

Remington Arms Co., Inc.
Product Service
Legal Case #:5226

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214968	12/16/2010	11/29/2010	12/17/2010	11/27/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charlie	Jones	4303 Locke Ave.	Fort Worth	TX	76107		C 817-781-5376 E charlieh.jones@sbcglobal.net

Incident Information

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

11/29/10: Customer called in. He stated he has had gun for 40 yrs and never had a problem. He stated he had FSR on 11/27/10. No damage, No injury. He has been surfing the internet seeing bad things about our rifles. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6566864	LQ	2/11/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	WEST TX SUP CO ABILENE TX	TWO PIECE SCOPE BASE	Y			

CONCERN:FSR

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 under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$45.23	12/28/2010				

11/29/10: Sending ARS, ltr, form, box. Box order# 1163487. df 12/28/10: Per Ilion - Could not duplicate concern. TA has a sticky residue causing part to work sluggish. Replace TA, clean & test fire under BLM program. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		LQ
	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	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	Worn; Functioning	
	Stock Condition	Worn; Functioning	SCRATCHES,CHIPS,DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	STICKY,SLUGGISH
	Pull	---Select---	5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

Remington®

22"
LQZ/98
5#
1008

5226

November 29, 2010

Charlie Jones
4303 Locke Ave.
Fort Worth, TX 76107
Ph: 817-781-5376

Ref: # 5226

Dear Mr. Jones,

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

RECEIVED
DEC 22 2010

BY:.....

could not duplicate concern.
T.A. HAS A STICKY RESIDUE CAUSING
PART TO WORK SLUGGISH. REPHASE
T.A., clean + test fire under
BLP Ron B 20.00. + ship

Number:

A6566864

Model: 700



RE00214968

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

Print

Reset

Model Number: 700 classic		Serial Number: A6566864	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Charles H. Jones		Date of Purchase: approx. 1975	
Address (no PO Boxes): 4303 Locke Ave.			
City: Ft. Worth		State: TX	Zip: 76107
Phone (Daytime): 817 781 5376		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) charlie.h.jones@sbcglobal.net			
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: November 27, 2010 After being loaded when the safety was attempted to be pushed to "F" position, it locked. I moved the bolt handle slightly and again pushed the safety to the "F" position - it fired without touching the trigger. Again I loaded the gun and although the safety did not lock it did fire when the safety was pushed forward without touching the trigger. I unloaded the gun + went thru the same process + the gun did fire without touching trigger. I have repeated this several times with perfectly normal results since this incident.			
Ammunition Information:			
Manufacturer: Remington		Type: Core lock	
Other (i.e. bullet weight/type, shot size, powder): 130 gr.			
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) <u>10 rounds</u>
How often do you clean the action? (Months or Number of rounds) <u>10 rounds</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>12 months if used & when wet</u>
Brand of lubricant used: <u>Hoppe's</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>10 rounds</u>
How often do you lubricate the action? (Months or Number of rounds) <u>10 rounds</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>12 months if used & when wet</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>11/2/12</u>
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, 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

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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5226 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Charlie Jones 4303 Locke Ave. Fort Worth, TX 76107 Ph: 817-781-5376
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 30, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065162297
REF 1: CHARLIE JONES/CD/DMF
REF 2: 5226/RIFLE

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 9.45 PUB+HANDLING 9.45









