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

Case Information

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

Customer Information

Type Business First Name Last Name Street City State Zip Age Contact

624 G McClung Ave. C 304-638-7674 Barboursville WV 25504 Reporter Jodie Vance PO Box 923 E jvance1771@gmail.com

Incident Information

Claims Codes Repair Est. **Medical Treatment Medical Status** 

PΙ

Cause: 4038 Could Not Duplicate Concern PD

Unknown S Concern:1007 Fired on Safe Release

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

Model/Ga. SKU Bbl. **DOM** Mfg. Type Serial Remington CF/BA 700/223 REM 26027 E6419995 RR 11/21/1997 Where Purchased **Original Owner Date Purchased** Accessories N

AMERICAN ROD & GUN 4/12/2001

CONCERN:FSR

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Cash Reim. Cash Release of Claims Settlement Release Date Reimbursement Date Date Settlement APV APV

Per Ilion - Repair @ 1/2 normal charges

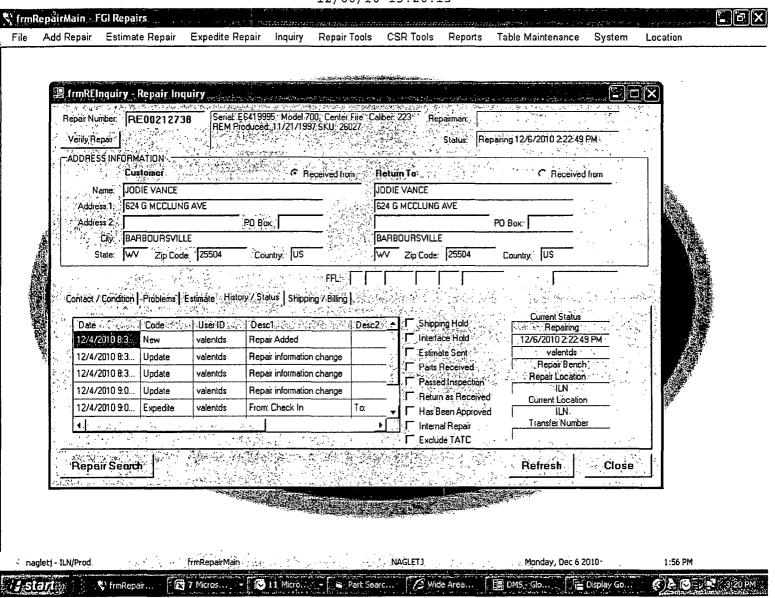
> Repair/Replacement Repair/Replacement Cost Date

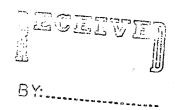
11/17/10: Sending ARS, ltr, form, box. Box order#1160385. df 12/8/10: Per Fred S. - Could not duplicate concern. TA set screws altered. Replace TA, check over, clean & test - quote. df 12/8/10: Factory had this set up to go COD & is repairing gun. I put repair on Ship Hold and called customer. Left voice 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	<u> </u>	RR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		<del></del>
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
D	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.010
Sear	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	16818	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	Select	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	





5121

COPY

24" 27 11/9 24 ,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 dup himbe concern.

T.A. Set screws altered.

Tephace TPA, check own, clear

ATRIT FIRE At 1/2 Novemble

changes.

Quale

Model	Serial						
Number: 700 class, 2	Number:						
Are you the original owner?: 🖸 YES 🖽 NO							
Name: Jodie Vance	Date of Purchase: 4 - /2 - 2001						
Address (no PO Boxes):							
624 G McChing Ave. &							
City: Barbours V. 1 le	State: WV Zip: 25304						
Phone (Daytime): 304-638-7674	Fax: UA						
E-mail Address:(if e-mail address is provided be sent)							
E-mail A							
Please describe your proble	em and date of occurrence:						
idhile shooting at a target (water bottle). He Gern went off while taking off the spatter. I think that the trigger was poiled while trying to take salety off WC the salety has a hord spot in it. However I am not some that the trigger was poiled.  304 1638-7674 call me if you have any questions							
Jode Vance							
500 characters left							
Ammunition I							
Manufacturer: Hernady	Type: 55 grain V-MAX						
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) Dace everyother month after ever 10 shots					
How often do you clean the action? (Months or Number of rounds) Every time is use the Gon 6+imes					
How often do you clean the trigger assembly? (Months or Number of rounds) when I clean the action					
Brand of lubricant used: few of (					
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? > YES YES NO					
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)					
What were the services performed?)					
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					
■ 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 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 PACKA(10 lbs	
PLEASE CHECK ON 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 TC Remington Arms

Attn: Product Service

Ilion, NY

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

4XX596 NOV 18, 2010 ALL CURR USD SVC GNDCOM ACT WT 10.0 LBS TRACKING# 1Z4XX5969067092529 REF 1:JODIE VANCE/CD/DMF REF 2:5121/RIFLE 1 OF 1

HANDLING CHARGE 0.00

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



