

Remington Arms Co., Inc.
Product Service
Legal Case #:3886

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
180080	11/11/2009	10/26/2009	11/16/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Patrick	Jacobs	1233 S. Cheyenne Ct	Tacoma	WA	98405		H 253-441-8064

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD truck damaged	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C				

10/26/09 Per email from Supry, Jacobs alleges that his 700 fired on the bolt closing and shot a hole in his truck, damaging the oil pan and floor. He had to have it towed out of the woods.cm 11/16/09 In his letter with the rifle he alleges he had the same thing happen, including damage to his truck, in 2006 and he did not send it in after that incident. He had the barrel pointed at the floor board while he was standing outside of his truck loading it. It fired when he closed the bolt blowing a hole through the floorboard and took out the oil pan.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	6526757	LW	2/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	MERKELS INC QUINCY ILL	TWO PIECE SCOPE BASE,HARD CASE	U			

CONCERN:FBC, PROPERTY DAMAGE

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	CLSP/150	270 WIN				
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
quoting for repair due to altered parts						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.33	11/16/2009				

10/26/09 Sending ARS.cm 11/16/09 Left message for Jacobs to call. The engagement had been adjusted to the point that it barely held and would slip off when the bolt handle was moved. Quoting for repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/12/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
		Altered Adjustments or	

Cause	4006	Components	POOR MAINTENENCE
Barrel	Description		22" 270 WIN
	Date Code		LW
	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	WORKS SLUGGISH
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	Worn; Functioning	RUSTY/DIRTY
	Stock Condition	Worn; Functioning	MARS/SCRATCHES/DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	DIRTY
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED MIN ON SEAR ENGAGEMENT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,HARD CASE

QUOTATION**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com**ESTIMATING****REPORT**Parts/Repairs
Fax800-243-9700
336-548-7801**ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.**

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00180080 Account # - R-	Description/Serial Number 6526757	Date Received - 11/11/2009 Estimate Date - 11/16/2009 Current Date - 11/17/2009
Customer PATRICK JACOBS 1233 S CHEYENNE CT TACOMA, WA 98405 US Phone (H) (253)-441-8064 Phone (W)	Return To PATRICK JACOBS 1233 S CHEYENNE CT TACOMA, WA 98405 US Fax Email	

Please Circle One
 VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
 PO Number _____
 Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____
 Approval: Customer Signature _____ Date _____
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
 Notice: We process checks electronically through Check 21

Reported		Problems Found	
M100	SEE CUSTOMERS LETTER	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments

ProblemNotes check over at bench, repair as needed at 1/2 normal charges. replace trigger assm under bolt lock program for \$20.00

Estimate **C.O.D. /Shipping and Handling Charges are NOT Included in this Quote

Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt
Part						
F305570	700 X-MARK PRO TRIG ASSB RH BLACK	1	Y	\$90.00	0%	\$0.00
Service						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00
4000119	GR-TEST	1	N	\$20.00	50%	\$10.00
Sub Total:						\$47.00
Est. Sales Tax:						\$3.06
Grand Total:						\$50.06

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PD truck damaged	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C				

10/26/09 Per email from Supry, Jacobs alleges that his 700 fired on the bolt closing and shot a hole in his truck, damaging the oil pan and floor. He had to have it towed out of the woods.cm

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Remington	CF/BA	700/270 WIN	20000	6526757 LW	2/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner		
	MERKELS INC QUINCY ILL	TWO PIECE SCOPE BASE,HARD CASE	U		

CONCERN:FBC, PROPERTY DAMAGE

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Remington	CLSP/150	270 WIN				
Concern	Other	Factory	Reload			
0:		Y	N			

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

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quoting for repair due to altered parts						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.33	11/16/2009				

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	Action Type		A
	Assigned To		F.SUPRY
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Barrel	Description		22" 270 WIN
	Date Code		LW
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	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
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	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	WORKS SLUGGISH
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	Worn; Functioning	RUSTY/DIRTY
	Stock Condition	Worn; Functioning	MARS/SCRATCHES/DENTS
	Fore End Condition	---Select---	
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Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	DIRTY
	Tests	Test Fired	False
Feeding Test		False	

Trigger	Condition	Slightly Worn; Functioning	WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED MIN ON SEAR ENGAGEMENT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,HARD CASE

supply	11/12/2009	2:00 PM	CPS	NUM	INS	SCAL	
start	Robot Manager	Arms Services Re...	CFRS - 11/12/2009				2:00 PM

FRED

1
35.39
15.-
35.-
12.-
97.39
50.00 - cust to pay
47.39 our cost

RECEIVED
NOV 13 2009
BY: _____

3886
+
22"
LW/2-72
4#
1008
CWS

October 26 2009

Patrick Jacobs
1233 S. Cheyenne Ct
Tacoma, WA 98405

Subject: #3886 Model 700

Dear Mr. Jacobs,

As discussed with Fred Supry, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. The letter inside is important we want to be sure the firearm is logged in correctly. **Please also write "Supry" on the small ends of the box to help us expedite the inspection of your firearm.** On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, load data, etc. We will need a physical address for the rifle to ship back also.

Once we receive the firearm, we will contact you with the results of our inspection. I apologize for the inconvenience that this incident has caused and I hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
800-243-9700, ext 8684

Serial
Number:

6526757

Model: 700



RE00180080

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

For details call PATRICK @ 253-441-8064 or 253-255-7736
 NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <u>Remington Model 700</u>		Serial Number: <u>6526757</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>PATRICK JACOBS</u>		Date of Purchase: <u>SEPT. 2005</u>	
Address (no PO Boxes): <u>1233 South Cheyenne court</u>			
City: <u>TACOMA</u>	State: <u>WA</u>	Zip: <u>98405</u>	
Phone (Daytime): <u>253-441-8064</u>		Fax: <u>N/A</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>JAKE_98409@hotmail.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:			
<p>The 1st occurrence was in NOV. of 2006. Getting out of my 2004 Ford F-150 and standing out side of the truck on the drivers side I loaded ammo into the 700. The barrel was pointed at the floor board and when I closed the bolt the gun fired while nothing was around the trigger. The round blew through the floor board and took out the oil pan. I got a ride out of the woods from friend who took me to Paul's Automotive in Winslock, WA. Paul then towed my truck out of the woods and later replaced the oil pan and oil.</p> <p>The 2nd occurrence happened on 18th Oct. 2009 while getting out to go deer hunting. again loading rifle in same fashion the gun fired on bolt closure alone. (see below)</p>			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>270 WIN</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 GR. CORE-COAT SP R270W34</u>			
Handload Information: <u>N/A</u>			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

This time the round 1st hit a portion of the E-brake arm, went through the floor board into the front drivers side wheel well hitting the suspension spring and slightly denting the shock absorber. A bullet fragment severed a vacuum line for the locking hubs. I was able to repair this with a 2" piece of hose.

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Hoppe's NO. 9 SOLVENT

How often do you clean the bore? (Months or Number of rounds) AFTER 8 rounds AND AFTER HUNTING SEASON IS OVER.

How often do you clean the action? (Months or Number of rounds) SAME AS BORE

How often do you clean the trigger assembly? (Months or Number of rounds) during each cleaning

Brand of lubricant used: Remington oil with teflon lubricant

How often do you lubricate the bore? (Months or Number of rounds) AFTER EVERY CLEANING

How often do you lubricate the action? (Months or Number of rounds) SAME AS the bore

How often do you lubricate the trigger assembly? (Months or Number of rounds) AFTER EVERY CLEANING.

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☒ NO I didn't know it was available until recently.

When was the last time that your firearm was serviced by a Remington authorized

repairman/gunsmith? UNKNOWN IF PREVIOUS OWNER did but I HAVE NOT.

What were the services performed?)

**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 Arms Co., Inc.
Product Service
Legal Case #:3886

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		10/26/2009					

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Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
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Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD truck damaged	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C				

10/26/09 Per email from Supry, Jacobs alleges that his 700 fired on the bolt closing and shot a hole in his truck, damaging the oil pan and floor. He had to have it towed out of the woods.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/				1/1/1900
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

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
	Repair/Replacement Cost	Repair/Replacement Date				

10/26/09 Sending ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Mitchell, Christy

From: Supry, Fred L.
Sent: Friday, October 23, 2009 11:18 AM
To: Mitchell, Christy
Subject: Patrick Jacobs

3886

Christy,

Please send an ARS label and letter to:

Patrick Jacobs
1233 S. Cheyenne Court
Tacoma, WA 98405

This is to get back a Model 700 rifle that he claims fired on bolt closing – and shot a hole in his truck, damaging the oil pan and floor. He had to have it towed out of the woods. His phone # is 253-441-8064. We need to be aware that Jeff Hightower – an attorney against us in several cases – gave him my number to call about the incident. I have called Dale's office to let him know. We will handle this the same as any other incoming concern.

Fred Supry
Remington Arms Company
Manager Product Service and Law Enforcement Training
14 Hoefler Avenue
Ilion, NY 13357

10/23/2009

PS 10812

October 26 2009

Patrick Jacobs
1233 S. Cheyenne Ct
Tacoma, WA 98405

Subject: #3886 Model 700

Dear Mr. Jacobs,

As discussed with Fred Supry, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. The letter inside is important we want to be sure the firearm is logged in correctly. **Please also write "Supry" on the small ends of the box to help us expedite the inspection of your firearm.** On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, load data, etc. We will need a physical address for the rifle to ship back also.

Once we receive the firearm, we will contact you with the results of our inspection. I apologize for the inconvenience that this incident has caused and I hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
800-243-9700, ext 8684

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

PS 10813



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/23/2009	REQUESTED BY:	Christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx	
I WILL MAIL			
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Patrick Jacobs 1233 S. Cheyenne Ct Tacoma, WA 98405
RETURN ITEM TO:	Rem Product Serv

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

4XX596 OCT 26, 2009 ALL CURR USD 1 OF 1
SERVICE GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066023033
REF 1: PATRICK JACOBS/CD/CM
REF 2: REF#700

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
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 11.06	PUB+HANDLING	11.06	