

Remington Arms Co., Inc.
Product Service
Legal Case #:6407

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
236497	7/27/2011	12/6/2010	7/28/2011	11/24/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Marty	Powers	203 White Oak Dr.	McMinnville	TN	37110		H 931-212-5386 E mudcatssoftball@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in truck	Cause:4006	Altered Adjustments or Components		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C Unexplained discharge				

Customer sent in an email. He stated that he was unloading his Model 700 next to his truck & the rifle went off & shot a hole in his truck. No injury. df 8/2/11: Customer wrote on repair form that incident happened on 11/24/10. We received the rifle from him 7/26/11. No mention of hole in truck on the repair form. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	B6239909	WA	8/21/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
9/24/1988	OUTDOOR SPT HQ DAYTON OH		N			

CONCERN: FBC

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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	8/2/2011				

12/6/10: I emailed ltr & form. I will have media coord. email ARS. df 8/1/11: Customer did not send in a copy of my letter. Old PS case # 5812 (closed). df 8/2/11: Per Ilion - TA dirty, set screws altered. Replace TA, clean & test fire under BLM - quote. I spoke to customer & he apprvd quote & paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		7/28/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4006	Altered Adjustments or Components	
	Description		22" 3006 SPRG
	Date Code		WA
	Bore Plugged	False	
	Bulged	False	

Barrel	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2.25#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Print

Reset

6407

Model Number: <u>700</u>		Serial Number: <u>B6239909</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Marty Powers</u>		Date of Purchase: <u>9-24-1988</u>	
Address (no PO Boxes): 			
City: <u>Memnville</u>	State: <u>Tn</u>	Zip: <u>37110</u>	
Phone (Daytime): <u>931-212-5386</u>		Fax: 	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>MudCatsSoftball@yahoo.com</u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>11-24-10 The Gun just went off</u> <u>When I was unloading it.</u>			
<u>Return TO: Marty Powers</u> <u>202 Bell St. #</u> <u>Memnville, Tn 37110</u>			
500 characters left			

Serial Number:

B6239909

Model: 700



RE00236497

Information:

Type:
Weight/type, shot size,
T.A. ^{dirty} set screws altered.replace TPA, clean test fireInformation: under BLP Ron \$20.00 +Powder Weight:
Primer Used:
Reloader Used:
Bullet Type/Shot Size:

Firearms Care (Cleaning and Lubrication):

RECEIVED

AUG 01 2011

BY: _____

Reference # 101127-000051
Status Unresolved
Assigned To Administrators Dell -
Product Ammunition
SLA Not specified
Queue CSR
Date Created 11/27/2010 11:56 AM
Initial Response None
Last Updated 12/02/2010 02:56 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense 0 (on -3 to +3 scale)

A form was submitted on REMINGTON - PROD.**Discussion Thread****Customer (Marty Powers)**

11/27/2010 11:56 AM

Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us

First Name: Marty

Last Name: Powers

Email: mudcatssoftball@yahoo.com

Address 1: 203 white oak dr.

Address 2:

Telephone: 931-212-5386

City: McMinnville

State: Tenn

Zip Code: 37110

Country:

Comments:

I was unloading my model 700 standing by my truck and the gun went off shooting a hole in my truck. I need to know how to get the gun fixed before someone get hurt. thanks Marty Powers

Primary Contact**First Name:** Marty**Last Name:** Powers**Organization:****Login:** BRnVJXkzpdw18**Title:****Contact Type:****Email:** mudcatssoftball@yahoo.com**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**

5312

Remington®

Emailed to Cust.

December 6, 2010

Marty Powers
203 White Oak Dr.
McMinnville, TN 37110
Ph: 931-212-5386
Email: mudcattssoftball@yahoo.com

Ref: # 5312

Dear Mr. Powers,

You will receive a pre-paid shipping label in a separate email within 24-48 hours. 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

Print

Reset

Model		Serial	
Number: <input type="text"/>		Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input 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; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: _____
How often do you clean the bore? (Months or Number of rounds) _____
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
How often do you lubricate the action? (Months or Number of rounds) _____
How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
What were the services performed? _____
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <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="padding-left: 40px;">:: Record the serial number of your firearm before sending it.</p> <p style="padding-left: 20px;">:: Pack your firearm for safety and to prevent further damage in shipping and handling.</p> <p style="padding-left: 60px;">Preferably,</p> <p style="padding-left: 40px;">ship in a firearm box: (Note: Original boxes may not be returned.)</p> <p style="padding-left: 20px;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="padding-left: 20px;">:: 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.

Fulcher, Dell Marie

From: postmaster@remington.com
To: mudcatssoftball@yahoo.com
Sent: Monday, December 06, 2010 12:17 PM
Subject: Relayed: Marty Powers - Ref# 5312

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

mudcatssoftball@yahoo.com

Subject: Marty Powers - Ref# 5312

Remington.

www.remington.com

Emil

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

ARS LABEL REQUEST FORM

DATE:	12/6/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR XXXXXX TO MAIL		I WILL MAIL	
DESCRIPTION: Ref # 5312 rifle			

LABEL INFORMATION

MAIL LABEL TO: Marty Powers 203 White Oak Dr. McMinnville, TN 37110 Ph: 931-212-5386 Email: mudcattssoftball@yahoo.com	Email ARS to customer
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 6, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066938573
REF 1:MARTY POWERS/CD/DMF
REF 2:5312/RIFLE

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 1.00
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 9.24 PUB+HANDLING 9.24

mudcattssoftball@yahoo.com









