

Remington Arms Co., Inc.
Product Service
Legal Case #:5344

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215602	12/20/2010	12/3/2010	12/28/2010	11/23/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	A & N Sports Inc.	---	A & N Sports In	501 S. French Ave.	Sanford	FL	32771		W 407-323-4867
Incident		Mark	Hatch	132 Naranja Rd.	Debury	FL	32713		H 407-323-4867 F 407-323-6207

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054 As received Follows Down		Unknown	
S	Concern:1007 Fired on Safe Release			
C	FSR			

12/8/10: Dealer called in. Dealer stated their customer bought gun from them about a year ago & brought it back stating it had a FSR about a month ago. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	26281	S6451507 WW		8/23/2002 10:56:54 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRICE WHOLESALE	TWO PIECE SCOPE BASE	U			

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 - quote to repair

Repair/Replacement Cost	Repair/Replacement Date

12/8/10: Sending ARS, ltr, form. df 1/13/11: Per Ilion - Will follow down. TA set screws altered. Trigger does not return properly. Replace TA, clean & test fire @ 1/2 normal charges - quote. I spoke with Burt @ store about quote & he apprvd. & paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/28/2010

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4054	As received Follows Down	
Barrel	Description		22" 270 WIN SS
	Date Code		WW
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN TRIG NOT RETURNING
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

5344

(COPY)

22"
2.5#
011
WW8/02

December 8, 2010

A & N Sports Inc.
501 S. French Ave.
Sanford, FL 32771
Ph: 407-323-4867

Ref: # 5344, S# S6451507

Dear Dealer,



Enclosed is a prepaid UPS shipping label to cover shipment of the 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.

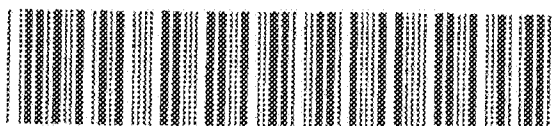
Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Serial Number:

S6451507

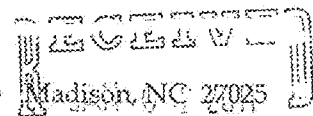
Model: 700



RE00215602

will follow down. T.A. set screws
altered - T1279 - does not return
properly. replace TPA, clean
+ test fire AT 1/2 normal
cost.

Quote



Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 •
Phone 800-243-9700 • www.remington.com

BY: _____

PS 20453

Print

Reset

Model Number: 700		Serial Number: S6451507	
Are you the original owner? ☒ YES ☐ NO			
Name: MARK HATCH		Date of Purchase:	
Address (no PO Boxes): 132 NARANJA RD			
City: DEBARY		State: FL	Zip: 32713
Phone (Daytime): 407 323-4867		Fax: 407-323-6207	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: on 11/23 RIFLE FIRED WHEN TAKING SAFETY OFF. ANY? CALL AIN SPORTS, INC 407-323-4867			
500 characters left			
Ammunition Information:			
Manufacturer: WW		Type: 130gr SP	
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:	EEZOX
How often do you clean the bore? (Months or Number of rounds)	EACH TIME B.F.E. IS FIRED
How often do you clean the action? (Months or Number of rounds)	EACH TIME B.F.E. IS FIRED
How often do you clean the trigger assembly? (Months or Number of rounds)	EACH TIME B.F.E. IS FIRED
Brand of lubricant used:	EEZOX
How often do you lubricate the bore? (Months or Number of rounds)	EACH TIME IT'S CLEANED
How often do you lubricate the action? (Months or Number of rounds)	EACH TIME IT'S CLEANED
How often do you lubricate the trigger assembly? (Months or Number of rounds)	EACH TIME IT'S CLEANED
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☒ YES ☐ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) N/A	
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	
☐ 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:	12/8/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5344 rifle			

LABEL INFORMATION

MAIL LABEL TO: A & N Sports Inc. 501 S. French Ave. Sanford, FL 32771 Ph: 407-323-4867
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 8, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066138197
REF 1: A & N SPORTS/CD/DMF
REF 2: 5344/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	CGD 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 9.45	PUB+HANDLING	9.45