

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5442

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219748	1/19/2011	12/15/2010	1/20/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Ozark Elect	Keith	Truitt	PO Box 6328 501 N Lincoln St	Siloam Springs	AR	72761		W 479-427-7771 E ktruitt@oe-inc.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054 As received Follows Down		Unknown	
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

12/15/10 Per call from Truitt, he has had his 700 for several years. He was hunting with it this Fall and it fired on safety release. It has the bolt lock. This had happened to his son a couple of years ago but he thought it was something he did. He took it to a local gunsmith but he advised him to contact us.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	n/a	A6752948	DV	1/1/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE,RINGS,TWO PIECE BASE	N			

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, test fire under BLSM price						
	Repair/Replacement Cost	Repair/Replacement Date				
	41.69	1/30/2011				

12/15/10 Mailing ARS.cm 1/30/11 Per Ilion, will follow down. Trigger assm dirty and sticky. Trigger binds back. Replace TPA, clean, test fire under BLSM program price of \$20 + S&H.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/20/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4054	As received Follows Down	
Barrel	Description		22" 308 WIN
	Date Code		DV
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY TRIG BINDS BACK
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE

22"  
DU 9/71  
55#

5442

December 15, 2010

Keith Truitt  
PO Box 6328  
Siloam Springs, AR 72761

Subject: #5442, Model 700

Dear Mr. Truitt,

Thank you for your patience. Enclosed is a UPS ground prepaid shipping label to cover 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.

80.48  
- 38.71  
41.69

Sincerely,

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

RECEIVED  
JAN 24 2011

BY: .....

Serial Number:

A6752948

Model: 700



RE00219748

will follow down. T.A. dirty + sticky,  
TIRIG. BINDS BACK. Replace TPA,  
clean & TEST fire under BLP  
for \$ 20.00 + ship

Quote

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

Model Number:	700 - 308 caliber		Serial Number:	A6752948									
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO													
Name:			Keith Truitt			Date of Purchase:	Summer 1988 - gift						
Address (no PO Boxes):						501 North Lincoln St.							
City:			Siloam Springs			State:		AR		Zip:		72761	
Phone (Daytime):			479-427-7771			Fax:		479-524-6913					
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)													
Ktruitt@oe-inc.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:													
<p>Gun fired when safety lever was moved from "safe" to "fire". Actually happened once in Nov of 1996 when my son had the gun. I tried to reproduce the fault with 2 boxes of ammo without any success. Since then, I have used the gun exclusively. This deer season it malfunctioned again.</p> <p>Thanks</p>													
500 characters left													
Ammunition Information:													
Manufacturer:			Remington			Type:							
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)	12 months
How often do you clean the action? (Months or Number of rounds)	12 months
How often do you clean the trigger assembly? (Months or Number of rounds)	36 months
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	12 months
How often do you lubricate the action? (Months or Number of rounds)	12 months
How often do you lubricate the trigger assembly? (Months or Number of rounds)	36 months
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	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
Never	
What were the services performed?)	
<div> Remington Arms Co., Inc.  Attn: Arms Service Division  14 Hoefler Avenue  Ilion, NY 13357 </div> <div> <i>Kent A. Ant</i> </div>	
<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.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/15/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx  I WILL MAIL	
DESCRIPTION:  A6752948 700			

## LABEL INFORMATION

MAIL LABEL TO:	Keith Truitt PO Box 6328 Siloam Springs AR 72761
RETURN ITEM TO:	Rem Prod Service

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

4XX596 DEC 15, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969065498694  
REF 1: KEITH TRUITT/CD/CM  
REF 2: 700/A6752948  
  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:  
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 SP 0.00  
9.45











