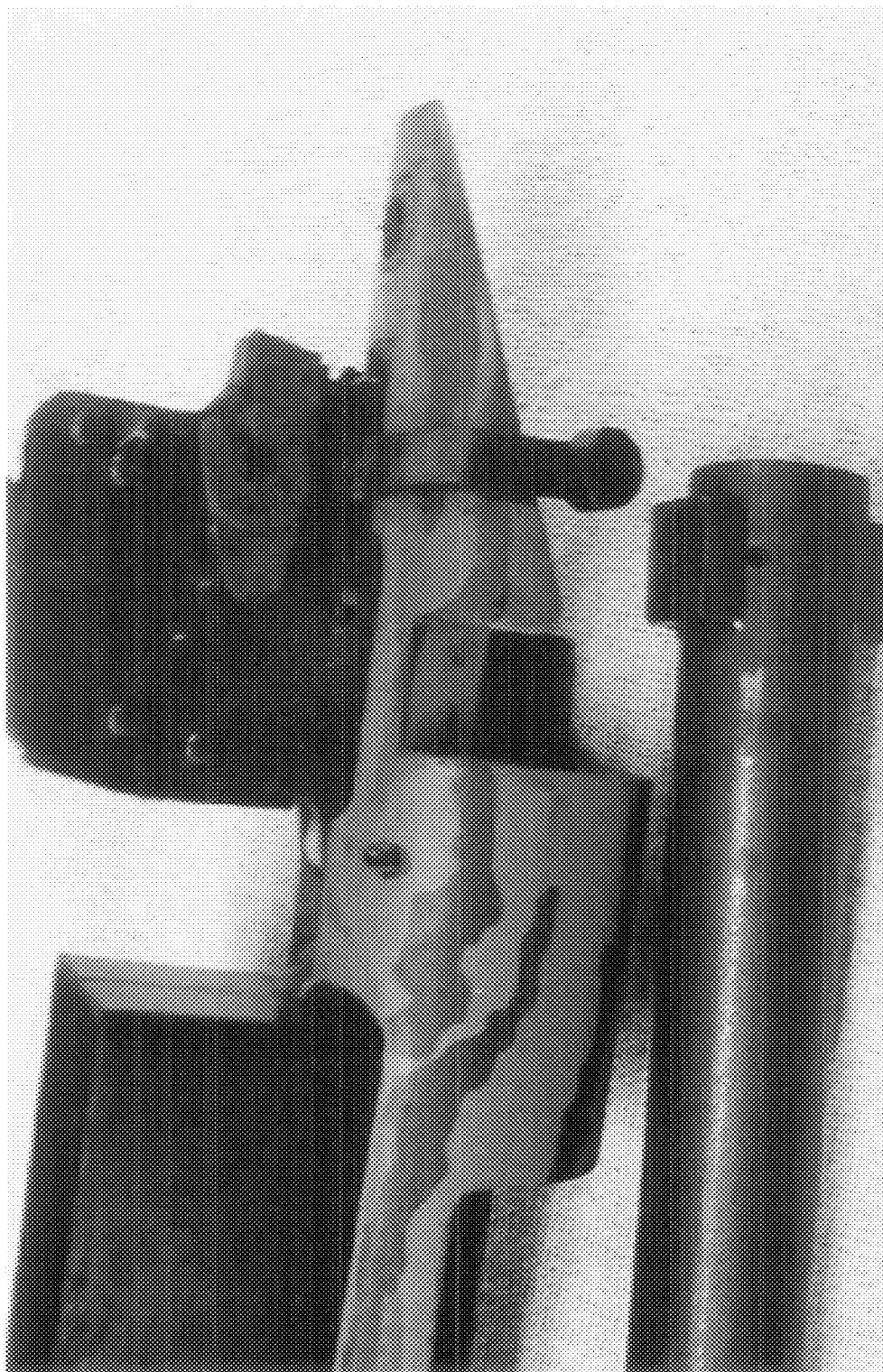
## LABEL INFORMATION

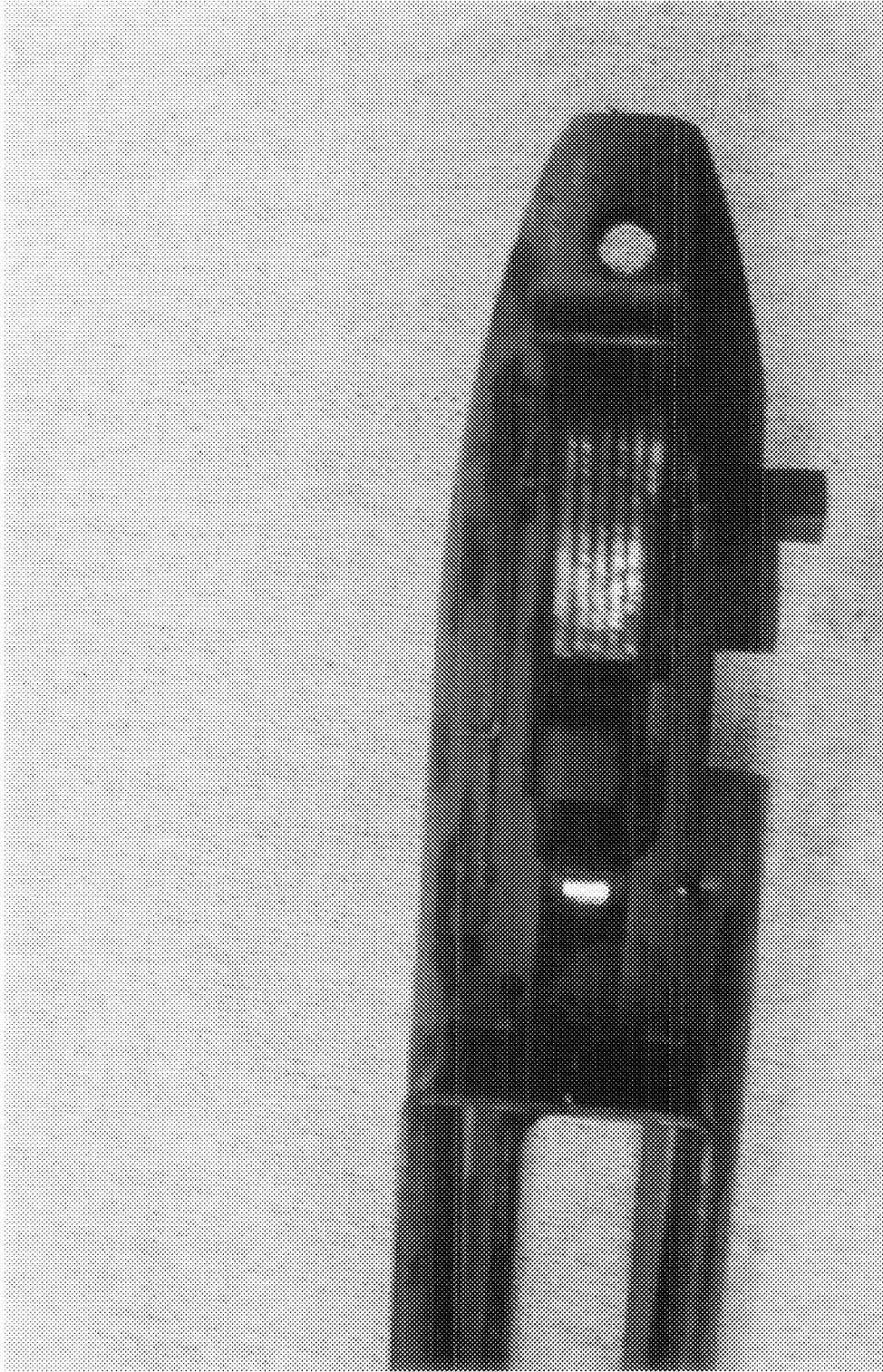
MAIL LABEL TO:	Casey's Gunsmith Shop 297 Roxbury Rd Mexico, ME 04257  I will fax: 207-364-8028
RETURN ITEM TO: Rem Product Serv	

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

4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 124XX5969067291797  
REF 1: CASEYS GUNSMITH/CD/CM  
REF 2: 700/C6723624  
  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC 1/P USD  
DV 0.00 COD 0.00 RS 0.50  
DC 0.00 GCD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 7.42 PUB+HANDLING 7.42









Remington Arms Co., Inc.  
Product Service  
Legal Case #:4818

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/21/2010					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Catlin	1226 East Street	Cassville	NY	13318		C 315-794-1510

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

10/21/10: Customer called in. He saw CNBC show. About 2 years ago his rifle fired on safe release. No damage. No injury. Only happened once. Never has happened again & he has used the gun many times since then. He is now concerned because of what the show stated. dmf

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	20000			
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

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

10/21/10: Sending letter & form. He will drop rifle off @ guard shack in Ilion. dmf

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment