

Remington Arms Co., Inc.
Product Service
Legal Case #:5805

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221523/221502	2/1/2011	2/2/2011	2/2/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Jones	15238 Robinson Creek Ln.	Norton	KS	67654		H 785-871-2040 E jeffj@ksdot.org

Incident Information

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

Customer sent in 2 rifles with our repair form. He stated he had FSR's with both rifles. No other details provided. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/220 SWIFT	84393	G6869260	PD	6/8/2009 9:27:49 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
3/1/2010	CSI SPORTS, LLC	TWO PIECE BASE	Y			

CONCERN:FBC,FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM RUM	84407	G6855483	KD	5/5/2009 2:29:28 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
10/1/2009	GLENN ZANDERS FUR & SPORT	TWO PIECE BASE	Y			

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 - Check over completely & repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$109.88	2/17/2011				

2/17/11: Per Ilion - Serial # G6869260 - Could not duplicate concern. TA is functioning as designed. Check over completely, clean & test fire @ n/c - warranty. Serial # G6855483 - Could not duplicate concern. Trigger pull excessive for XMP TA. Replace TA, clean & test fire @ n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/2/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 220 SWIFT VTR
	Date Code		PD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
Extractor	Stop	Like new; Functioning	
	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Like new; Functioning	
Safety	Bulged	False	
	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.012
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/2/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM RUM VTR
	Date Code		KD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

5805

26"
PD6/0
2.5"
1012

Remington.

Factory Repair Instructions

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

Model Number: 700 UTR	Serial Number: G6869260
Are you the original owner?: ☒ YES ☐ NO	
Name: Jeff Jones	Date of Purchase: 3/2010
Address (no PO Boxes): 15238 Robinson Creek Lane	
City: Norton	State: Kansas Zip: 67654
Phone (Daytime): 785-871-2040	Fax:
E-mail Address: jeffj@ksdot.org	
☒ I would like to receive future e-mail updates from Remington.	
Please describe your problem: When you flip the safety off the gun fires I shot it a total of 27 times and it fired twice by itself. Also when I was cleaning it I shut the bolt closed and heard the firing pin snap.	
Ammunition Information:	
Manufacturer:	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: Hoppe's #9	
How often do you clean the bore? (Months or Number of rounds) Normally both -	
How often do you clean the action? (Months or Number of rounds) Normally both	
How often do you clean the trigger assembly? (Months or Number of rounds) Normal both	
Brand of lubricant used: Rem. oil	

RESERVED
FEB 04 2011
BY:.....

new gun cleaned barrel to break in Specs by Re

How often do you lubricate the bore? (Months or Number of rounds)	both
How often do you lubricate the action? (Months or Number of rounds)	both
How often do you lubricate the trigger assembly? (Months or Number of rounds)	both
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☒ YES ☐ NO	
Comments: I've owned alot of Remington shotguns and rifles and never had any problems until now. This is a big problem!	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never	
What were the services performed? Never	
the WRA and my insurance wants a signed copy of what was done to repair this gun and make it safe	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	

Please have a copy in the box when you return my gun.

IN YOUR FIREARM OR IN THE SAME BOX WITH THE
IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
ME, ADDRESS (WITH ZIP CODE), TELEPHONE AND...

ng it.
mage in shipping and handling. Preferably,
e returned.)
oss or damage.
le the box. Shipments without a proper

st. Remington is not responsible for...
purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

- 1: 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)
- 2: 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.

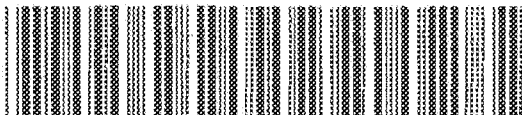
could not duplicate concern.
T.A. is functioning as designed.
check over completely, clean & a
test fire 17 + 1/2

WARRANTY

Serial Number:

G6869260

Model: 700



RE00221523

5805

26"
KDS/00
6.58
2013

Remington.

Factory Repair Instructions

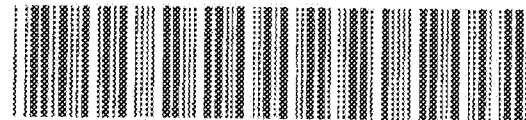
(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 XHR	Serial Number: G 6855483
Are you the original owner? ☒ YES ☐ NO	
Name: Jeff Jones	Date of Purchase: 10/2009
Address (no PO Boxes): 15238 Robinson Creek Lane	
City: Norton	State: Kansas Zip: 67654
Phone (Daytime): 785-871-2040	Fax:
E-mail Address: JeffJ@ksdot.org	
☒ I would like to receive future e-mail updates from Remington.	
Please describe your problem: When you flip the safety off the gun fires. I shot it a total of 11 times could not duplicate concern. Trig. pull excessive for XMP TA. Replace TPA, CLEAN + TEST FIRE AT N/C	
WARRANTY	

Serial Number:

G6855483

Model: 700



RE00221502

Type:	
Powder Weight:	
Primer Used:	
Reloader Used:	BY...

RECEIVED
FEB 04 2011

Firearms Care (Cleaning and Lubrication)	
Brand of cleaning solution used:	Hoppers #9
How often do you clean the bore? (Months or Number of rounds)	Normally both
How often do you clean the action? (Months or Number of rounds)	Normally both
How often do you clean the trigger assembly? (Months or Number of rounds)	Normal both
Brand of lubricant used:	Rem Oil

now gun
cleaned barrel
to break in specs
by Rem.

How often do you lubricate the bore? (Months or Number of rounds)	both
How often do you lubricate the action? (Months or Number of rounds)	both
How often do you lubricate the trigger assembly? (Months or Number of rounds)	both
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☒ YES ☐ NO	
Comments: I own alot of Remington shotguns and Rifles and haven't had any trouble until now. This is a problem!	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never	
What were the services performed? Never	
The NRA & insurance company wants in writing what you did to resolve the problem with this gun	
Ship your INSURED firearm by either UPS or Parcel Post to: Please leave copy in the box	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave 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 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.	

