Examination[Remington/CF/BA]

Remington Arms Co., Inc. Product Service Legal Case #:5226 Case Information Date Opened(PS) RE# Date Opened Date Closed Incident Date Pre Lit Lit Obsolete 214968 12/16/2010 11/29/2010 12/17/2010 11/27/2010 Customer Information City Туре Business First Name Last Name Street State Zip Age Contact C 817-781-5376 4303 Locke Ave. Fort Worth Incident Charlie Jones TX 76107 E charliehjones@sbcglobal.net Incident Information Claims Codes Repair Est. Medical Treatment **Medical Status** ΡI PD Cause:4038 Could Not Duplicate Concern Unknown S Concern:1007 Fired on Safe Release 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** Model/Ga. SKU Mfg. Туре Serial Bbl. DOM 700/270 WIN Remington CF/BA n/a A6566864 LQ 2/11/1978 Where Purchased Accessories **Original Owner Date Purchased** WEST TX SUP CO ABILENE TX TWO PIECE SCOPE BASE Y CONCERN:FSR Ammunition Information - None Defined Other Products Information - None Defined Settlement Remington/700/CF/BA Cash Reim. Date Cash Date Settlement **Release of Claims Release Date** Reimbursement Settlement APV APV Per Ilion - Repair under BLM program Repair/Replacement Repair/Replacement Cost 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

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		
			7

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5226&Type=Case

12/28/2010

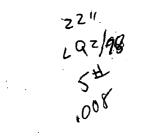
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	Muzzle/Crown Condition	Worn; Functioning	J
	Firing Pin	Slightly Worn; Functioning]
	Shroud	Slightly Worn; Functioning]
Bolt	Face	Slightly Worn; Functioning]
	Handle	Slightly Worn; Functioning]
	Stop	Slightly Worn; Functioning	BINDS
	Condition	Slightly Worn; Functioning]
Extractor	Cut Condition	Slightly Worn; Functioning]
	Ext/Eject Test	False]
	Block Condition	Select]
Locking	Lug Condition	Slightly Worn; Functioning]
	Notch Condition	Select]
	Exterior Condition	Worn; Functioning]
Overall	Stock Condition	Worn; Functioning	SCRATCHES, CHIPS, DENTS
	Fore End Condition	Select]
Receiver	Condition	Slightly Worn; Functioning]
	Bulged	False]
	Description]	STANDARD M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning]
	Sub-Assembly	Non-ISS]
	Lift	Select	.008
Sear	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False]
	Condition	Slightly Worn; Functioning	STICKY,SLUGGISH
Trigger	Pull	Select	5#
111550	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

12/28/2010





November 29, 2010

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

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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.

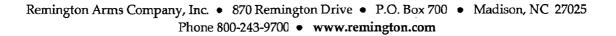
I hope that this action will keep you a loyal Remington customer.

Sincerely,

DEC 2 9 2010 DEC 2 2 2010 BY:....

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

Could Not dup lighte concern. T.A. MAS A Sticky Residue CANSING PANT to WORK Sluggish. Rephase TRA, clean + test fille under BLP Ron B 20.00, + Ship





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Print	Reset			
Model Number: 700 Classic	Serial Number: A 65 66 864			
Are you the original owner?: 🕅 YES 🛛 NO				
Name: Cliailes H. Jones	Date of Purchase:			
Address (no	PO Boxes):			
4303 Locka	14.12.			
City: F. Worth	State: 7 X Zip: 76107			
(Daytime): $\overline{577}$	Fax:			
E-mail Address:(if e-mail address is provid				
be sent) charlie h jones &				
E-mail A				
I would like to receive future e				
Please describe your problem and date of occurrence: Aloumber 27,2010 After being loaded when the satisfy was attempted to be possible to F" position, it locked. I moved the bolt handle slightly and again possible the satery to the F" position - it fired without touching the trigger. Again I leaded the gun and elthough the satery did not lock it did fire when the satery was possible forward without touching the trigger I unloaded the gun t what there the same process & the gun dry Circl without touching trigger. I have repeated this served times with perfectly for and possible forward without touching the trigger Manufacturer: Kaming to gun and possible to be possible to be and proceed the gun dry Other (i.e. bullet weight/type, shot size, powder): 130 5r.				
Handload Information:				
Powder Used: Powder Weight:				
Case/Hull Used:	Primer Used:			
Bullet Type/Shot Size: Reloader Used:				
Firearms Care (Cleaning and Lubrication):				

http://www.remington.com/asp/factory_repair_form.asp

11/29/2010

Brand of cl	eaning solution used:
Н	low often do you clean the bore? (Months or Number of rounds) 10
Но	rounds)
	en do you clean the trigger assembly? (Months or Number of rounds) 12 mc this IF read when wet
Brand	of lubricant used: Hopp->
Ho	w often do you lubricate the bore? (Months or Number of rounds)
Ном	v often do you lubricate the action? (Months or Number of rounds)
How often	n do you lubricate the trigger assembly? (Months or Number of rounds) 12 menths 7 isrd + when wet
Have you review	ed the cleaning and maintenance recommendations on our web site or in our owners manual? >□ YES ⊠ NO
When was the re	last time that your firearm was serviced by a Remington authorized pairman/gunsmith?) パンリンレ
performed	What were the services
	o your INSURED firearm by either UPS or Parcel Post to:
	Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
THE SAME BOX YOU FEEL SEPARATE I	O NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), NE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.
:: Pack your firea ship ii :: Removi	ecord the serial number of your firearm before sending it. rm for safety and to prevent further damage in shipping and handling. Preferably, n a firearm box. (Note: Original boxes may not be returned.) e all accessories from your firearm to prevent loss or damage. n address on both the outside and inside the box. Shipments without a proper

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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.



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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
PLEASEICHECKIONE 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 TC Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTIS OF THIS FORM AND SEND TO THE MEDIA COORDINATION.

 4XX596
 NOV 30, 2010
 ALL CURR USD
 1 OF 1

 SVC GNDCOM
 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 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 9.45
 PUB+HANDLING 9.45

