

Remington Arms Co., Inc.

Product Service

Legal Case #:5343

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
216124	12/27/2010	12/7/2010	1/4/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Allen	Thrasher	30375 211st St.	Easton	KS	66020		H 913-758-1125

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD hole in breezeway	Cause:4038 Could Not Duplicate Concern		Unknown	
S Fired when closing bolt	Concern:1008 Fired on Bolt Closing			
C				

12/7/10 Per call from Thrasher, he has a Model 700 that he had a problem with a few years go. It fired when he closed the bolt and he shot a hole through the breezeway. He sent it to the factory under repair # 93247. Recently it has fired again when closing the bolt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	A6515480	EO	10/15/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	OMAHA WHLSE OMAHA NE		U			

CONCERN:FBC

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, quote to replace TPA 1/2 normal charges						
Repair/Replacement Cost	Repair/Replacement Date					

12/7/10 Mailing box and ARS.cm 1/10/11 Per Ilion, could not duplicate concern. Trig assm functions as designed. Can offer to replace TPA with XMark Pro TPA at 1/2 normal cost. Emailed quote to Thrasher. Awaiting response.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/4/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	HAS A N/S TPA INSTALLED 2/05 R#93247
Barrel	Description		22" 243 WIN
	Date Code		EO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	

BARBER - Kinzer PPS GAL RE 0012545

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---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington®

5343

22"
E010/7
4.5#
.012

December 7, 2010

Allen Thrasher
30375 211st St.
Easton, KS 66020

Subject: #5343, Model 700

Dear Mr. Thrasher,

Enclosed is the UPS ground prepaid shipping label for shipment of the firearm for inspection at our factory. 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".**

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

Sincerely,

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

enclosure

Serial Number:

A6515480

Model: 700



RE00216124

could not duplicate concern.
T.A. Functions as designed.
Can offer to replace TPA
w/ AN xmp TPA at 1/2
normal cost.

Quote

RECEIVED
JAN 05 2011
BY: _____

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

2/05 73247

BARBER - Kinzer PPS GAL RE 0012546

PS 14434

Dec. 14th, 2010

To whom it concerns:

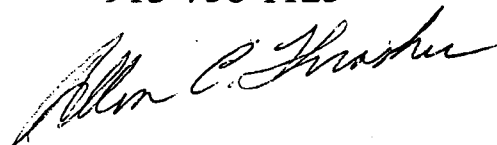
The reason I am sending is for the same thing that Remington worked on five years ago and they said they had it fixed.

On Dec. 7th (deer season) a friend and myself went hunting. As I was getting out of the truck, around 6:00AM. I went to load the gun; I had shells in the magazine and started to put one in the chamber. As I was closing it, the gun just went off. I almost shot my friend, we weren't hurt. We stopped hunting as we both were nervous and shook up. I didn't hunt the rest of the season. Happened on the 8th, I just stopped hunting lost 4 days, as I just didn't trust the gun!

I was going to give this gun to my son but I just don't feel comfortable giving to him. It was suppose to be fixed before and it happened again.

I feel I can't trust the gun anymore to give to someone, sell it or use it my self again!

Allen Thrasher
30375 211th St.
Easton, Kansas 66020
913-758-1125



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

Model Number: <u>Remington 700 ADH (243)</u>		Serial Number: <u>A6515480</u>	
Are you the original owner?: <input checked="" type="radio"/> YES <input type="radio"/> NO			
Name: <u>Allen C. Thrasher</u>		Date of Purchase: <u>MAR-2003</u>	
Address (no PO Boxes): <u>30375, 211 ST</u>			
City: <u>EASTON</u>		State: <u>KANSAS</u>	Zip: <u>66020</u>
Phone (Daytime): <u>Home (913)-758-1125</u>		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>thrashercl@yahoo.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>see attached sheet</u>			
500 characters left			
Ammunition Information: <u>243 WIN</u>			
Manufacturer: <u>Remington</u>		Type: <u>EXPRESS CORE-LOKT 100 GR. CORE-LOKT PSP R243W13</u>	
Other (i.e. bullet weight/type, shot size, powder): _____			
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:	BIRCHWOOD (CASEY)
How often do you clean the bore? (Months or Number of rounds)	after deer season.
How often do you clean the action? (Months or Number of rounds)	after deer season.
How often do you clean the trigger assembly? (Months or Number of rounds)	after deer season.
Brand of lubricant used:	BIRCHWOOD (CASEY)
How often do you lubricate the bore? (Months or Number of rounds)	AFTER DEER SEASON
How often do you lubricate the action? (Months or Number of rounds)	AFTER DEER SEASON
How often do you lubricate the trigger assembly? (Months or Number of rounds)	AFTER DEER 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?	
DAVE WAINMAN REMINGTON ARMS COMP 315-895-3221 14 HOEFLER AVE. ILION NY	
What were the services performed?	
(SAFETY) GUN WAS PROPERLY OILED bolt was fully oiled	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
⚠ 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.	
:: 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.	

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/7/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxxxx	
DESCRIPTION: <div style="text-align: center;">700 A6515480</div>			

LABEL INFORMATION

MAIL LABEL TO:	Allen Thrasher 30375 211st St Easton, KS 66020
RETURN ITEM TO:	Rem Product Serv

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

4XX596 DEC 8, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969065266881
 REF 1: ALLEN THRASHER/CD/CM
 REF 2: 700/A6515480

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGs:

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
TOT PUB CHG 9.45	PUB+HANDLING	SP 0.00
		9.45

