

Remington Arms Co., Inc.
Product Service
Legal Case #:4130

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
187703	1/28/2010	12/16/2009	1/29/2010	11/24/2009			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Randy	Carson	105 White Wing Way	Jacksonville	AR	72076		H 501-835-7550 W 501-945-2216 C 501-779-3582

Incident Information

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

12/16/09 @ 9:03am ET customer called - He was shooting his rifle the weekend before Thanksgiving and when he closed the bolt, the gun fired. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WSM	27253	S6599888	LB	2/26/2007 6:49:37 PM

Date Purchased	Where Purchased	Accessories	Original Owner
2/1/2009	SPORTS SOUTH INC		Y

CONCERN:FBC

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Winchester	Ballistic Silvertip/130 gr	270 WSM				

Concern	Other	Factory	Reload
0:	Supreme	Y	N

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per factory - repair @ n/c						

Remington/700/CF/BA

Repair/Replacement Cost	Repair/Replacement Date
\$48.42	2/4/2010

12/16/09: Sending label & letter. dmf 2/4/10: Per Fred S. - Could not duplicate concern. Replace trigger assembly, check over, clean at n/c. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	1/29/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	F.SUPRY	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	24" 270 WSM	
	Date Code	LB	
	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	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description	STANDARD XMP SAFETY	
Sear	Function	Like new; Functioning	
	Lift	---Select---	.009
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00187703** Serial: 56599888 Model 700 Center Fire Caliber: 270 WSM Produced: 02/26/2007 Repairman: Status: Repairing 1/29/2010 7:15:03 AM

Address Information

Customer: Received From Return To: Received From
 Name: **RANDY CARSON** **RANDY CARSON**
 Address 1: **105 WHITEWING WAY** **105 WHITEWING WAY**
 Address 2: **JACKSONVILLE** **JACKSONVILLE**
 City: **JACKSONVILLE** **JACKSONVILLE**
 State: **AR** Zip Code: **72076** Country: **US** State: **AR** Zip Code: **72076** Country: **US**

FFL: ☐

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
1/28/2010 8:20:0	New	valentds	Repair Added		<input type="checkbox"/>	Repairing
1/28/2010 8:21:4	Expedite	valentds	From Check In	To:	<input type="checkbox"/>	1/29/2010 7:15:03 AM
1/29/2010 7:15:0	Maint	travisbw	Repair Maintenance	Status: Repair	<input type="checkbox"/>	valentds
					<input type="checkbox"/>	Repair Bench
					<input type="checkbox"/>	Repair Location
					<input type="checkbox"/>	ILN
					<input type="checkbox"/>	Current Location
					<input type="checkbox"/>	ILN
					<input type="checkbox"/>	Transfer Number

Repair Search

Refresh Close

supryll 1/29/2010 3:05 PM CAPG NUM INS SRL

start Inbox Arms Services Re. Part Search By M...

RECEIVED
 FEB 01 2010

BY:.....

4130

24"
LB 2/07
4#
009

COPY

December 16, 2009

Randy Carson
105 Whitewing Way
Jacksonville, AR 72076

Subject: #4130, Model 700

Dear Randy,

I am sorry to learn about the issue experienced with your Model 700 rifle. Enclosed is a prepaid UPS shipping label to cover shipment of your 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 I hope that this action will keep you as 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

Serial Number: **S6599888**
Model: **700**



RE00187703

could not duplicate concern.
upha TPA, check over, clean
AT N/C
warranty

ton Drive • P.O. Box 700 • Madison, NC 27025
www.remington.com



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>S6599888</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Randall W. Carson</u>	Date of Purchase: <u>Feb 09</u>
Address (no PO Boxes): <u>105 White Wing Way</u>	
City: <u>Jacksonville</u>	State: <u>Ar</u> Zip: <u>72076</u>
Phone (Daytime): <u>501 945-2210-779-3582</u>	Fax: <u></u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u></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>11-24-09 I shot a deer when I ejected a shell and it latched the bolt down with another bullet the gun went off.</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>Winchester</u>	Type: <u>Supreme</u>
Other (i.e. bullet weight/type, shot size, powder): <u>130 Grain Ballistic Silvertip</u>	
Handload Information:	
Powder Used: <u>-</u>	Powder Weight: <u>-</u>
Case/Hull Used: <u>-</u>	Primer Used: <u>-</u>
Bullet Type/Shot Size: <u>-</u>	Reloader Used: <u>-</u>
Firearms Care (Cleaning and Lubrication): <u>Gun had not been cleaned - It was new.</u>	
Brand of cleaning solution used: <u>-</u>	
How often do you clean the bore? (Months or Number of rounds) <u>-</u>	
How often do you clean the action? (Months or Number of rounds) <u>-</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>-</u>	
Brand of lubricant used: <u>-</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>-</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>-</u>	

How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>New Gun</u>
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? <u>-</u>
What were the services performed? <u>-</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>

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Other Sites

Remington



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/16/2009	REQUESTED BY:	dmf
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXXXXXX	
DESCRIPTION: Ref# 4130 rifle			

LABEL INFORMATION

MAIL LABEL TO:	Randy Carson 105 Whitewing Way Jacksonville, AR 72076
RETURN ITEM TO:	Remington Attn: Product Service Ilion, NY

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

4XX596 DEC 16, 2009 ALL CURR USD 1 OF 1
SERVICE GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067944804
REF 1: RANDY CARSON/CD/DMF
REF 2: REF#4130 RIFLE

HANDLING CHARGE 0.00		SVC	T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS	0.50
DV 0.00	COD 0.00	SD	0.00
DC 0.00	DGD 0.00	SP	0.00
AH 0.00	PR 0.00	PUB+HANDLING 8.83	
TOT PUB CHG 8.83			