

Remington Arms Co., Inc.
Product Service
Legal Case #:4442

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
193648	4/6/2010	4/8/2010	4/13/2010	3/17/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ian	Landrum	2683 Harmony Rd.	Washington Court Hou	OH	43160		C 740-606-2578 E landrum7@live.com

Incident Information

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

3/19/10 customer called - He stated that 2 days ago he was unloading his rifle & when he moved the safety from Safe to Fire the gun discharged & shot a hole in his house. He stated it cost him \$500 to repair damage. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/6MM REM	*	A6705436	XQ	12/18/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPTS DAYTON OHIO	TWO PIECE SCOPE BASE	U			

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
Repair at n/c - gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$97.23	5/14/2010				

3/19/10: Sending ARS and box. Box order # 1087992. dmf 4/12/10: Per Fred S. - Could not duplicate concern. Trigger Assembly dirty, works sluggish. Replace TPA, check over, clean under bolt lock program. dmf 4/13/10: Left message for customer to call me so that we can go over report. dmf 4/13/10: Customer called & I went over our findings. He agreed to have tpa replaced at n/c. He never mentioned the property damage. Waiting on parts list to finish settlement. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		4/8/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	The TA was dirty with sticky residue which may have contributed to the incident that we were unable to duplicate at the bench.
	Description		24" 6MM REM HB
	Date Code		XQ
	Bore Plugged	False	
	Bulged	False	

Barrel	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 M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	HAS A DRIED AND STICKY LUBE RESIDUE CAUSING PARTS TO WORK SLUGGISH
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

Repair Inquiry

Repair Number: **RE00193648** Serial: **A6706436** Model: **700** Center File with 24 inch barrel Caliber: **6MM REM VARMINT BDL** Repairman: _____
 Verity Repair _____ Produced: **12/18/1978** Status: **Parked 4/8/2010 7:38:11 AM**

Address Information

Customer: Received From Return To: Received From

Name: **IAN LANDRUM** **IAN LANDRUM**

Address 1: **2683 HARMONY ROAD** **2683 HARMONY ROAD**

Address 2: _____ PO Box: _____ PO Box: _____

City: **WASHINGTON COURT HOUSE** **WASHINGTON COURT HOUSE**

State: **OH** Zip Code: **43160** Country: **US** State: **OH** Zip Code: **43160** Country: **US**

FFL: _____

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing	
Date	Code	User ID	Desc1	Desc2	Current Status
4/8/2010 6:34:12	New	brygidoww	Repair Added		Parked
4/8/2010 6:36:07	Expedite	brygidoww	From: Check In	To:	4/8/2010 7:38:11 AM
4/8/2010 7:37:48	Main	Travisbw	Repair Maintenance	Status: Estimating	Travisbw
4/8/2010 7:38:11	ParkedEx	Travisbw	Placed in PS Back Rack	hold for disposition	Product Services
					Repair Location
					ILN
					Current Location
					ILN
					Transfer Number

Shipping Hold InterFace Hold Estimate Sent Parts Received Passed Inspection Return As Received Has been Approved Internal Repair

Repair Search Refresh Close

Almost missed the damage concern. customer didn't mention it, good thing it was in the database. wrote it up to repair bot, holding it until we reach agreement with customer.

Fred 4/9/10

RECEIVED
APR 12 2010

BY:.....

4442 X
COPY
24"
6"
XQ 12/78
1010

March 19, 2010

Ian Landrum
2683 Harmony Rd.
Washington Court House, OH 43160

Subject: #4442, Model 700, Serial # A6705436

Dear Mr. Landrum,

I am sorry to learn about the issue experienced with your Model 700. Enclosed is a prepaid UPS shipping label to cover shipment of the rifle to our factory for examination. **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 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

could not duplicate concern
T.A. Dirty, works sluggish.
replace TPB, check over, clean
indexed bolt lock program

#230195

ngton Drive • P.O. Box 700 • Madison, IN 47120
J • www.remington.com

Model: **A6705436**
700



RE00193648

JS

Model Number: 700 BDL Varmint		Serial Number: A6705436	
Name: IAN LANDRUM		Date of Purchase: 1985	
Address (no PO Boxes): 2683 HARMONY RD. NW			
City: Washington Co. Mo		State: OH	Zip: 43160
Phone (Daytime): 740 606-2549 740 606-2745		Fax:	
E-mail Address:			
<p align="center">Please describe your problem:</p> <p align="center"> Firearm discharged when moving safety from safe to fire position with no engagement of trigger. Consider it unsafe & dangerous until this is corrected. </p> <p align="center">500 characters left <i>lan</i></p>			
<p align="center">NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>			
<p> <input type="checkbox"/> 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. :: 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 align="center"> <input type="button" value="Print"/> <input type="button" value="Reset"/> </p>			



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	3/19/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL	I WILL MAIL	XXXXXXXXXX	
DESCRIPTION:	Ref# 4442 S# A6705436 Rifle		

LABEL INFORMATION

MAIL LABEL TO: Ian Landrum 2683 Harmony Rd. Washington Court House, OH 43160 Ph# 740-606-2578
RETURN ITEM TO Remington Arms Attn: Product Service/Supry Ilion, NY

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

4XX596 MAR 19, 2010 ALL CURR USD 1 OF 1
 SERVICE GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065590673
 REF 1: IAN LANDRUM/DMF
 REF 2: REF# A6705436/REF# 4442

*mailed on
3/22/10*

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD
 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 8.20 PUB+HANDLING 8.20