

Remington Arms Co., Inc.
Product Service
Legal Case #:5121

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212738	12/3/2010	12/6/2010	12/17/2010				

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Jodie	Vance	624 G McClung Ave. PO Box 923	Barboursville	WV	25504		C 304-638-7674 E jvance1771@gmail.com

Incident Information

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

11/17/10: Customer called in. He stated that his daughter was shooting rifle last year & had a FSR. No damage - No injury. He stated trigger had not been adjusted. He bought it used from a good friend. He loves Remington & would never have anything but a M/700. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	26027	E6419995	RR	11/21/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
4/12/2001	AMERICAN ROD & GUN		N			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

11/17/10: Sending ARS, ltr, form, box. Box order# 1160385. df 12/8/10: Per Fred S. - Could not duplicate concern. TA set screws altered. Replace TA, check over, clean & test - quote. df 12/8/10: Factory had this set up to go COD & is repairing gun. I put repair on Ship Hold and called customer. Left voice mail for him to call me. df 12/17/10: Cust. called & apprvd. COD. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2010
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 223 REM
	Date Code		RR
	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	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

frmREInquiry - Repair Inquiry

Repair Number: **RE00212738** Serial: E6419995 Model 700 Center Fire Caliber 223 Repairman: _____
 REM Produced: 11/21/1997 SKU: 26027 Status: Repairing 12/6/2010 2:22:49 PM

Verify/Repair

ADDRESS INFORMATION

Customer ☒ Received from **Return To** ☒ Received from

Name: JODIE VANCE JODIE VANCE
 Address 1: 624 G MCCLUNG AVE 624 G MCCLUNG AVE
 Address 2: _____ PO Box: _____
 City: BARBOURSVILLE BARBOURSVILLE
 State: WV Zip Code: 25504 Country: US WV Zip Code: 25504 Country: US

FFL _____

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

Date	Code	User ID	Desc1	Desc2
12/4/2010 8:3...	New	valentds	Repair Added	
12/4/2010 8:3...	Update	valentds	Repair information change	
12/4/2010 8:3...	Update	valentds	Repair information change	
12/4/2010 9:0...	Update	valentds	Repair information change	
12/4/2010 9:0...	Expedite	valentds	From: Check In	To: _____

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC ☐

Current Status

Repairing
 12/6/2010 2:22:49 PM
 valentds
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close

RECEIVED

BY:

5121

COPY

24"
RR 11/9
2#
.010

November 17, 2010

Jodie Vance
PO Box 923
Barboursville, WV 25504
Ph: 304-638-7674

Ref: # 5121

Dear Mr. Vance,

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

could not duplicate concern.
T.A. set screws altered.
replace TPA, check over, clean
& test fire at 1/2 normal
changes.

Quake

Product
Number

E6419995

Model: 700



RE00212738

Print

Reset

Model Number: <u>700 classic</u>		Serial Number: _____	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Jodie Vance</u>		Date of Purchase: <u>4-12-2001</u>	
Address (no PO Boxes): <u>624 G McClung Ave. #</u>			
City: <u>Barboursville</u>		State: <u>WV</u>	Zip: <u>25504</u>
Phone (Daytime): <u>304-638-7674</u>		Fax: <u>NA</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>jvance1771@gmail.com</u>			
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: <div style="border: 1px solid black; padding: 10px; min-height: 100px;"> <p> while shooting at a target (water bottle) the gun went off while taking off the safety. I think that the trigger was pulled while trying to take safety off bc the safety was a hard spot in it. However I am not sure that the trigger was pulled. 304-638-7674 call me if you have any questions Jodie Vance </p> </div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <u>Hornady</u>		Type: <u>55 grain V-MAX</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)	Once every other month after ever 10 shots
How often do you clean the action? (Months or Number of rounds)	Every time is use the Gun 6 times a year
How often do you clean the trigger assembly? (Months or Number of rounds)	When I clean the action
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	6 time a year
How often do you lubricate the action? (Months or Number of rounds)	6 times A year
How often do you lubricate the trigger assembly? (Months or Number of rounds)	6 times 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	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) I don't know - Never	
What were the services performed?) N/A	
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<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. :: 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	

Remington.

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# 5121 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Jodie Vance PO Box 923 Barboursville, WV 25504 Ph: 304-638-7674
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# 1Z4XX5969067092529
REF 1: JODIE VANCE/CD/DMF
REF 2: 5121/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 8.20	PUB+HANDLING	8.20	







