

Remington Arms Co., Inc.

Product Service

Legal Case #:5346

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218490	1/11/2011	12/8/2010	1/20/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gary	Jones	1 Jones Park #3	Kirby	AR	71950		H 870-398-4868

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot window of truck	Cause:4012 Improper Headspace			
S Fired when bolt closed	Concern:1008 Fired on Bolt Closing		Unknown	
C				

PI

PD shot window of truck

Cause:4012 Improper Headspace

S Fired when bolt closed

Concern:1008 Fired on Bolt Closing

Unknown

C

12/8/10 Per call from Jones, he has a 700 that was passed to him from his grandfather. It has fired when closing the bolt on 2 occasions. The first time he shot out the window of his truck. He was not asking for us to reimburse for that. He said it happened again last year, fired on bolt closing, no damages. He has not used it since. He just wants it safe. It has sentimental value.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	231032	BM	1/1/1965
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE,RINGS,BASE	N			

CONCERN:FBC

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
Repair rifle no charge as gesture of goodwill						

Repair rifle no charge as gesture of goodwill

Repair/Replacement Cost	Repair/Replacement Date
65.90	1/24/2011

12/8/10 Mailing ARS.cm 12/13/10 Needs a box, ord #1167771.cm 1/20/11 Repair rifle no charge as a gesture of goodwill. Mailing 700 owner's manual with the cleaning bolt, action and trigger pages flagged and highlighted due to the condition of his rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/12/2011

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5346&Type=Case>

1/24/2011

Examination	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4012	Improper Headspace	
Barrel	Description	22" 3006 SPR	
	Date Code	BM	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	DIRTY,SLUGGISH
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	DIRTY,SLUGGISH
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; Not Functioning	ACTION VERY DIRTY,HAS A LOT OF FOREIGN BEBRIS
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description	M/700 BOLT LOCK SAFETY	
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	---Select---	O/S DOUBLE,SLUGGISH
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY,STICKY,PARTS WORK SLUGGISH.WILL FOLLOW DOWN
	Pull	---Select---	4#

	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	SCOPE,RINGS,BASE	

Remington®

X

22"
Bm 1/65
4#

5346

December 8, 2010

Gary Jones
1 Jones Park #3
Kirby, AR 71950

Subject: #5346, Model 700

Dear Mr. Jones,

Enclosed is the UPS ground prepaid shipping label for shipment of the firearm for inspection at our factory. 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 a loyal Remington customer.

Sincerely,

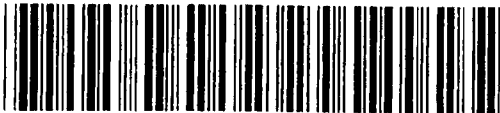
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

enclosure

Serial Number:

231032

Model: 700



RE00218490

27
17.50
1.50
26.40
65.90

RECEIVED
JAN 10 2011

BY:.....

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

PS 13028

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

Model Number: 700		Serial Number: 231032	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO Grandfather owned it gave it to me.			
Name: Gary Jones		Date of Purchase: I do not know	
Address (no PO Boxes): 1 Jones Park #3			
City: Kirby		State: Ar	Zip: 71950
Phone (Daytime): (870) 398-4868		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
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:			
Approx. 1st Saturday in Dec. of 2008 Check if bullet was in chambers and it went off and blew out back glass of truck, and done it the next year but was checking it before going to stand didn't use it this year. My Uncle had heard on the internet that they had problems with certain triggers in 700 models.			
500 characters left * Please before you fix call + tell me how much it will cost me *			
Ammunition Information:			
Manufacturer: Remington		Type: Express Core-LokT	
Other (i.e. bullet weight/type, shot size, powder): 180 Gr.			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used: none		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Remington
How often do you clean the bore? (Months or Number of rounds)	Every year I used it.
How often do you clean the action? (Months or Number of rounds)	Every 3 months and several times in deer season
How often do you clean the trigger assembly? (Months or Number of rounds)	once a year while using gun
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	once a year while I used it
How often do you lubricate the action? (Months or Number of rounds)	Every 3 months, Every week during deer season
How often do you lubricate the trigger assembly? (Months or Number of rounds)	once a year.
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 Don't have owners manual	
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 Illion, 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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/8/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Gary Jones 1 Jones Park #3 Kirby, AR 71950
RETURN ITEM TO:	Rem Prod Service

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

4XX596 DEC 9, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067557509
REF 1: GARY JONES/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 9.45 PUB+HANDLING 9.45

