

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4148

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
185068	1/7/2010	12/18/2009	1/12/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Backwoods	Anthony	Backwoods	131 Buffalo St. PO Box 127	Caddo	OK	74729		W 580-367-2525 F 580-367-2531
Incident		Brandon	Mitchell	407 Russell Rd.	Caddo	OK	74729		H 580-513-4799 C 214-631-5950

## Incident Information

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

12/18/09: Bryan Culp (sales rep) reported the incident & I called the dealer - Backwoods & spoke to Anthony. The consumer, Brandon Mitchell brought the gun into him to ship back to us for replacement. He states that the gun has fired on several occasions when he takes it off Safe. dmf

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/204 Ruger	84369	G6809963	EC	10/21/2008 8:12:36 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
12/16/2009	SPORTS SOUTH LLC		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
Replace trigger assemb. @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$48.42	1/12/2010				

12/18/09: Sending ARS and letter. dmf 1/12/10: Per Fred S. - Could not duplicate concern. Trigger pull set screw altered. I called dealer & spoke to Tracy Holder. I offered to replace the trigger assembly at no charge as gesture of goodwill. She approved the repair. dmf

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/8/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	CUST. DOES NOT WANT REPAIR WANTS REPLACEMENT
	Description		22" 204 RUG VTR
	Date Code		EC

Barrel	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 XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2.5#
	Altered	True	TRIG PULL SCREW ALTERED
	Sub-Assembly	X-Mark Pro	

BY:.....



## Factory Repair Form

Return to Previous Page

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

Model Number: 700		Serial Number: 66809965	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Brandon Mitchell		Date of Purchase: 12-16-09	
Address (no PO Boxes): 407 Russell Rd			
City: Caddo		State: OK	Zip: 74724
Phone (Daytime): 580-513-4744		Fax: 580-367-4331	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) backwoods@shfsga.com			
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: Gun Fired 2 out of 10 times when taking Gun off of Safety. Customer Brought Gun into shop and it <del>was</del> showed me and it went off 1 time in my presence. Customer would like gun replaced. He does not and will not ever trust this gun. Thanks Anthony Backwoods Sporting Goods			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
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:			
How often do you clean the bore? (Months or Number of rounds)			
How often do you clean the action? (Months or Number of rounds)			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used:			
How often do you lubricate the bore? (Months or Number of rounds)			
How often do you lubricate the action? (Months or Number of rounds)			

How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</b>
<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>

*Remington*

4148

X  
COPY

EC 10/68  
22"  
2.5#  
012

December 18, 2009

RECEIVED  
JAN 11 2010

Backwoods  
Attn: Anthony  
131 Buffalo St.  
PO Box 127  
Caddo, OK 74729

BY:.....

Subject: #4148, Model 700, Serial # G6809963

Dear Anthony,

Enclosed is a prepaid UPS shipping label to cover shipment of the rifle to our factory for evaluation. **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 apologize for the inconvenience this has caused and hope that this action will keep Mr. Mitchell a loyal Remington customer.

Sincerely,

Dell Marie Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin

Phone: 800-243-9700 press 0 and ask for ext 8686

Fax: 336-548-7872

E-mail: [dell.fulcher@remington.com](mailto:dell.fulcher@remington.com)

could not duplicate concern  
Ttry. pull set screw altered.

Serial  
Number:

G6809963

Model: 700



RE00185068

ton Drive • P.O. Box 700 • Madison, NC 27025  
• [www.remington.com](http://www.remington.com)

Customer Service Manager

Remington Arms Company, Inc.

P O Box 700

870 Remington Drive

Madison, NC 27025

( voice: 336 548 8710

7 fax: 336 548 7810

™ email: [julie.anderson@remington.com](mailto:julie.anderson@remington.com) <<mailto:julie.anderson@remington.com>>

8 web [www.remington.com](http://www.remington.com) <<http://www.remington.com/>>

No virus found in this incoming message.

Checked by AVG - [www.avg.com](http://www.avg.com)

Version: 8.5.427 / Virus Database: 270.14.113/2573 - Release Date: 12/18/09 07:35:00

No virus found in this incoming message.

Checked by AVG - [www.avg.com](http://www.avg.com)

Version: 8.5.427 / Virus Database: 270.14.113/2573 - Release Date: 12/18/09 07:35:00

No virus found in this incoming message.

Checked by AVG - [www.avg.com](http://www.avg.com)

Version: 8.5.427 / Virus Database: 270.14.113/2573 - Release Date: 12/18/09 07:35:00



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/18/2009	REQUESTED BY:	dmf
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	xxxxxxx
DESCRIPTION:	Ref# 4148 S# G6809963		

## LABEL INFORMATION

MAIL LABEL TO:	Backwoods Attn: Anthony 131 Buffalo St. PO Box 127 Caddo, OK 74729
RETURN ITEM TO:	Remington Attn: Product Service/Supry Ilion, NY

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

4XX596 DEC 18, 2009 ALL CURR USD 1 OF 1  
SERVICE GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969067878887  
REF 1: BACKWOODS/ANTHONY/CD/DMF  
REF 2: REF#4148/G6809963

HANDLING CHARGE 0.00	
SINGLE-PIECE PUB RATE CHRGS:	
DV 0.00	COD 0.00
DC 0.00	DGD 0.00
AH 0.00	PR 0.00
TOT PUB CHG 8.83	PUB+HANDLING 8.83

SVC	T/P USD
RS	0.50
SD	0.00
SP	0.00