

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6047

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228679	4/12/2011	3/24/2011	4/19/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jack	Thompson	159 Foxborough St.	North Tazewell	VA	24630		H 276-988-5908 E nyevalley@comcast.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

3/24/11: Customer called in. He stated last fall he had a FBC. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	A6307465	PI	6/1/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	W CRAIG INC SELMA AL	TWO PIECE DROP DOWN 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 - Quote to repair under BLM						
	<b>Repair/Replacement Cost</b>	<b>Repair/Replacement Date</b>				
	\$30.40	4/19/2011				

3/24/11: Sending ARS, letter, form. df 4/19/11: Per Ilion - TA dirty, sticky & set screws altered. Trigger not returning properly. Replace TA, clean & test fire under BLM - quote. Left customer a msg to call me. Customer called - mailed a check w/apprv on 4/16/11. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/13/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 243 WIN
	Date Code		PI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn;	

	Condition	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY. TRIG NOT RETURNING PROPERLY. WILL FOLLOW DOWN
	Pull	---Select---	7.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE DROP DOWN BASE

6047  
March 25, 2011

Jack Thompson  
159 Foxborough  
North Tazewell, VA 24630  
Ph: 276-988-5908

Ref: # 6047, M/700, Serial# A6307465

Dear Mr. Thompson,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form to fill out.

**Please include a copy of this letter and form to put inside the shipping container. The letter and form 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  
APR 15 2011

BY:.....

T.A. dirty, sticky + set screws  
altered. TPA not returning  
properly. Replace TPA, clean + test  
fire under BLP for \$20.00 + ship

Quote

Serial Number:  
A6307465

Model: 700



RE00228679

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 21612

Print

Reset

<b>Model</b> Number: <u>700 / 243</u>		<b>Serial</b> Number: <u>A0307465</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Jack H Thompson</u>		Date of Purchase: <u>late '76 / early '77</u>	
Address (no PO Boxes): <u>159 Foxborough Street</u>			
City: <u>North Truxwell</u>		State: <u>VA</u>	Zip: <u>24630</u>
Phone (Daytime): <u>276-988-5908</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>nyevallay@comcast.net</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: <div style="border: 1px solid black; padding: 10px; min-height: 150px;"> <p>goes off safety, has fired 2 times with live            Ammunition — lucky no one was hurt.            This occurred while hunting.</p> </div> <div style="text-align: right;">500 characters left</div>			
<b>Ammunition Information:</b>			
Manufacturer: <u>Remington</u>		Type: <u>243</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>80 gr. pointed softpoint</u>			
<b>Handload Information:</b> <u>N/A</u>			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	2 Times A Year
How often do you clean the action? (Months or Number of rounds)	Same
How often do you clean the trigger assembly? (Months or Number of rounds)	Same
Brand of lubricant used:	Durafix
How often do you lubricate the bore? (Months or Number of rounds)	Same
How often do you lubricate the action? (Months or Number of rounds)	Same
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Same
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	
What were the services performed?)	
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"/> <b>WARNING:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. <b>THIS IS A VIOLATION OF FEDERAL LAW.</b> 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.</p> <p style="text-align: center;">:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p style="text-align: center;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: 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.



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	3/25/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b> <b>MEDIA</b> <b>COORDINATOR</b> <b>TO MAIL</b>		<b>I WILL MAIL</b>	<b>XXXXXX</b>
DESCRIPTION: Ref# 6047 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Jack Thompson 159 Foxborough North Tazewell, VA 24630 Ph: 276-988-5908
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 MAR 28, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969065512962  
REF 1: JACK THOMPSON/CD/DMF  
REF 2: 6047/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 8.88 PUB+HANDLING 8.88











