

Remington Arms Co., Inc.
Product Service
Legal Case #:4817

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209642	11/8/2010	10/21/2010	11/9/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joe	Semingson	531 E. Walnut St.	Strum	WI	54770		W 715-838-5263 F 715-838-6939 E semingson.joe@mayo.edu

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			

10/21/10: Customer called in. He was using rifle 6-7 yrs ago & experienced a FSR. He took it to a gunsmith & had it repaired. He saw CNBC show & doesn't feel rifle is safe. No injury. No damage. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	C6254713	KI	5/3/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HQ INC		Y			

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
Per Ilion - Repair @ 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

10/21/10: Sending ARS, letter, form, & box. Box order# 1151001. df 11/16/10: Per Fred S. - Could not duplicate concern. Sear engagement screw altered. Check over, replace TA, clean & test fire @ 1/2 normal charges - quote. df 11/16/10: CSR apprvd repair but forgot to enter CC#. I called cust. because gun is going out COD. He is ok with that. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		F.SUPRY
	Exam Date		11/9/2010
	Product Type		RF
	Action Type		A

BARBER - Kinzer PPS GAL RE 0012205

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		KI
	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		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	True	SEAR ENGAGEMENT ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

frmRepairMain - IS: Repair

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem

frmREInquiry - Repair Inquiry

Repair Number: RE00209542Serial: C6254713, Model 700, Center Fire, Caliber: 3006 SPRG Produced: 05/03/1988Repairman: Bruce TravisStatus: ApprovalHold 11/9/2010 1:11:20 PM

Verify Repair

ADDRESS INFORMATION

CustomerReceived fromReturn ToReceived from

NameJOE SEMINGSONJOE SEMINGSON

Address 1531 E. WALNUT ST.531 E. WALNUT ST.

Address 2PO BoxPO Box

CitySTRUMSTRUM

StateWIZip Code54770CountryUSWIZip Code54770CountryUS

FFL

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/8/2010 12:...	EmailSent	ArmEmail	Repair Received	SEMING	
11/8/2010 12:...	EmailVerified	ArmEmail	Receipt	SEMING	
11/9/2010 12:...	Maint	Travisbw	Repair Maintenance	Status F	
11/9/2010 1:1...	Estimate	Travisbw	Estimate Update	Status A	
11/9/2010 1:1...	ApprovalH...	System	Immediate SAP Allocation		

Shipping Hold

Interface Hold

Estimate Sent

Parts Received

Passed Inspection

Return as Received

Has Been Approved

Internal Repair

Exclude TATC

Current Status

ApprovalHold

11/9/2010 1:11:20 PM

Travisbw

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair SearchRefreshClose

supryfl - ILN/ProdfrmRepairMainD1102R/XPLTuesday, Nov 9 201011:57 AM

startDMS DesktopfrmRepairMain - FInbox - Microsoft

RECEIVED
NOV 10 2010

BY: _____
BARBER - Kinzer PPS GAL RE 0012206

4817

CM

COPY

22"
KI 5/88
5.5#
010

October 21, 2010

Joe Semingson
531 E. Walnut St.
Strum, WI 54770
Ph: 715-838-5263

Subject: # 4817

Dear Mr. Semingson,

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 boxes with the name "Supry". Fred Supry 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

Serial Number:

C6254713

Model: 700



RE00209642

could not duplicate concern.
Sear engagement screw altered.
check over, replace TPA, clean &
test fire at 1/2 normal charges

Quote



Factory Repair Form

Return to Previous Page

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

Model Number: <u>700</u>	Serial Number: <u>C6254713</u>
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Joe Semington</u>	Date of Purchase: <u>Mid to Late 80's</u>
Address (no PO Boxes): <u>531 E. Walnut St.</u>	
City: <u>Strum</u>	State: <u>WI</u> Zip: <u>54770</u>
Phone (Daytime): <u>715-838-5263</u>	Fax: <u>715-838-6939</u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>semington.joe@mayo.edu</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>While sighting in the gun, it fired when the safety was pushed to fire. Reloaded the gun and tried it one more time and it did the same thing. Took to gunsmith and had it repaired. This happened I believe in Nov. 2003</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>Remington</u>	Type: <u>Express Core-Lokt</u>
Other (i.e. bullet weight/type, shot size, powder): <u>165 Gr.</u>	
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: <u>Hoppes</u>	
How often do you clean the bore? (Months or Number of rounds) <u>Every 3-10 Rds or sooner if it gets wet</u>	
How often do you clean the action? (Months or Number of rounds) <u>Same as above</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>12 months</u>	
Brand of lubricant used: <u>Hoppes</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>Every 3-10 Rds or sooner if it gets wet</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>Same as above</u>	

How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>12 months</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <u>11-2003 Approx</u>
What were the services performed?) <u>Repair the above mentioned problem, cleaned,</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
<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. :: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p>



Gun Repaired at
Denny's Gun Repair
12718 5th St.
Osseo, WI 54758
715-597-3535

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/21/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL xxxxxxxx	
DESCRIPTION: Ref# 4817 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Joe Semingson 531 E. Walnut St. Strum, WI 54770 Ph: 715-838-5263
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 OCT 22, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067046203
REF 1: JOE SEMINGSOON/CD/DMF
REF 2: 4817/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 0.50
AH 0.00	PR 0.00	SD 0.00
		SP 0.00
		PUB+HANDLING 8.78

TOT PUB CHG 8.78