

Remington Arms Co., Inc.
Product Service
Legal Case #:5256

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215764	12/21/2010	12/1/2010	1/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dannon	Wright	656 County Rd 28	Double Spring	AL	35553		C 205-617-3189 E dannonwright@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

12/1/10: Customer called in. He stated that he had a FBC a few months ago with the rifle. No damage, No injury. He stated that the bolt is really hard to close on a shell. Bought it new from Dicks Sptg Gds. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	85434	G6874601	OD	7/6/2009 10:54:54 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICK S SPORTING GOODS/ATL	TWO PIECE BASE	Y			

CONCERN:FBC

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 - Check over, clean, test fire @ n/c - warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$42	1/17/2011				

12/1/10: Sending ARS, ltr, form. df 12/28/10: Cust. called for status but factory is closed for holidays. df 1/17/11: Per Ilion - Could not duplicate concern. TA functions as designed. Assem. is dirty. Check over completely, clean & test fire @ n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 22-250 REM HB
	Date Code		OD
	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	
	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---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		XMP SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	---Select---	.010
Sear	Notch	Like new; Functioning	
	Tests	Test Fired	False
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	DIRTY
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

5256

COPY

26"
007/c
3.54
10/0

December 1, 2010

Dannon Wright
656 County Rd 28
Double Springs, AL 35553
Ph: 205-617-3189

Ref: # 5256

Dear Mr. Wright,

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

RECEIVED
JAN 06 2011

enclosure

BY:.....

Serial
Number:

G6874601

Model: 700



RE00215764

could not duplicate concern.
T.A. Functions as Designed.
Assm. is dirty. Check over
completely, clean & test fire
at N/C warranty

Print

Reset

Model Number: <u>700 AD Varmint</u>		Serial Number: <u>G6874601</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Dannon Wright</u>		Date of Purchase: <u>Unsure</u>	
Address (no PO Boxes): <u>656 County Road 28</u>			
City: <u>Double Springs</u>		State: <u>AL</u>	Zip: <u>35353</u>
Phone (Daytime): <u>205-617-3185</u>		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>dannonwright@yahoo.com</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>I was bolt in a shell and the gun fired, and the bolt does not push down when a shell is chambered, it doesn't feel smooth either it needs to be checked the gun has not fired a round like that since</u> <u>This gun has only had 60 to 70 rounds put in it</u>			
Ammunition Information:			
Manufacturer: <u>Hornady 55 grain</u>		Type: <u>Varmint Express</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 a month
How often do you clean the action? (Months or Number of rounds)	Every 40 rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	haven't yet
Brand of lubricant used:	Harmon's Clear-Less Gun Oil
How often do you lubricate the bore? (Months or Number of rounds)	Monthly
How often do you lubricate the action? (Months or Number of rounds)	Every 40 rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	haven't yet
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?) It's a new gun	
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	
<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	

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:	12/1/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5256 rifle			

LABEL INFORMATION

MAIL LABEL TO: Dannon Wright 656 County Rd 28 Double Springs, AL 35553 Ph: 205-617-3189
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 1, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066815375
REF 1:DANNON WRIGHT/CD/DMF
REF 2:5256/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
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 8.74 PUB+HANDLING 8.74