

Remington Arms Co., Inc.
Product Service
Legal Case #:5240

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217723	1/6/2011	11/30/2010	1/18/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Nettles	10715 Coyle Rd	Coyle	OK	73027		C 405-255-4598 E rdtrk96@ad.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot window of truck	Cause:4038 Could Not Duplicate Concern		Unknown	
S Fired on safety release	Concern:1007 Fired on Safe Release			
C				

11/30/10 Per call from Nettles, about a week ago he set his rifle in the back seat and was going to unload it so he flipped the safety off and it fired, shooting out the window in his truck. Last night he saw the CNBC program. He has fixed the window and is not asking us to cover that. He just wants the rifle to be safe. It was passed to him from his grandfather. It has the bolt lock.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM Mag	n/a	6599379	BX	1/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	SIMMONS GUN SPEC OLATHE KANSAS		N			

CONCERN:FSR

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
Repair at no charge as a gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	135.68	2/2/2011				

11/30/10 Mailing box and ARS.cm 1/18/11 Repair rifle at no charge as goodwill. He is not asking us to pay damage for window, just wants the rifle to be safe.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG LH
	Date Code		BX
	Bore Plugged	False	
	Bulged	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5240&Type=Case>

2/2/2011

	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	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	SET SCREWS HAD BEEN STAKED AND SCRATCHED. NO SEALANT
	Pull	---Select---	5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Remington®

24"
Bx 1/73
5#
008

5240

November 30, 2010

Mike Nettles
10715 Coyle Rd
Coyle, OK 73027

Subject: #5240, Model 700

Dear Mr. Nettles,

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.

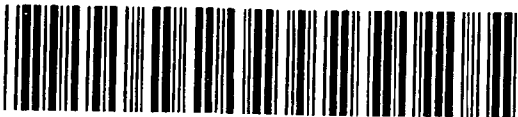
Sincerely,

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

41.18
27.-
35.-
17.50
15.00
135.68

enclosure

Serial Number: 6599379
Model: 700



RE00217723

RECEIVED
JAN 2 2011

BY:

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: <u>700Lh 7mm</u>		Serial Number: <u>6599379</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <u>my Grandfather (Deceased)</u>			
Name: <u>Michael NEHLES</u>		Date of Purchase: <u></u>	
Address (no PO Boxes): <u>10715 S. Coyle RD</u>			
City: <u>Coyle</u>		State: <u>OK</u>	Zip: <u>73027</u>
Phone (Daytime): <u>405-255-4598</u>		Fax: <u></u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>rdtrk96@aol.com</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: <u>TOOK SAFETY OFF to unload the gun AFTER hunting and when the safety clicked off the gun fired and shot the side window out of my truck.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Core-Loct</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150-grain</u>			
Handload Information:			
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>	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Remington
How often do you clean the bore? (Months or Number of rounds)	AFTER EVERY USE
How often do you clean the action? (Months or Number of rounds)	AFTER EVERY USE
How often do you clean the trigger assembly? (Months or Number of rounds)	20 ROUNDS
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	AFTER EVERY USE
How often do you lubricate the action? (Months or Number of rounds)	AFTER EVERY USE
How often do you lubricate the trigger assembly? (Months or Number of rounds)	20 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?	
UNKNOWN -	
What were the services performed?	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, 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 #	5240	Date of Call	11/30/10	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	Mike Nettles
address		address	10715 Coyle Rd.
contact #'s		contact #'s	Coyle OK 73027
			405-255-4598
email		email	

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700		7m4rag		N	BDL	grandfather passed it down		

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

Other Product	
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Notes:	<p>per voice message left for</p> <p>about wk ago, set in back seat. Flipped safety off. shot window out. Last night saw CNBC. Fixed window not</p>
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Customer's Request	
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My actions/offers	box, ARS 1163746
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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:	11/30/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Mike Nettles 10715 Coyle Rd Coyle, OK 73027
RETURN ITEM TO:	Product Service

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

4XX596 NOV 30, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065737210
 REF 1: MIKE NETTLES/CD/CM
 REF 2: 700

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 9.45 PUB+HANDLING 9.45

