

BARBER - Kinzer PPS GAL RE 0012429

Remington Arms Co., Inc.

Product Service

Legal Case #:5103

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211906	11/30/2010	11/16/2010	11/30/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mark	Stephenson	3899 Woodman	Troy	MI	48084		H 248-321-7624

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired when safety released Concern:1007 Fired on Safe Release			
C				

11/16/10 Per call from Stephenson, he bought his 700 new about 10-12 years ago. He has had an incident in the past where he had it loaded, clicked the safety off and it fired.cm Could not duplicate concern, found excessive amount of oil under the receiver and on the trigger assembly housing fls.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	SP/180	30-06				
Concern	Other	Factory	Reload			
0:		Y	N			

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, install new trigger no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	59.23	12/7/2010				

11/16/10 Mailing box and ARS.cm 12/7/10 Per Ilion, could not duplicate concern. Found excessive amount of oil under receiver and on trigger housing. Install new trigger assm no charge as gesture of goodwill.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		11/30/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Found an excessive amount of oil under receiver and on trigger housing
	Description		22 inch Model 700 3006 caliber

BARBER - Kinzer PPS GAL RE 0012430

Barrel	Date Code		EQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Magazine	Notch Condition	---Select---	
	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Pull	---Select---		4.5 lbs
Altered	Trigger	False	
Sub-Assembly		M/700 Non-Bolt Lock	

frmRE Inquiry - Repair Inquiry																																							
Repair Number: RE00211906		Serial: E6316049, Model 700, Center Fire, Caliber: 3006 SPRIG Produced: 10/15/1996 SKU: 29773				Repairman:		Date Lewis																															
Verify Repair						Status:		ParteHold 11/30/2010 3:45:06 PM																															
ADDRESS INFORMATION																																							
Customer					Return To																																		
<input type="checkbox"/> Received from					<input type="checkbox"/> Received from																																		
Name:		MARK STEPHENSON			Name:		MARK STEPHENSON																																
Address 1:		3899 WOODMAN			Address 1:		3899 WOODMAN																																
Address 2:		PO Box			Address 2:		PO Box																																
City:		TROY			City:		TROY																																
State:		MI		Zip Code:	48084		Country:		US																														
FFL																																							
Contact / Condition Problems Estimate / History / Status Shipping / Billing																																							
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> </tr> </thead> <tbody> <tr> <td>11/30/2010 9...</td> <td>New</td> <td>valentids</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>11/30/2010 9...</td> <td>Update</td> <td>valentids</td> <td>Repair information change</td> <td></td> </tr> <tr> <td>11/30/2010 9...</td> <td>Expedite</td> <td>valentids</td> <td>From: Check In</td> <td>To:</td> </tr> <tr> <td>11/30/2010 1...</td> <td>Expedite</td> <td>supryfl</td> <td>From: Product Services</td> <td>To: Repair B</td> </tr> <tr> <td>11/30/2010 3...</td> <td>Estimate</td> <td>lewisdb</td> <td>Estimate Update</td> <td>Status: Parts</td> </tr> </tbody> </table>					Date	Code	User ID	Desc1	Desc2	11/30/2010 9...	New	valentids	Repair Added		11/30/2010 9...	Update	valentids	Repair information change		11/30/2010 9...	Expedite	valentids	From: Check In	To:	11/30/2010 1...	Expedite	supryfl	From: Product Services	To: Repair B	11/30/2010 3...	Estimate	lewisdb	Estimate Update	Status: Parts	<input type="checkbox"/> Shipping Hold <input checked="" type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return as Received <input type="checkbox"/> Has Been Approved <input type="checkbox"/> Internal Repair <input type="checkbox"/> Exclude TATC				
Date	Code	User ID	Desc1	Desc2																																			
11/30/2010 9...	New	valentids	Repair Added																																				
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11/30/2010 3...	Estimate	lewisdb	Estimate Update	Status: Parts																																			
					Current Status PartsHold 11/30/2010 3:45:06 PM lewisdb Repair Bench Repair Location ILN Current Location Transfer Number																																		
Repair Search					Refresh Close																																		

$$\begin{array}{r} 27 \\ 12 \\ 20.23 \\ \hline 59.23 \end{array}$$

RECEIVED
DEC - 1 2010

BY: _____
BARBER - Kinzer PPS GAL RE 0012431

Serial
Number:
E6316049

Model: **700**

RE00211906



November 16, 2010

Mark Stephenson
3899 Woodman
Troy, MI 48084

Subject: #5103, Model 700

Dear Mr. Stephenson,

Per our phone conversation, enclosed is a UPS ground prepaid 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".

You should receive the shipping box in the next few days.

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

enclosure

Could not duplicate concern
found excessive amount of oil under
receiver and on trigger housing.

Install new Trigger Assembly n/c
as gesture of good will.

TREO 11/30/10

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

Model Number: 700	Serial Number: E6316049
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: Mark Stephenson	Date of Purchase:
Address (no PO Boxes): 3899 Woodman	
City: Troy	State: MI Zip: 48084
Phone (Daytime): 248-321-7624	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Michelle.Stephenson@wowway.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:	
<p>Gun was loaded & I took the safety off. Gun fired as soon as I clicked the safety. I did not touch the trigger.</p>	
500 characters left	
Ammunition Information: 180 GR Soft Point	
Manufacturer: Remington	Type: Express Core-LokT
Other (i.e. bullet weight/type, shot size, powder): 30-06 centerfire rifle cartridge	
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:	Hoppe's
How often do you clean the bore? (Months or Number of rounds)	After I fire the gun
How often do you clean the action? (Months or Number of rounds)	After I fire the gun
How often do you clean the trigger assembly? (Months or Number of rounds)	After I fire the gun
Brand of lubricant used:	Hoppe's
How often do you lubricate the bore? (Months or Number of rounds)	After I fire gun
How often do you lubricate the action? (Months or Number of rounds)	After I fire gun
How often do you lubricate the trigger assembly? (Months or Number of rounds)	After I fire gun
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?	
Never Serviced	
What were the services performed?)	
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.</p>	

 Ref. Lot #
 Number:

E6316049

Model: 700



RE00211906

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/16/2010	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: Mark Stephenson 3899 Woodman Troy, MI 48084
RETURN ITEM TO: Rem Prod Serv Ilion, NY

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

4XX596 NOV 16, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065286832
 REF 1: MARK STEPHENSON/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 8.20 PUB+HANDLING 8.20