

Remington Arms Co., Inc.
Product Service
Legal Case #:5124

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212130	12/1/2010	11/17/2010	12/7/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Harold	Snyder	363 S. Washington Ave.	Piscataway	NJ	08854		C 732-433-7570

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Concern:1007	Fired on Safe Release	Unknown	
C	FSR			

11/17/10: Customer called in. He saw the CNBC show. He stated he has a FSR last fall. No damage - No injury. df The sear had to be forced to move due to build up of sticky residue. Once the gun fired the firing pin would follow down until the sear finally moved back to its proper position fls.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	C6212908	BI	1/16/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
	NORTHEAST FIREARMS		Y			

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
Quote to repair at a discount						

Repair/Replacement Cost	Repair/Replacement Date
\$60.23	12/7/2010

11/17/10: Sending ARS, ltr, form. df 12/7/10: Replace TA, clean, test fire at discount price. I called customer & he apprvd & made payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/2/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4015	Improper	Outside clean, sticky residue inside the housing binding the sear. Photo

		Maintenance	shows some residue under the safety.
Barrel	Description		22 inch Model 700 3006 caliber
	Date Code		BI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	Firing pin assembly was stainless the bolt was carbon
	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	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	With the sear in the proper position it functioned normally
		Condition	Abused; Not Functioning
			Outside of housing was clean however, the inside was coated with sticky residue causing the sear to

Pull	Trigger	---Select---	5.5 lbs
Altered		False	
Sub-Assembly		M/700 Non-Bolt Lock	
Non-Remington Components	Description		Two piece scope base and rings. Stock butt pad sleeve.

frmREInquiry - Repair Inquiry

Repair Number:	RE00212130	Serial: C6212908 Model: 700 Center Fire Caliber: 3006 SPRIG Produced: 01/16/1988	Repairman:	
Verify Repair:			Status:	Now 12/1/2010 2:49:57 PM

ADDRESS INFORMATION

<p>Customer: <input type="checkbox"/> Received from</p> <p>Name: HAROLD SNYDER</p> <p>Address 1: 363 S. WASHINGTON AVE.</p> <p>Address 2: <input type="text"/> PO Box: <input type="text"/></p> <p>City: PISCATAWAY</p> <p>State: NJ Zip Code: 08854 Country: US</p>	<p>Return To: <input type="checkbox"/> Received from</p> <p>Name: HAROLD SNYDER</p> <p>Address 1: 363 S. WASHINGTON AVE.</p> <p>Address 2: <input type="text"/> PO Box: <input type="text"/></p> <p>City: PISCATAWAY</p> <p>State: NJ Zip Code: 08854 Country: US</p>
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FFL

Contact / Condition
Problems
Estimate - History / Status
Shipping / Billing

Date	Code	User ID	Desc1	Desc2		Current Status
12/1/2010 2:49:57 PM	New	lpatall	Repair Added		<input type="checkbox"/> Shipping Hold	Now
12/1/2010 5:00:00 PM	EmailSent	ArmEmail	Repair Received	HJTREE@OPTON	<input type="checkbox"/> Interface Hold	12/1/2010 2:49:57 PM
12/1/2010 5:00:00 PM	EmailVerified	ArmEmail	Receipt	HJTREE@OPTON	<input type="checkbox"/> Estimate Sent	lpatall
12/2/2010 1:20:00 PM	Expedite	suppl	From: Check In	To: Repair Bench	<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	Transfer Number
					<input type="checkbox"/> Exclude TATC	

Repair Search

Refresh

Close

RECEIVED
DEC - 9 2010

BY:.....

B1
5.5 lbs
22" 3006

COPY

November 17, 2010

Harold Snyder
363 S. Washington Ave.
Piscataway, NJ 08854
Ph: 732-433-7570

Serial
Number:

C6212908

Model: 700



RE00212130

Ref: # 5124

Dear Mr. Snyder,

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

enclosure

*After firing follows down due to
Sear not raising up because of sticky residue.
It was experiencing delayed firings.*

*Install new Trigger Assembly at ^{discount} ~~1/2~~ normal
Charges as gesture of good will.*

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

TRSD 12/2/10

Print

Reset

Model Number: <u>700 BDL</u>		Serial Number: _____	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>HAROLD SNYDER</u>		Date of Purchase: <u>DON'T REMEMBER 10-12 YRS AGO?</u>	
Address (no PO Boxes): <u>363 WASHINGTON AVE.</u>			
City: <u>PISCATAWAY</u>		State: <u>NJ</u>	Zip: <u>08854</u>
Phone (Daytime): <u>732-433-7570</u>		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>HJTREE @ OPTONLINE.NET</u>			
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: <u>WHEN I TAKE OFF SAFETY, PULL TRIGGER NO FIRE</u> <u>EITHER TAKE OUT OF SHOULDER GUN FIRES, TOUCH</u> <u>SAFETY, GUN FIRES. SOMETIMES FIRE GUN - DELAY</u> <u>GUN FIRES. LAST TIME FIRED GUN 1 1/2 YRS AGO</u> <u>NOV. - FEB. '08"</u> <u>TRIED REPLACING FIRING PIN & SPRING</u> <u>REPLACED ENTIRE BOLT - NO CHANGE - (ITS IN SAFETY)</u> <u>OR TRIGGER</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>FEDERAL PREMIUM</u>		Type: <u>180GR NOSELER PAAT.</u>	
Other (i.e. bullet weight/type, shot size, powder): _____			
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)	AFTER SHOOTING FIRE APPROX 20-30 RD. PER YR.
How often do you clean the action? (Months or Number of rounds)	AFTER SHOOTING
How often do you clean the trigger assembly? (Months or Number of rounds)	" "
Brand of lubricant used:	" "
How often do you lubricate the bore? (Months or Number of rounds)	" "
How often do you lubricate the action? (Months or Number of rounds)	" "
How often do you lubricate the trigger assembly? (Months or Number of rounds)	" "
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?) 1 1/2 yrs AGO	
What were the services performed?) CHECK WEAPON (TOLD SEND TO REMINGTON)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p><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.</p> <p style="text-align: center;">:: 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</p>	

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:	11/17/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5124 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Harold Snyder 363 S. Washington Ave. Piscataway, NJ 08854 Ph: 732-433-7570
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 18, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065084961
REF 1:HAROLD SNYDER/CD/DMF
REF 2:5124/RIFLE

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 7.42 PUB+HANDLING 7.42