

Remington Arms Co., Inc.
Product Service
Legal Case #:4195

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
189818	2/19/2010	1/4/2009	2/22/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Bass Striker	Drew	Ortagus		Slocomb	AL	36375		W 863-640-3688

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut on hand				
PD	Cause:4006 Altered Adjustments or Components		U	
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

1/4/10 Per email forwarded from Mark Johnson, Sheri Fix "had a industry person come up to me he has had a Model 700 for 5 yrs (bought used) took it out hunting and when he took off safety the firearm discharged. I told him we would get an RGA issued - he's very happy with that. He will be emailing me when he get's home the serial number and all of his information for pickup. His information is as follows: Drew Ortagus Bass Striker Slocomb, AL 36375 863-640-3688 He had a cut on his hand but did not seem concerned about it. Shari-Lynn Fix"

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR		C6249875	CI	5/5/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENTERPRISES	TWO PIECE BASE,RINGS	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 no charge as gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.23	2/25/2010				

1/4/10 Sending ARS.cm 2/25/10 Shari Fix had spoken with Drew at a Show and wanted us to refund him. He bought it used so I called him and told him we could repair it at no charge as goodwill since Shari wanted us to take care of him. He was ok with that. Results from Ilion's inspection are that it will follow down, trig set screws altered, trig contaminated with a dried and sticky residue, causing parts to work sluggish. They quoted to replace the trigger and clean it at 1/2 normal charges originally.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/22/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
	Description		22" 3006 SPR
	Date Code		CI
	Bore Plugged	False	

Barrel	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 M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DRIED AND STICKY RESIDUE SLUGGISH
	Pull	---Select---	9.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,RINGS

4195

22"
CI 4/84
9.5
.011

February 4, 2010

Drew Ortagus
PO Box 981
Slocomb, AL 36375

Subject: #4195, Model 700

Dear Mr. Ortagus,

I am sorry to learn about the problems you experienced with the Model 700. Enclosed is a UPS prepaid shipping label for shipment of the firearm to our factory. Please include the enclosed copy of this letter with the firearm. **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.** Please mark the ends of the box with "Supry". Fred Supry will be inspecting the firearm.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

will follow down. Trig. set screws altered, trig. contaminated with a partially dried + sticky residue, causing parts to work sluggish. replace TPA, electric oven, clean at 1/2 normal charges.

Quote

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

Serial Number:

C6249875

Model: 700



RE00189818

Repair Inquiry

Repair Number: **RE00189818** Serial: C6249875 Model 700 Center Fire Caliber: 3006 SPRG Produced: 05/05/1988 Repairman: Bruce Travis
 Verify Repair Status: ApprovalHold 2/22/2010 8:16:01 AM

Address Information

Customer: Received From Return To: Received From

Name: **DREW ORTAGUS** **DREW ORTAGUS**

Address 1: **PO BOX 981** **PO BOX 981**

Address 2: **PO Box** **PO Box**

City: **SLOCUMB** **SLOCUMB**

State: **AL** Zip Code: **36375** Country: **US** State: **AL** Zip Code: **36375** Country: **US**

FFL: _____

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
2/19/2010 9:18:0	New	thomaspe	Repair Added	ApprovalHold
2/19/2010 9:19:4	Expedite	thomaspe	From: Check In	2/22/2010 8:16:01 AM
2/22/2010 7:41:3	Maint	Travisbw	Repair Maintenance	Travisbw
2/22/2010 8:16:0	Estimate	Travisbw	Estimate Update	ApproveRack
2/22/2010 8:18:0	ApprovalHold	System	Immediate SAP Allocation	Repair Location
2/22/2010 8:32:0	Expedite	pencil	From: Repair Bench	ILN
2/22/2010 3:24:2	ApprovalHold	BatchJob	Quotation Control	Current Location
				ILN
				Transfer Number:

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

27.
 20.23

 47.23

RECEIVED
 FEB 24 2010
 BY:

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

Model Number: 700	Serial Number: C6249875	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
Name: Robert Drew Ortega	Date of Purchase: 2004	
Address (no PO Boxes): 1798 County Road 9		
City: SlocomB	State: AI	Zip: 36375
Phone (Daytime): 863-640-3688	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)		
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:		
Dec 14, 2009 While deer hunting, pull ^{pushed} safety forward to release and it pulled trigger and fired gun.		
500 characters left		
Ammunition Information:		
Manufacturer: Remington	Type: Express Core-Lokt	
Other (i.e. bullet weight/type, shot size, powder): 30-06 Springfield 180 GR. CORE-LOK P&P R30065		
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: 3 in 1 oil

How often do you clean the bore? (Months or Number of rounds) Every 6 month

How often do you clean the action? (Months or Number of rounds) Monthly

How often do you clean the trigger assembly? (Months or Number of rounds) twice a year

Brand of lubricant used: 3 in 1 Oil

How often do you lubricate the bore? (Months or Number of rounds) Every 6 month

How often do you lubricate the action? (Months or Number of rounds) monthly

How often do you lubricate the trigger assembly? (Months or Number of rounds) twice a year

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

YES NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never

What were the services performed?

**Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Illion, 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.

Mitchell, Christy

From: Johnson, Mark
Sent: Friday, January 29, 2010 2:54 PM
To: Mitchell, Christy
Subject: FW: 700 issue

Christy,

Do you want me to go ahead and send a product Service shipping label or do you want to call the gentleman?
Looks like a possibility of personal injury.

Mark Johnson | Consumer Svcs. Supervisor
Remington Arms Company, Inc
870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700
Phone: 336.548.8786
Fax: 336.548.7801

Freedom Group Family of Companies

Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R,
NEF, Dakota Arms, Parker Gun, L.C. Smith, EOTAC, Advanced
Armament Corp., Barnes Bullets, INTC

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From: Fix, Shari-Lynn A.
Sent: Friday, January 29, 2010 1:52 PM
To: Johnson, Mark
Cc: Mitchell, Christy
Subject: RE: 700 issue

Mark –

I finally got the serial number on this gun – C6249875.

Customer information is at the beginning of this email trail. If you could please have someone contact him I would appreciate it!

Sincerely,

Shari-Lynn Fix | Director of Sales East & South
Remington Arms Company, Inc.

17321 SW 18th St Miramar, FL 33029

Phone: 954-239-8238 | Cell: 786-376-7709 | Fax: 954-239-8244

Freedom Group Family of Companies

Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin | H&R | Dakota Arms
Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system. Thank you.

From: Johnson, Mark
Sent: Monday, January 04, 2010 2:57 PM
To: Fix, Shari-Lynn A.
Cc: Mitchell, Christy
Subject: RE: 700 issue

#4338

Shari,
Just forward when rcvd. We will get a prepaid shipping label to him to get the firearm back in to our Product Services division.

Thanks

Mark Johnson
Remington Arms
Consumer Service Supervisor
PO Box 700
870 Remington Dr.
Madison, NC 27025
800-243-9700 ext 8786

From: Fix, Shari-Lynn A.
Sent: Monday, January 04, 2010 2:48 PM
To: Johnson, Mark
Subject: 700 issue

Mark –

I had a industry person come up to me he has had a Model 700 for 5 yrs (bought used) took it out hunting and when he took off safety the firearm discharged.

I told him we would get an RGA issued – he's very happy with that. He will be emailing me when he get's home the serial number and all of his information for pickup.

His information is as follows:

Drew Ortagus
Bass Striker
Slocomb, AL 36375
863-640-3688

PO Box 981

3in oil
cleans rag

He had a cut on his hand but did not seem concerned about it.

Shari-Lynn Fix
Director of Sales - East & South Regions
Freedom Group Family of Companies
786-376-7709 cell
954-239-8238 office
954-239-8244 fax

Remington Arms Co., Inc.
Product Service
Legal Case #:4195

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/4/2009					

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Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut on hand				
PD				
S fired on safe release	Cause:4079 Other - Unexamined Concern:1007 Fired on Safe Release		U	
C				

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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	Repair/Replacement				
	Cost	Date				

1/4/10 Sending ARS.cm *Mark Johnson is waiting for address, then he will send ARS.cm*

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Mitchell, Christy

#4195

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Shari-Lynn Fix
Director of Sales - East & South Regions
Freedom Group Family of Companies
786-376-7709 cell
954-239-8238 office
954-239-8244 fax

1/4/2010



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/4/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx	
DESCRIPTION:		I WILL MAIL	
700			

LABEL INFORMATION

MAIL LABEL TO:	Drew Ortagus PO Box 981 Slocomb, AL 36375
RETURN ITEM TO:	Rem Product Serv

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

4XX596 FEB 8, 2010 ALL CURR USD 1 OF 1
 SERVICE GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066367976
 REF 1:DREW ORTAGUS/CD/CM
 REF 2:REF#700

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 8.70
 TOT PUB CHG 8.70

February 4, 2010

Drew Ortagus
PO Box 981
Slocomb, AL 36375

Subject: #4195, Model 700

Dear Mr. Ortagus,

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Sincerely,

Christy Mitchell
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

enclosure