

Remington Arms Co., Inc.

Product Service

Legal Case #:5266

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215494	12/19/2010	11/30/2010	12/20/2010	11/21/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Grim	6501 Carters Valley Rd	Church Hill	TN	37642		E mikb10@charter.net

Incident Information

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

11/30/10 Per email sent through Remington.com, incid # 101122-000146, "I have a concern and was wondering how to make sure my gun (Remington 243, 700 series model # E6675693) is safe to use in the future. I was deer hunting Nov. 21, 2010 when I was about to shoot a deer. Was getting ready to shoot the deer and pushed my safety to fire position when it fired by itself. My finger was no where near the trigger when it went off. I really like this gun and have taken several deer with it. This is the first time this has ever happened to me."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243	27474	E6675693		8/16/2000 10:13:43 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRICE WHOLESALE		Y			

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 no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	64.73	12/23/2010				

11/30/10 Mailing ARS.cm 12/23/10 Per Ilion, could not duplicate concern. Install new X-Mark Pro trigger assm at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/20/2010
	Product Type		RF

	Action Type		A
	Assigned To		Nagle
Cause	4038	Could Not Duplicate Concern	Oil under stock on receiver near TA
Barrel	Description		22 inch Model 700
	Date Code		
	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	True	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	not measured
	Notch	Like new; Functioning	
	Pull Altered Sub-Assembly	Trigger	Condition
---Select---			4 lbs
False			
M/700 Non-Bolt Lock			
Non-Remington Components	Description		Two piece scope base and scope rings

Serial Number

E6675693

Model: 700



RE00215494

December 1, 2010

Could not duplicate
Concern - Install
NEW X-Mark Pro
Trigger Assembly at
N/C.

TRAD 12/20/10

Michael Grim
6501 Carters Valley Rd
Church Hill, TN 37642

Subject: #5266, Model 700

Dear Mr. Grim,

Enclosed is the UPS ground shipping label for shipment of the rifle 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". Apply the label to your box and take it to a UPS terminal or driver for shipping.

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

enclosure

Ship To Address: enclosed

27
17.50
20.23

64.73

frmREInquiry - Repair Inquiry

Repair Number: **RE00215494** Serial: E6675633 Model 700 Center Fire Caliber 243 Repairman: **Mike Lawson**
 W/N Produced: 06/16/2000 SKU: 27474 Status: **Repairing 12/20/2010 11:40:06 AM**

Verify Repair

ADDRESS INFORMATION

Customer ☒ Received from **Return To** ☐ Received from

Name: **MICHAEL GRIM** **MICHAEL GRIM**
 Address 1: **6501 CARTERS VALLEY RD.** **6501 CARTERS VALLEY RD.**
 Address 2: PO Box: PO Box:
 City: **CHURCH HILL** **CHURCH HILL**
 State: **TN** Zip Code: **37642** Country: **US** **TN** Zip Code: **37642** Country: **US**

FFL: **1** **62** **163** **01** **26** **01418** **072012**

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
12/13/2010 8...	New	sanguinegf	Repair Added		<input type="checkbox"/> Shipping Hold
12/13/2010 8...	Expedite	sanguinegf	From: Check In	To:	<input type="checkbox"/> Interface Hold
12/20/2010 10...	Expedite	supryfl	From: Product Services	To: Repair B	<input type="checkbox"/> Estimate Sent
12/20/2010 11...	Estimate	lawsonmj	Estimate Update	Status: Parts	<input checked="" type="checkbox"/> Parts Received
12/20/2010 11...	Repairing	System	Immediate SAP Allocation		<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

Current Status
 Repairing
 12/20/2010 11:40:06 AM
 System
 Repair Bench
 Repair Location
 ILN
 Current Location
 Transfer Number

Repair Search Refresh Close

RECEIVED
DEC 21 2010

BY:.....

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

Model Number: 700 Rem.		Serial Number: E6675693	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Michael Grin		Date of Purchase: ?	
Address (no PO Boxes): 6501 CARTERS Valley Rd.			
City: Church Hill		State: TN	Zip: 37642
Phone (Daytime): 423-863-7575		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Grin.e.ETS4.ED4@MILKBOXE-CHARTER.NET			
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: GUN WENT OFF when pushed SAFETY Lever to FIRE. Did Not have finger ON Trigger.			
500 characters left			
Ammunition Information: Hornady			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information: None			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):		JUST USE QT Deer Season	
Brand of cleaning solution used:		Knight	
How often do you clean the bore? (Months or Number of rounds)		BEFORE & AFTER HUNTING	
How often do you clean the action? (Months or Number of rounds)		" " "	
How often do you clean the trigger assembly? (Months or Number of rounds)		" " "	
Brand of lubricant used:		Knight	
How often do you lubricate the bore? (Months or Number of rounds)		" " "	
How often do you lubricate the action? (Months or Number of rounds)		" " "	
How often do you lubricate the trigger assembly? (Months or Number of rounds)		" " "	
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?			
Never			
What were the services performed?			
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.			

MICHAEL GRIM
3501 CARTERS VALLEY RD.
CHURCH HILL TN 37642

10 LBS

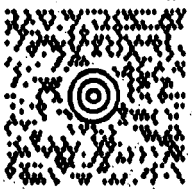
1 OF 1

RS

SHIP TO:

REMINGTON ARMS
PRODUCT SERVICES
14 HOEFLER AVE.
ILION NY 13357

CS 12.17.10



NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6512 2713



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1: MICHAEL GRIM/CD/CM
REF 2: 700

MS 12.0.17

LP2442 09.0A 10/2010



SEE NOTICE ON ADVERSE regarding UPS Terms and notice of Reduction of Liability Where allowed by law, shipper authorizes UPS to act as forwarding agent for export control and customs purposes. If exported from the U.S. shipper certifies that the contents, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Deviation contrary to law is prohibited.

Serial
Number:

E6675693

Model: 700



RE00215494

5266

Reference #
101122-000146
Status
Waiting
Assigned To
Administrators
Christy -
Product
Firearms
Centerfire Rifles
SLA
Not specified
Queue
CSR
Date Created
11/22/2010 08:00 PM
Initial Response
11/30/2010 09:44 PM
Last Updated
11/30/2010 09:44 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

misfire issue**Discussion Thread****Response (Christy -)**

11/30/2010 09:44 PM

Mr. Grim, I apologize for the delay in responding. We are trying to catch up after the holiday.

I would like to send you a prepaid UPS ground shipping label to cover shipment to our factory for inspection. After inspection I would call you with the results and resolution and get your approval before we repair. You should receive the shipping label in the mail in the next 5 business days.

Sincerely,
Christy Mitchell

Customer (Michael Grim)

11/22/2010 08:00 PM

I have a concern and was wondering how to make sure my gun (Remington 243, 700 series model # E6675693) is safe to use in the future. I was deer hunting Nov. 21, 2010 when I was about to shoot a deer. Was getting ready to shoot the deer and pushed my safety to fire position when it fired by itself. My finger was no where near the trigger when it went off. I really like this gun and have taken several deer with it. This is the first time this has ever happened to me. Can you please advise what I should do?

Primary Contact

First Name: Michael
Last Name: Grim
Organization:

Login: mgrim
Title:

Contact Type:

Email: mikb10@charter.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/30/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Michael Grim 6501 Carters Valley Rd. Church Hill, Tn 37642
RETURN ITEM TO:	Remington Prod Serv

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

4XX596 DEC 1, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065122713
REF 1:MICHAEL GRIM/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: 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 8.20 PUB+HANDLING 8.20