

Remington Arms Co., Inc.
Product Service
Legal Case #:6246

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
259024	2/17/2012	6/2/2011	2/20/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tim	Flemett	4399 N. 2000 W. #1	Helper	UT	84526		H 435-650-3105 E timothy.flemett@pacificorp.com

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				

6/2/11: Customer called in. He stated the rifle had a FSR many years ago - no damage, no injury & he has read some information on the internet recently that makes him concerned now. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6781905		12/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	N			

CONCERN:FSR,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				
	\$29					

6/2/11: Mailing letter & form. df 11/7/11 Firearm not sent for inspection.cm 2/27/12: Gun sent in. Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire under BLM - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/20/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		XY
	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.003
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington®

6246

June 2, 2011

22"
x 1/12/74
5.5#
.003

Tim Flemett
4399 N. 2000 W. #1
Helper, UT 84526
Phone: 435-650-6105

Ref: # 6246, Model 700

Dear Mr. Flemett,

Please include a copy of this letter and form to put inside the shipping container. The letter and form inside are 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,
Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

RECEIVED
FEB 27 2012

enclosure

BY:.....

6781905

Model: 700



RE00259024

could not find concern
can often to replace TPA
clear text under TPA
for \$20. +

Quote

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

Print

Reset

Model Number: 700		Serial Number: 6781905	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Tim Hemett		Date of Purchase: approx 1982	
Address (no PO Boxes): 1553 W 4100 N Helper, UT			
City: Helper		State: VT	Zip: 84526
Phone (Daytime): 435-650-3105		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) timothy.hemett@pacifiCorp.com			
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: Gun discharge when safety was flipped to fire twice w/ bolt was posixed closed to fire			
500 characters left			
Ammunition Information:			
Manufacturer: Remington Federal		Type: Bolt Action 700 100	
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:
How often do you clean the bore? (Months or Number of rounds) <u>after use</u>
How often do you clean the action? (Months or Number of rounds) <u>after use</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>after use</u>
Brand of lubricant used: <u>REM Remington</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>after use</u>
How often do you lubricate the action? (Months or Number of rounds) <u>after use</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>after use</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>Never</u>
What were the services performed?) <u>None</u>
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
<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. :: 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.





