

Remington Arms Co., Inc.
Product Service
Legal Case #:5134

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212437	12/3/2010	11/18/2010	12/14/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Francis	16468 N. Star Lake Ln.	Mountain	WI	54149		H 414-640-7736 F 715-276-2312 E jfrancis1946@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot hole in 2 walls & a chair	Cause:4038 Could Not Duplicate Concern		Unknown
S	Concern:1007 Fired on Safe Release			
C	FSR			

Customer wrote a letter & Anne Harper brought it over to Product Service Dept on 11/17/10. He stated that he has a M/700. He saw the CNBC show & our website. He stated that while he was hunting 3 yrs ago the gun went off twice. He was then unloading the gun in his home & it fired. Shot a hole in 2 walls & a chair. He stated that he is not interested in getting involved in any legal issues. He just wants his rifle fixed. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/270 WIN	n/a	A6789872	OV	7/1/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPTS WILLOWBROOK ILL	TWO PIECE SEE THRU BASES	U			

CONCERN:FIRED WITH BOLT PARTIALLY OPEN

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 - Repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$45.23	12/14/2010				

11/18/10: Sending ARS, ltr, form. df 12/8/10: Replace TA, clean, test fire under BLM program. Customer apprvd. & paid by credit card. I will close when I get parts listing. df 12/14/10: Received parts list - file closed. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	IMPROPER MAINTENENCE
	Description		22" 270 WIN
	Date Code		OV
	Bore Plugged	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5134&Type=Case>

12/14/2010

Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Abused; Not Functioning	
	Face	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	BINDS
Extractor	Condition	Abused; Not Functioning	
	Cut Condition	Abused; Not 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		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	WORKS SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY PARTS WORK SLUGGISH
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SEE THRU BASES

frmREInquiry - Repair Inquiry		<input type="button" value="Print"/> <input type="button" value="F5"/> <input type="button" value="F7"/>																																																													
Repair Number	RE00212437	Serial: A6789872, Model 700, Center Fire, Caliber 270 WIN	Repairman: _____ Status: Parked 12/6/2010 1:58:38 PM																																																												
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ADDRESS INFORMATION																																																															
Customer Name: JOHN FRANCIS Address 1: 16468 N. STAR LAKE LN. Address 2: _____ PO Box: _____ City: MOUNTAIN State: WI Zip Code: 54149 Country: US		Returned from Return To: JOHN FRANCIS Address 1: 16468 N. STAR LAKE LN. Address 2: _____ PO Box: _____ City: MOUNTAIN State: WI Zip Code: 54149 Country: US																																																													
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RECEIVED
JUN 19 2000
BY: _____

5134

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copy

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November 18, 2010

John Francis
16468 N. Star Lake Ln.
Mountain, WI 54149
Ph: 414-640-7736

Ref: # 5134

Dear Mr. Francis,

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

enclosure

Serial Number:

A6789872

Model: 700



RE00212437

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

Print

Reset

Model 700		Serial	
Number: <input type="text"/>		Number: A6789872	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: JOHN C. FRANCIS		Date of Purchase: June 1999	
Address (no PO Boxes): 16468 N. STAR LAKE LN.			
City: Mountain		State: WI	Zip: 54149
Phone (Daytime): 414.640.7736		Fax: 715-276-2312	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) JFRANCIS1946@GMAIL.COM			
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: ABOUT DEC 2006 Gun was Laying flat on our Table while about to clean, I Ejected 1 shell and Left Bolt open before I could eject last shell gun fired while bolt was partially open and gun was not being held.			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Pointed Soft Point	
Other (i.e. bullet weight/type, shot size, powder): 130			
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)	AFTER EACH USE - once or twice year
How often do you clean the action? (Months or Number of rounds)	SAME AS ABOVE.
How often do you clean the trigger assembly? (Months or Number of rounds)	once per year.
Brand of lubricant used:	Remington and/or Outers
How often do you lubricate the bore? (Months or Number of rounds)	AFTER EACH USE
How often do you lubricate the action? (Months or Number of rounds)	SAME AS ABOVE
How often do you lubricate the trigger assembly? (Months or Number of rounds)	once per season
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?	
2007 - TO SEE WHAT WAS WRNG.	
What were the services performed?	NONE - HE said bolt was damaged - fee (cost)
Ship your INSURED firearm by either UPS or Parcel Post to: TO REPLACE.	
<p 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 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.

3134

November 5, 2010

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

Gentlemen,

I am writing regarding my Model 700 firearm. Yes, I did see the television show and yes I did review your website, etc. I am not interested in causing problems; I am interested in getting my firearm taken care of.

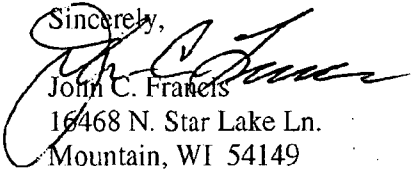
I own a Model 700, .270, number A6789872.

3 years ago while I was unloading the gun after a day of hunting it fired when the safety was moved to facilitate the unloading process. Luckily the gun was pointed to the ground and no one was injured. My son assumed that it was my fault, but I was quite sure that I had practiced proper safety. A second time I was walking in the woods and in preparation to taking a shot, removed the safety and once again it fired, once again into the ground. I was certain that I had not done anything to cause this to happen. I took the gun home and did a proper cleaning and made sure that the action was smooth without any hang-ups. I loaded and unloaded the gun to make sure all was functioning properly. While the gun was flat on a table and I was preparing to unload and case the weapon, it fired, sending a bullet through 2 walls and a chair, before coming to rest in the corner of my gun cabinet.

I took the gun to the gunsmith to be checked out and was told that the firing pin was now damaged because of the misfiring and the bolt would need to be replaced. This is a costly measure and while the gun is a favorite it is prohibitive for me to spend that money.

After watching the program and recalling the events that have happened to me it all seems pretty convenient to blame others. I am not interested in getting involved in any legal issues, I would just like to get my gun back to a useable condition and be able to use it safely. I have a model 870 and a model 742 and never had problems. I would appreciate this being taken care of.

Sincerely,


John C. Francis
16468 N. Star Lake Ln.
Mountain, WI 54149
414-640-7736

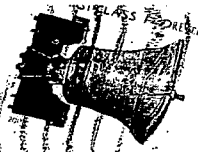
NOV 09 2010

Received Date: _____
CSR: WANE
Response Date: 11/17/10
Response/Title: Product Service

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M00005000, 00 00000000

MILWAUKEE WI 532

NOV 20 1979



Remington Arms Co Inc
P.O. Box 700
Madison, Wisc

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27025-0700

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/18/2010	REQUESTED BY:	Dell
QUANTITY:	2	WEIGHT PER PACKAGE	10 lbs
<input checked="" type="checkbox"/> PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL <input checked="" type="checkbox"/> XXXXXX	
DESCRIPTION: Ref # 5134 Rifle			

LABEL INFORMATION

MAIL LABEL TO: John Francis 16468 N. Star Lake Ln. Mountain, WI 54149 Ph: 414-640-7736
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 18, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969067225304
 REF 1: JOHN FRANCIS/CD/DMF
 REF 2: 5134/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 8.74 PUB+HANDLING 8.74

