

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5354

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/8/2010					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tim	Rogers	370 St. Joseph St	Los Alamos	CA	93440		E timothy.a.rogers@gmail.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079	Other - Unexamined		
S	misfired twice	Concern:1025	Unexplained Discharge - No Mention of	Unknown
C			Safety Position	

12/8/10 Per email sent to Remington.com, incid # 101101-000045, "I purchased two Remington 700 XCRs about 3 years ago. I have had a misfire issue with one of them twice. After reading about the issues presented in the CNBC piece, I would like to have these issues fixed. Please let me know the process I need to go through in order to do so."cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

## XCR

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/Replacement Cost	Repair/Replacement Date				

12/8/10 Emailing 2 ARS labels.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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5358

**Reference #**  
101101-000045

**Status**  
Solved

**Assigned To**  
Administrators  
Christy -

**Product**  
History

**SLA**  
Not specified

**Queue**  
CSR

**Date Created**  
11/01/2010 11:27 AM

**Initial Response**  
11/03/2010 05:18 PM

**Last Updated**  
11/09/2010 03:45 AM

**Date Closed**  
11/09/2010 03:45 AM

**Customer SmartSense**  
+1 (on -3 to +3 scale)

**Staff SmartSense**  
+1 (on -3 to +3 scale)

**Remington 700 Misfires****Discussion Thread****Response (Christy -)**

11/03/2010 05:18 PM

Mr. Rogers, I can send you a prepaid UPS ground shipping labels to cover shipment and a free inspection at the factory to determine the cause of the incident you described and to check the other rifle. I would call you after inspection with the details and resolution.

I will also send you a letter that I would ask you to insert inside the box with the rifle before shipping. Let me know what address you would like on the label as that would be the address the rifle would return to and it will require an adult signature.

I can email or fax the labels and letters if you prefer to speed the process. I'll await your reply.

Sincerely,

Christy Mitchell

**Customer (Tim Rogers)**

11/01/2010 11:27 AM

Good Afternoon,

I purchased two Remington 700 XCRs about 3 years ago. I have had a misfire issue with one of them twice. After reading about the issues presented in the CNBC piece, I would like to have these issues fixed. Please let me know the process I need to go through in order to do so.

I have been a long time buyer of remington arms and I hope to continue to be. How this issue is handled will determine whether I continue to be or not.

Thank You,  
Tim Rogers

**Primary Contact**

**First Name:** Tim  
**Last Name:** Rogers  
**Organization:**

**Login:** timothy.a.rogers@gmail.com  
**Title:**

**Contact Type:**

**Email:** timothy.a.rogers@gmail.com

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

**Additional Information**

370. St. Joseph St  
Los Alamos, CA 93446

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/7/2010	REQUESTED BY:	christy
QUANTITY:	2	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b>			
MEDIA	XXXXXXXXXXXXXX		
COORDINATOR	Email to him at:		
TO MAIL	timothy.a.rogers@gmail.com	I WILL MAIL	
DESCRIPTION:			

700  
2  
LABEL IN:

MAIL LABEL TO:	Tim Rogers 370 St Joseph St Los Alamos, CA 93440	timothy.a.rogers@gmail.com
	Email to him at: timothy.a.rogers@gmail.com	
RETURN ITEM TO:		
	Rem Prod Serv	

SEND TO THE MEDIA COORDINATOR

4XX596 DEC 9, 2010 ALL CURR USD 1 OF 2  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065218325  
REF 1:TIM ROGERS/CD/CM  
REF 2:700

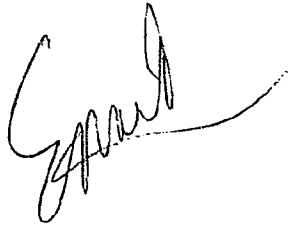
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD  
DV 0.00 COD 0.00 RS 1.00  
DC 0.00 DGD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 12.24 PUB+HANDLING 12.24

4XX596 DEC 9, 2010 ALL CURR USD 2 OF 2  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065511730  
REF 1:TIM ROGERS/CD/CM  
REF 2:700

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD  
DV 0.00 COD 0.00 RS 1.00  
DC 0.00 DGD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 12.24 PUB+HANDLING 12.24

**Remington.**

www.remington.com



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

## ARS LABEL REQUEST FORM

DATE:	12/7/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b>			
MEDIA	XXXXXXXXXXXXXX		
COORDINATOR	Email to him at:		
TO MAIL	timothy.a.rogers@gmail.com	I WILL MAIL	
DESCRIPTION:			
700			

## LABEL INFORMATION

MAIL LABEL TO:	Tim Rogers 370 St Joseph St Los Alamos, CA 93440
	Email to him at: timothy.a.rogers@gmail.com
RETURN ITEM TO:	
	Rem Prod Serv

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

**Mitchell, Christy**

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**From:** Mitchell, Christy  
**Sent:** Tuesday, January 18, 2011 8:02 AM  
**To:** 'Tim Rogers'  
**Subject:** RE: Rogers, Tim.cm.doc

Ok, the labels I sent will not work with that weight. I can reimburse up to \$25/rifle for shipping. Send me the receipts for your shipping and hopefully it won't be over that.

Thanks, Christy Mitchell

**From:** Tim Rogers [mailto:timothy.a.rogers@gmail.com]  
**Sent:** Monday, January 17, 2011 9:32 PM  
**To:** Mitchell, Christy  
**Subject:** Re: Rogers, Tim.cm.doc

Hi Christy,

Thank you for getting back to me. The only 'UPS safe' guncase I have, that I trust my rifles to not get damaged in, is my travel case. it weighs right at 25lbs, so about 40lbs with the rifles in them. I am not comfortable shipping the rifles in a light weight case. Please advise.

Thank You,  
Tim Rogers

On Wed, Jan 12, 2011 at 5:06 AM, Mitchell, Christy <[Christy.Mitchell@remington.com](mailto:Christy.Mitchell@remington.com)> wrote:

Mr. Rogers, the labels are 10 lbs each. I have a copy of them with your information. That should cover the weight of the Model 700 without a scope unless the shipping container is over 2 lbs. You can ship them yourself. Just peel and stick the label to your box and take the box to a UPS terminal or UPS driver and they can scan it and ship it. It is not necessary to go through a FFL dealer. If they will let you leave them at the store for pickup that might make things easier for you but it is not required.

**From:** Tim Rogers [mailto:[timothy.a.rogers@gmail.com](mailto:timothy.a.rogers@gmail.com)]  
**Sent:** Monday, January 10, 2011 6:53 PM  
**To:** Mitchell, Christy  
**Subject:** Re: Rogers, Tim.cm.doc Christy,

Please let me know if I need to send these via an FFL dealer or if I can send them myself. Also, I notice the labels you sent are only for 5lbs. If I send these in a gun case, it is going to be significantly heavier. Please advise.

Thank You, Tim Rogers