

Remington Arms Co., Inc.
Product Service
Legal Case #:3137

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
159955	1/26/2009	1/27/2009	1/27/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Stringer	15 Walnut Lane	Essex Junction	VT	05452		H 802-264-9765 E cjstringer@comcast.net

Incident Information

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

The firearm malfunctioned during hunting season. The firing pin dented the primer on 5 cartridges, but did not fire. 6th cartridge was inserted and the safety was moved to the fire position the rifle discharged. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/280 REM	n/a	C6247989	CI	4/19/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
1/23/1989	LEW HORTON DIST CO	TWO PIECE SCOPE BASE,FRT SIGHT ASSM,FLOOR PLATE AND MAG ASSM	Y			

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	SP CL/150 GR	280 REM				
Concern	Other	Factory	Reload			
0:		Y				

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair at 1/2 normal charges as goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
		1/30/2009				

1/30/09: Could not duplicate concern. Repair and clean at 1/2 normal charges - goodwill gesture. Estimate was mailed to customer. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,FRT SIGHT ASSM,FLOOR PLATE AND MAG ASSM

3137

CI 4/88
22"
3.5"
1014

Factory Repair Form

Return to Previous Page

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

RECEIVED
JAN 29 2009

Model Number: 700		Serial Number: C6247989	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		BY:	
Name: Charles Stringer		Date of Purchase: 1/23/1989	
Address (no PO Boxes): 15 Walnut Lane			
City: Essex Junction		State: VT	Zip: 05452
Phone (Daytime): 802-264-9765		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) cjstringer@comcast.net			
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: The firearm malfunctioned during hunting season. The firing pin dented the primer on five cartridges, but the rifle did not fire. When the sixth cartridge was inserted into the action and the safety moved to the fire position the rifle discharged. This happened twice. This is a very unsafe condition. The misfire situation happened last year as well, but not the discharge when the safety is moved to the fire position. Master Card # credit card # redacted <i>Please return in the box used to ship the firearm. Thanks, Charlie</i> 27 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Soft Point Core Lock	
Other (i.e. bullet weight/type, shot size, powder): 150 grain - .280 caliber			
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) each time used			

How often do you clean the action? (Months or Number of rounds) each time used
How often do you clean the trigger assembly? (Months or Number of rounds) each time used
Brand of lubricant used: Rem Oil
How often do you lubricate the bore? (Months or Number of rounds) each use
How often do you lubricate the action? (Months or Number of rounds) each use
How often do you lubricate the trigger assembly? (Months or Number of rounds) each use
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? n/a
NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.
Ship your ENSURED firearm by either UPS or Parcel Post to:
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.

C6247989

Model: 700



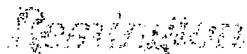
RE00159955

shipping and handling. Preferably,
 ed.)
 damage.
 ox. Shipments without a proper
 Remington is not responsible for
 the insurance from your carrier.

you C.O.D. (To avoid C.O.D. Charges, please include your

detailing the nature of the repair, applicable taxes and shipping.
 can be paid by check, money order, or credit card (American
 expedite repairs over \$75.00 by setting a pre-authorized amount
 onically through Check21.

could not duplicate concern.
 replace TPA, check over, clear
 AT 1/2 normal charges.



Quote