

Remington Arms Co., Inc.

Product Service

Legal Case #:5408

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
216822	12/30/2010	12/13/2010	1/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Noel	Roberts	4733 Winifred Dr	Chattanooga	TN	37415		H 423-421-0065

Incident Information

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

12/13/10 Per call from Roberts, he bought this 700 BDL many years ago, new. About 2 years ago and then again last year his rifle has fired when the safety was released.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	A6609410	PQ	6/10/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	J C PENNEY STATESVILLE NC		Y			

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 at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
58.18	1/10/2011

12/13/10 Mailing ARS cm 1/10/11 Per Ilion, could not duplicate concern. Trig assm dirty. Replace TPA, clean, test fire under BLSM program price of \$20 + shipping and tax. Spoke with Roberts by phone and received approval.cm

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		22" 3006 SPR
	Date Code		PQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

5408

22"
PQ 6/98
SA
1009

December 13, 2010

Noel Roberts
4733 Winifred Dr
Chattanooga, TN 37415

Subject: #5408, Model 700

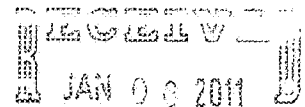
Dear Mr. Roberts,

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.

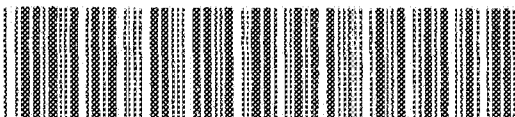
Sincerely,

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



BY: _____

A6609410
Model: 700



RE00216822

could not duplicate concern.
T.A. Dirty. Replace TPA, clean
first 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 BDL	Serial Number:	A 6609410
Are you the original owner?: ☒ YES ☐ NO			
Name:	NOEL ROBERTS	Date of Purchase:	1978
Address (no PO Boxes): 4733 WINIFRED DR.			
City:	CHATTANOOGA	State:	TN. Zip: 37415
Phone (Daytime):	423-421-0065	Fax:	423-531-1991
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) NOJA1970@YAHOO.COM			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: RIFLE DISCHARGED WHILE PUSHING SAFETY SWITCH OFF. NOV. 2008 NOV. 2009			
500 characters left			
Ammunition Information:			
Manufacturer:	REMINGTON	Type:	EXPRESS CORE-LOKT
Other (i.e. bullet weight/type, shot size, powder): 30-06 180 GR. SPRINGFIELD			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/13/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA			
COORDINATOR		xxx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
710 a6609410			

LABEL INFORMATION

MAIL LABEL TO:	Noel Roberts 4733 Winifred Dr Chattanooga TN 37415
RETURN ITEM TO:	Rem Product Service

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

4XX588 DEC 13, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT UT 10.0 LBS
TRACKING# 124XX5860067238503
REF 1:NOEL ROBERTS/CD/CM
REF 2:710/A6609410

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
RH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 8.74 PUB+HANDLING 8.74

