

Remington Arms Co., Inc.

Product Service

Legal Case #:5243

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217775	1/6/2011	11/30/2010	1/7/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jimmy	Davis	366 Young Ridge Rd	Sparta	TN	38583		H 931-761-4622

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired without touching the rifle, safety on	Unexplained Discharge Safe ON	Unknown	
C	Concern:1005			

11/30/10 Per call from Davis, he has a 200th Anniversary Model 700 and has had accidental discharge twice. The first time he thought it was his fault. The 2nd time, he was out hunting, loaded the gun, had the safety on and put it beside him and it went off without him touching it.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	26063	C6835817	EX	10/22/1993
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		Y			

CONCERN:FSO

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, replace TPA,
clean, test fire at 1/2
normal charges

Repair/Replacement Cost	Repair/Replacement Date

11/30/10 Mailing box and ARS.cm 1/14/11 Per Ilion, could not duplicate concern. Trigger assembly functions as designed. Can offer to replace TPA, clean and test fire at 1/2 normal cost. I spoke with Davis by phone and he approved the charges.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/7/2011
	Product Type		RF

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5243&Type=Case>

1/14/2011

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		EX
	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	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

224
EX 10/03
5*
.013

5243

November 30, 2010

Jimmy Davis
366 Young Ridge Rd
Sparta, TN 38583

Subject: #5243, Model 700

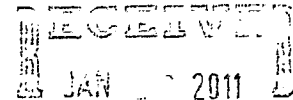
Dear Mr. Davis,

Enclosed is the prepaid UPS ground shipping label. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the box with "Product Service". Apply the label to your box and take it to a UPS terminal or driver for shipping.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com



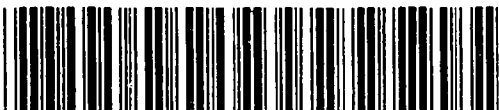
BY:

enclosure

could not duplicate concern
T.A. Functions as designed.
can offer to replace TPA,
clean + rest fire AT
1/2 normal cost.

Quote

Serial Number:
C6835817
Model: 700



RE00217775

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

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700	Serial Number: C6835817
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: Jimmy L. DAVIS	Date of Purchase: APPROX June 2002 or 3
Address (no PO Boxes): 366 Youngridge Rd.	
City: SPARTA	State: TN Zip: 38583
Phone (Daytime): 931-761-4622	Fax: _____
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) _____	
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:	
<p>This gun has Fired X2 since, I purchased it approx. 8yr ago. Fired when safety was on. My hand was not near the Trigger.</p> <p>This gun has only been Fired approx 10-15 rounds in it. Never been cleaned, due to not many rounds fired. HAN BONE.</p> <p>Please Help, owned Remington Firearm all my life, I'm 58 yrs old</p>	
500 characters left	
Ammunition Information: _____	
Manufacturer: Remington	Type: 30-06
Other (i.e. bullet weight/type, shot size, powder): 18gr	
Handload Information: NA	
Powder Used: NA	Powder Weight: _____
Case/Hull Used: NA	Primer Used: _____
Bullet Type/Shot Size: NA	Reloader Used: _____

This gun has not been fired about 10-15 times since I purchased it.

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 checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
	<i>Never</i>
What were the services performed?	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357</p>	
<p>⚠ 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>:: 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.</p>	

Case #	5243	Date of Call	11/30/10	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	Jimmy Davis 366 Young Ridge Rd Sparta TN 38583 931-761-4622
address		address	
contact #'s		contact #'s	
email		email	

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Serial #	Cal	DOM	Orig owner?	When/Where purchased			
700	C6835817	30-06		Y				

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	200th Anniver 700 - 1st time - thought something he did 2nd - hunting, loaded gun, safety on & it fired.
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Customer's Request	
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My actions/offers	box 2 ARS 1163972
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Remington.

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:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION: <div style="text-align: center;">700</div> <div style="text-align: center;">C6835817</div>			

LABEL INFORMATION

MAIL LABEL TO:	Jimmy Davis 366 Young Ridge Rd Sparta, TN 38583
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 3, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065603275
 REF 1: JIMMY DAVIS/CD/CM
 REF 2: 700/C6835817

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 0.50
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AM 0.00	PR 0.00	PUB+HANDLING 8.74
TOT PUB CHG 8.74		

