

Remington Arms Co., Inc.
Product Service
Legal Case #:4850

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210788	11/18/2010	10/26/2010	11/19/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Lou	Kern	51 Highline Rd	Maxwell	NM	87728		C 575-447-2969

Incident Information

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

10/26/10 Per email from Eric Aliff sent on 10/25 at 5:10pm, Kern called and stated his 700 fired on safety release.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/264 WIN MA	29715	S6407152	KV	5/29/2001 8:16:31 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
10/1/2010	ACUSPORT (OH) CORPORATION TWO PIECE SCOPE BASE		U			

CONCERN:FSR

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, clean at 1/2 normal charges						

Repair/Replacement Cost Repair/Replacement Date

10/26/10 Left voice message that I would mail a prepaid shipping label to him.cm 11/22/10 Per Ilion, could not duplicate concern. Trigger set screws altered. Trigger has min trigger return. Replace TPA, clean and test fire at 1/2 normal charges. Emailed inspect and quote info. Awaiting reply.cm 12/9/10 Rec'd email from Kern that she approves and is mailing a check for the repair.cm

I've not rec'd check. 1/14 left message for Kern.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/19/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 264 WIN MAG
	Date Code		KV
	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	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.016
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	MIN TRIGGER RETURN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

frmREInquiry - Repair Inquiry

Repair Number: **RE00210788** Serial: S6407152 Model: 700 Center Fire Caliber: 264 Reperman:
WIN MAG Produced: 05/29/2001 SKU: 29715 Status: Repairing 11/19/2010 3:07:21 PM

ADDRESS INFORMATION

Customer: ☐ Received from Return To: ☐ Received from

Name: **MARY LOU KERN** **MARY LOU KERN**

Address 1: **51 HIGHLINE RD.** **51 HIGHLINE RD.**

Address 2: PO Box: PO Box:

City: **MAXWELL** **MAXWELL**

State: **NM** Zip Code: **87728** Country: **US** **NM** Zip Code: **87728** Country: **US**

FFL:

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	UserID	Desc1	Desc2		Current Status
11/18/2010 12...	New	lcpataf	Repair Added		<input type="checkbox"/> Shipping Hold	Repairing
11/18/2010 12...	EmailSent	AmEmail	Repair Received	LKERN@BA	<input type="checkbox"/> Interface Hold	11/19/2010 3:07:21 PM
11/18/2010 12...	EmailVerified	AmEmail	Receipt	LKERN@BA	<input type="checkbox"/> Estimate Sent	lcpataf
11/19/2010 3...	Maint	Triavistw	Repair Maintenance	Status: Repa	<input type="checkbox"/> Parts Received	Repair Bench
					<input type="checkbox"/> Passed Inspection	Repair Location
					<input type="checkbox"/> Return as Received	ILN
					<input type="checkbox"/> Has Been Approved	Current Location
					<input type="checkbox"/> Internal Repair	ILN
					<input type="checkbox"/> Exclude TATC	Transfer Number

Quote \$79.28

RECEIVED
NOV 22 2010

BY:

4850

26"
2#
KVS/6
016

October 26, 2010

Lou Kern
51 Highline Rd.
Maxwell, NM 87728

Subject: #4850, Model 700

Dear Mr. Kern,

Regarding your contacting with Remington and the incident you incurred, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory. Please include a copy of the attached 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 "Supry".

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

Serial Number:

S6407152

Model: 700



RE00210788

could not duplicate concern.
trig. set screws altered. trig.
has min trig. return. replace
TPA, clean & test Rize at
1/2 normal charges

Quote

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

Model Number: 700		Serial Number: 56 407152	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: MARY LOU KERN		Date of Purchase: Oct 2010	
Address (no PO Boxes): 51 HIGHLINE RD			
City: MAXWELL		State: NM	Zip: 87728
Phone (Daytime): 575-447-2969		Fax: 1-575-375-2969	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) L.Keen@hacavalleys.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: THE RIFLE MISSES FIRES when taken off Safety.			
500 characters left			
Ammunition Information:			
Manufacturer: WINCHESTER		Type:	
Other (i.e. bullet weight/type, shot size, powder): 115 Gr /120			
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:	HOPPE'S
How often do you clean the bore? (Months or Number of rounds)	20 Rounds or less
How often do you clean the action? (Months or Number of rounds)	Annually
How often do you clean the trigger assembly? (Months or Number of rounds)	Annually
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	20 Rounds or less
How often do you lubricate the action? (Months or Number of rounds)	As needed
How often do you lubricate the trigger assembly? (Months or Number of rounds)	As needed
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Never has been	
What were the services performed?	
N/A	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p>⚠ 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.</p> <p>:: 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.</p>	

Mitchell, Christy

From: Aliff, William
Sent: Monday, October 25, 2010 5:10 PM
To: Mitchell, Christy; Fulcher, Dell Marie
Subject: 700

Model 700 firing with safety release.
Says it is a new gun (new purchase). Was built in 2001.
SN: S6407152

Lou Kern
51 Highline Road
Maxwell, NM 87728

575-447-2969



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/26/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION: Model 700 S6407152			

LABEL INFORMATION

MAIL LABEL TO:	Lou Kern 51 Highline Rd. Maxwell, NM 87728
RETURN ITEM TO:	Rem Product Service

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

4XX596 OCT 26, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065777981
REF 1: LOU KERN/CD/CM
REF 2: 700/S6407152

HANDLING CHARGE 0.00 SVC T/P USD
SINGLE-PIECE PUB RATE CHRG: RS 0.50
DV 0.00 COD 0.00 SD 0.00
DC 0.00 DGD 0.00 SP 0.00
AM 0.00 PR 0.00 PUB+HANDLING 10.59
TOT PUB CHG 10.59









