

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5175

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215498	12/19/2010	11/22/2010	12/21/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Howard	Cook	590 Riverside Dr. PO Box 2137	Bastrop	TX	78602		H 512-632-6647 E howard@temposafety.com

## 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				

11/22/10: Customer sent in an email. He stated that he was getting ready for hunting season & as he unloaded the rifle it fired. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6477530		
Date Purchased	Where Purchased	Accessories	Original Owner			
	J S OSHMAN CO HOUSTON TX		Y			

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 - Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$64.73	12/28/2010				

11/22/10: Sending ARS, ltr, form. df 12/28/10: Per Ilion - Could not duplicate concern but the gun does have improper maintenance - rusted, dirty components. Clean action & install new TA @ n/c - goodwill gesture. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/21/2010
	Product Type		RF
	Action Type		A
	Assigned To		Nagle
Cause	4038	Could Not Duplicate Concern	Rust and dirty trigger housing
Barrel	Description		22 inch
	Date Code		DU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	Sticky bolt stop
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	rust on sides of magazine
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	lots of usage dings and marks
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	Rust under stock at bottom of receiver
	Bulged	False	
Safety	Description		Model 700 Bolt Lock
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
	Condition	Abused; Functioning	rust and dirty housing
Pull	Trigger	---Select---	5.5 lbs
Altered		False	
Sub-Assembly		M/700 Bolt Lock	
Non-Remington Components	Description		two piece scope mounts and bottom half of scope rings

## frmREInquiry - Repair Inquiry

Repair Number: RE00215498 Serial: 6477530 Model 700 Center Fire Caliber 270 Repairman: WIN  
 Status: New 12/19/2010 8:54:30 AM

## ADDRESS INFORMATION

Customer: ☒ Received from Return To: ☐ Received from  
 Name: HOWARD COOK HOWARD COOK  
 Address 1: 590 RIVERSIDE DR. 590 RIVERSIDE DR.  
 Address 2: PO Box: PO Box:  
 City: BASTROP BASTROP  
 State: TX Zip Code: 78602 Country: US TX Zip Code: 78602 Country: US

FRL

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/19/2010 8	New	sanguinegl	Repair Added	
12/21/2010 11...	Expedite	supryll	From Check In	To: Repair 6

- ☐ Shipping Hold  
☐ Interface Hold  
☐ Estimate Sent  
☐ Parts Received  
☐ Passed Inspection  
☐ Return as Received  
☐ Has Been Approved  
☐ Internal Repair  
☐ Exclude TATC

## Current Status

New  
 12/19/2010 8:54:30 AM  
 sanguinegl  
 Repair Bench  
 Repair Location  
 ILN  
 Current Location  
 Transfer Number

Repair Search

Refresh

Close

supryll - ILN/Prod

frmRepairMain

D1102R7XPIL

Monday, Dec 20 2010

1:42 PM

start

DMS - Desktop

frmRepairMain - F...

12/20/2010 1:46 PM

RECEIVED  
 DEC 22 2010

BY: .....

TP - 5 1/2 105

L 100 LTL

DU = 9/1971

6477530  
215498

COPY

November 22, 2010

Howard Cook  
590 Riverside Dr.  
PO Box 2137  
Bastrop, TX 78602  
Ph: 512-632-6647

Could not duplicate concern  
in proper maintenance, rusted  
& dirty components,  
Fred

Ref: # 5175

Dear Mr. Cook,

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 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

Clean action & install new Trigger  
Assembly etc as gesture of goodwill.

FRED 12/21/10

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)

Print

Reset

Number:	Model 700	Number:	Serial 6477530
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Howard Cook		Date of Purchase:	
Address (no PO Boxes): 590 RIVERSIDE DR			
City: BASTROP	State: TX	Zip: 78602	
Phone (Daytime): 512-632-6647	Fax: 512-308-1376		
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) howard@temporarily.com			
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:  SEE ATTACHED COPIES OF CORRESPONDENCE WITH DEB FULCHER			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
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:
How often do you clean the bore? (Months or Number of rounds) <i>AFTER each USE</i>
How often do you clean the action? (Months or Number of rounds) <i>AFTER USE</i>
How often do you clean the trigger assembly? (Months or Number of rounds) <i>Twice @ Oshmans</i>
Brand of lubricant used: <i>Rem</i>
How often do you lubricate the bore? (Months or Number of rounds) <i>AFTER USE</i>
How often do you lubricate the action? (Months or Number of rounds) <i>AFTER USE</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <i>Oshmans</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
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>5 years ago</i>
What were the services performed? <i>clean</i>
Ship your INSURED firearm by either UPS or Parcel Post to:
<b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>
<p><b>X 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.</b></p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p style="padding-left: 40px;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

**Howard Cook**

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**From:** "Remington Information" <info@remington.com>  
**To:** <howard@temposafety.com>  
**Sent:** Monday, November 22, 2010 2:49 PM  
**Subject:** rifle accidentally fired. [Incident: 101108-000194]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here.

**Subject**

rifle accidentally fired.

**Discussion Thread**

**Response (Dell)**

11/22/2010 03:49 PM

Howard,  
You should receive your paperwork within 4-5 days by the postal service.

Thanks,  
Dell

**Customer (Howard Cook)**

11/19/2010 11:56 AM

Dear Dell;  
The Model 700 BDL is a 270 caliber serial # 6477530  
Howard Cook  
Mail: Po Box 2137  
Shipping address: 590 Riverside Dr  
Bastrop, Texas 78602  
My phone # 512-632-6647  
Thanks for all the help.

12/8/2010

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.



Howard Cook

----- Original Message -----

From: Remington Information

To: [howard@temposafety.com](mailto:howard@temposafety.com)

Sent: Thursday, November 18, 2010 8:21 AM

Subject: rifle accidentally fired. [Incident: 101108-000194]

**Customer (Howard Cook)**

11/19/2010 10:26 AM

I will have to go to Gun Vault and get Nbrs. Will have info to you this afternoon.

Howard

----- Original Message -----

From: Remington Information

To: [howard@temposafety.com](mailto:howard@temposafety.com)

Sent: Thursday, November 18, 2010 8:21 AM

Subject: rifle accidentally fired. [Incident: 101108-000194]

**Response (Dell)**

11/18/2010 09:21 AM

Dear Mr. Cook,

We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, 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 (Howard Cook)**

11/08/2010 04:57 PM

I have a model 700, 270BDL rifle that I purchased in about 1968 or 1969 from Foleys in Houston, Texas.

I have kept it clean and good condition.

I was getting ready for deer season and was going thru the steps of preparation.

I put shells in it and as I was unloading it, it fired, my finger was not on the trigger. I was in the shop and it just fired in the dirt.

I need to send it back for repair, where do I send it and what will it cost.

12/8/2010

Please rush info, as this is my only deer rifle. and the season already started.

Howard Cook  
590 Riverside Dr.  
Bastrop, Texas 78602  
Phone 512-632-6647

**Question Reference #101108-000194**

**Product Level 1: Ammunition**

**Date Created: 11/08/2010 04:57 PM**

**Last Updated: 11/22/2010 03:49 PM**

**Status: Waiting**

----- We hope that this  
information will be helpful to you. If we can be of further assistance, please  
contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. --  
America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-  
800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801 Visit us in  
Remington Country at <http://www.remington.com/> REMEMBER,  
FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or  
an advanced user, our new Safety Section is a must for everyone.  
<http://www.remington.com/safety> -----  
----- [---001:002660:50723---]

12/8/2010

<b>Reference #</b>
101108-000194
<b>Status</b>
Updated
<b>Assigned To</b>
Administrators
Dell -
<b>Product</b>
Ammunition
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
11/08/2010 04:57 PM
<b>Initial Response</b>
11/18/2010 09:21 AM
<b>Last Updated</b>
11/19/2010 11:56 AM
<b>Customer SmartSense</b>
+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>
+1 (on -3 to +3 scale)

**rifle accidentally fired.****Discussion Thread****Customer (Howard Cook)****11/19/2010 11:56 AM**

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 Howard Cook  
 Mail: Po Box 2137  
 Shipping address: 590 Riverside Dr  
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 My phone # 512-632-6647  
 Thanks for all the help.  
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Howard Cook  
 590 Riverside Dr.  
 Bastrop, Texas 78602  
 Phone 512-632-6647

**Primary Contact**

**First Name:** Howard  
**Last Name:** Cook  
**Organization:**

**Login:** howard@tempo-safety.com  
**Title:**

**Contact Type:****Email:** howard@tempo-safety.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**

5175



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/22/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5175 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Howard Cook 590 Riverside Dr. PO Box 2137 Bastrop, TX 78602 Ph: 512-632-6647
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 23, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066886674  
REF 1:HOWARD COOK/CD/DMF  
REF 2:5175/RIFLE  
  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD  
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 10.54 PUB+HANDLING 10.54