

Remington Arms Co., Inc.
Product Service
Legal Case #:5260

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228839	4/14/2011	12/1/2010	4/15/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jonathan	Morphew	150 Wades Mill Rd.	Winchester	KY	40391		W 800-262-2012- x 123 F 859-744-3623 E jmorphew@deltagas.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

12/1/10: Customer called in. He stated that his father was shooting rifle about a week ago & had a FSR. No damage, No injury. He bought it used at a gun store. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	26033	E6368254	CR	4/28/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS		N			

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

12/1/10: Sending ARS, ltr, form. df 4/26/11: Per Ilion - Could not duplicate concern. Trigger not returning properly. TA dirty & set screws altered. Can offer to replace TA, clean & test fire @ 1/2 normal cost - quote. Customer included CC# with repair form. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		CR
	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; 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	Non-ISS	
Scar	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY AND TRIG NOT RETURNING PROPERLY
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

COPY

22"
CR 4/9
2#
1014

5260

December 1, 2010

Jonathan Morphew
150 Wades Mill Rd
Winchester, KY 40391
Ph: 800-262-2012 x 123

Ref: # 5260

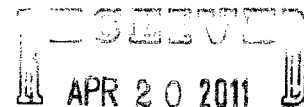
Dear Mr. Morphew,

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



BY:.....

enclosure

could not duplicate concern.
TRIG. not returning properly
T.A. dirty & set screws altered.
CAN offer to replace TPA, clean
& test fire at 1/2 normal cost.

[Signature]

Number:

E6368254

Model: 700



RE00228839

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 21352

April 11, 2011

Jonathan Morphew
Delta Natural Gas Co., Inc.
3617 Lexington Rd
Winchester, KY 40391

D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
870 Remington Drive, P.O.-Box 700
Madison, NC 27025

RE: Remington Model 400 S/N E6368254


Attn: D. Fulcher,

Pursuant to our telephone conversation several weeks ago, I am finally taking care of this issue. I have answered the enclosed questionnaire to the best of my ability.

At the risk of being redundant, I will briefly explain my situation. I bought this rifle used in 2003 (I think) and it was in like new condition. Not long after buying it, I gave it to my dad as a gift. He is now 74 years old. Several weeks ago, he was hunting with it in Arkansas. He was preparing to shoot when he moved the safety switch forward. Upon moving it, the gun discharged. Thank the Lord no one or anything, was damaged as a result of this discharge. He tried to repeat the process over and over and one other time (gun unloaded of course) the gun did drop the firing pin again upon moving the safety.

Like everyone else, we have seen the negative reports regarding the trigger mechanisms in the Model 700's. We are not trying to seek any damages, money or any such thing. I just want Remington to inspect the rifle and make it operationally safe for my dad. Of course, I would prefer this procedure to be done as reasonable (\$) as possible. We have been loyal Remington customers for many years. I look forward to a positive experience with you and your company.

Respectfully,



Jonathan Morphew
(859) 749-3757 c
(859) 744-6171 x123 w

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>E6368254</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>JONATHAN MORPHEW</u>		Date of Purchase: <u>JUNE 2003??</u>	
Address (no PO Boxes): <u>DELTA NATURAL GAS CO., 3617 LEXINGTON RD</u>			
City: <u>WINCHESTER</u>		State: <u>KY</u>	Zip: <u>40391</u>
Phone (Daytime): <u>(800) 262-2012 x123</u>		Fax: <u>(859) 744-3623</u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>JMORPHEW@DELTAGAS.COM</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>OCCASIONALLY GUN WILL FIRE BY SIMPLY MOVING THE SAFETY FORWARD. THIS HAS HAPPENED TWICE, ONCE WHEN THE GUN WAS LOADED CAUSING AN ACCIDENTAL DISCHARGE.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON COLE-LOKT</u>		Type: <u>130 GR. ??</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:	REM OIL
How often do you clean the bore? (Months or Number of rounds)	TWICE ANNUALLY
How often do you clean the action? (Months or Number of rounds)	TWICE ANNUALLY
How often do you clean the trigger assembly? (Months or Number of rounds)	NONE
Brand of lubricant used:	REM OIL
How often do you lubricate the bore? (Months or Number of rounds)	TWICE ANNUALLY
How often do you lubricate the action? (Months or Number of rounds)	TWICE ANNUALLY
How often do you lubricate the trigger assembly? (Months or Number of rounds)	TWICE ANNUALLY
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
NEVER SINCE I'VE OWNED	
What were the services performed?)	N/A
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p><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.</p> <p style="text-align: center;">:: 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</p>	

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.

MASTER CARD

REDACTED

9109

EXP DATE REDACTED

JONATHAN W. MORPHEW



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		I WILL MAIL XXXXXX	
TO MAIL			
DESCRIPTION: Ref # 5260 rifle			

LABEL INFORMATION

MAIL LABEL TO: Jonathan Morpew 150 Wades Mill Rd Winchester, KY 40391 Ph: 800-262-2012 x 123
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 GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066739814
REF 1: JONATHAN MORPHEW/CD/DMF
REF 2: 5260/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 8.20 PUB+HANDLING 8.20







