Remington Arms Co., Inc. **Product Service** Legal Case #:3867

Inform	

RE# **Date Opened** Date Opened(PS) **Date Closed Incident Date** Pre Lit Lit Obsolete 179795 + 190401 11/9/2009 10/19/2009 11/9/2009 10/12/2009

Customer Information

Type **Business** First Name Last Name Street City State Zip Age Contact H 208-733-8109 3393 CN 3300 E. Reporter Pat Parrott Kimberly ID 83341 C 208-539-5455

Incident Information

Medical Claims Codes Repair Est. Medical Treatment Status

PI

PD Hole in floorboard of Cause:4015 Improper Maintenance truck Unknown S

Concern:1007 Fired on Safe Release

C

Customer reported: His friend was using his rifle & they both got into the friends truck. The friend decided to unload the gun inside of the truck & when he took the gun off safe to open bolt - the gun fired & shot a hole in the floorboard of the truck. No injury to anyone, dmf

Firearm Information

Mfg. Type Model/Ga. SKU Serial Bbl. **DOM** CF/BA 700/3006 SPR Remington 62179 1/1/1900 **Date Purchased** Where Purchased Accessories **Original Owner**

Y

CONCERN:FSR

Type Model/Ga. **SKU** Serial Bbl. Mfg. **DOM** CF/BA 700/3006 SPR 6278123 Remington DS 9/1/1969

U

Date Purchased Where Purchased **Original Owner** Accessories

CONCERN:FSR

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Cash Reim. Cash Release of Claims **Release Date** Settlement Reimbursement Date Date Settlement APV APV

Per Ilion, replace TPA, clean, check for BLSM program price

> Repair/Replacement Repair/Replacement Cost Date

10/19/09: Sending ARS label, letter and box. Box order # 1044036. dmf 3/1/10 Per Ilion, could not duplicate concern. Trig assm very dirty. Replace TPA, check over, clean under BLSM for \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		11/9/2009
Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006 SPR
	Date Code		
	Bore Plugged	False]
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning]
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
Boit	Handle	Slightly Worn; Functioning	
	Stop	Worn; Not Functioning	BINDING
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
1	Notch Condition	Select	
	Exterior Condition	Worn; Functioning	
Overall	Stock Condition	Worn; Functioning	
	Fore End Condition	Select	
D	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
G - C-4	Description		STANDARD M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
T4-	Test Fired	False	
Tests	Feeding Test	False	
	Condition	Slightly Worn; Functioning]
m :	Pull	Select	
Trigger	Altered	False	
	Sub-Assembly	M/700 Bolt Lock]

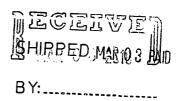
Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Ex	aminer		B.TRAVIS
Ex	am Date		2/26/2010

	Product Type		RF
Examination	Action Type		A
	Assigned To		F.SI[PRY
	Description		22" 3006 SPR
	Date Code		DS
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Worn; Functioning	
Overall	Stock Condition	Worn; Functioning	
· .	Fore End Condition	Select	
Danisan	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Lift	Select	.013
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	VERY DIRTY
Trigger	Pull	Select	3.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

• Arms Services Repair & Estimate System			
File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Too	ols Reports Table Maintenance System	Maintenance Help	
Repair Inquiry			
Repair Number: RE00190401 Seriat 62/8123 Model 700 Center Fire Caliber: Repair Verify Repair Southern Seriat 62/8123 Model 700 Center Fire Caliber: Repair Southern Seriat 62/8123 Model 700 Center Fire Caliber: Repair Number: Repair Number: RE00190401 Seriat 62/8123 Model 700 Center Fire Caliber: Repair Number: Record Record Repair Number: Record Record Repair Number: Record Recor	mar: Bruce Travis tatus: ApprovalHold 2/26/2010 7:49:42 AM	Fig. 1	
Address Information		50.00 A 14.00 A 15.00 A	e di kalinga paren
Customer. G. Received From Return To: Name: PAT PARROTT PAT PARROTT	Received From		
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City: KIMBERLY KIMBERLY	PO Box 3341 Country US		
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	Current Status		
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2/26/2010 7:49.4 Estimate travishw Estimate Update Status: App. 7	Passed Inspection ILN	The state of the s	
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this customer he pat the copy of
the letter from the 1st gon in this
ove.



Remington_®



October 19, 2009

DS 9/69 22" 3.5"

Pat Parrott 3393 CN 3300 E. Kimberly, ID 83341

Subject: #3867, Model 700, Serial # 62179

Dear Mr. Parrott,

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 Administration

Consumer Affairs Administrator Remington Arms Company

Phone: 800-243-9700 ext 8686

Fax: 336-548-7883

E-mail: dell.fulcher@remington.com

could Not duplicate concern.
Toto. Assm. very Disty. Replace
TOA check over, chean under
TSOLT LOCK, magreem Con \$20.00+
SEN

Quote

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

6278123 Model: 700

RE0019040



Factory Repair Form

Return to Previous Page

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

	5-4-11-4-17-2173
Model Number: 700	Serial Number: 6278123
Are you the original owner?: YES	□NO
Name: PAT M. Pairs	Coll Date of Purchase: 1965?
Address (no PO Boxes): 3393	_
City: Kinn benzy	State: 1D Zip: 83341
Phone (Daytime):	Fax:
E-mail Address:(if e-mail address is provide	ded, notification of receipt and shipment will he
Sent) A PA Parro T. E-mail Address:	T papa parrott C. 6 MALL, COM
I would like to receive future e-mail upo	dates from Remington.
Please describe your problem and date of the is # 2 problem. On # 1 Taking Heave describe your problem and date of the is # 2 problem.	the Galt to fine from Sight from almosty fixed it
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Ammunition Information: Manufacturer: Other (i.e. bullet weight/type, shot size, pow Handload Information: Powder Used: Case/Hull Used: Bullet Type/Shot Size:	Type: Little vder): 30,06 Powder Weight: Primer Used: Reloader/Used: Analytic A
Ammunition Information: Manufacturer: Other (i.e. bullet weight/type, shot size, power land of land information: Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Lubrication in the land of cleaning solution used):	Type: Little vder): 30,06 Powder Weight: Primer Used: Reloader/Used: Or Number of trainds)
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Ammunition Information: Manufacturer: Other (i.e. bullet weight/type, shot size, power landload Information: Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Lubrication) Brand of cleaning solution used: How often to you clean the bore? (Months landload of you clean the action) (Months landload of you clean the action).	Type: Z. L.
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http://www.remington.com/support/repair_services/factory_repair_form.asp

8/24/2009

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? YES 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 Parce! Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
① 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 tox. 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.
Charge repairs will be processed using the following guidelines:
:: 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).
:: 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.

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Remington

Remington Arms Co., Inc. **Product Service** Legal Case #:3867

Case Information

RE# Date Opened 179795

Date Opened(PS) 10/19/2009

Date Closed

Incident Date

Pre Lit Lit Obsolete

10/12/2009

Customer Information

Type Business First Name Last Name

Street

State Zip Age City

Contact

Reporter

Parrott Pat

3393 CN 3300 E. Kimberly ID 83341

H 208-733-8109 C 208-539-5455

Incident Information

Claims

Codes

Repair Est.

Medical **Treatment** Medical Status

PΙ

PD Hole in floorboard of truck

Cause:4079

Other - Unexamined Concern:1007 Fired on Safe Release

Unknown

S

 \mathbf{C}

Customer reported: His friend was using his rifle & they both got into the friends truck. The friend decided to unload the gun inside of the truck & when he took the gun off safe to open bolt - the gun fired & shot a hole in the floorboard of the truck. No injury to anyone. dmf

Firearm Information

Mfg.

Type

Model/Ga.

SKU

Y

Serial Bbl.

DOM

Remington **Date Purchased** CF/BA

700/3006 SPR

62179

1/1/1900

Where Purchased

Accessories

Original Owner

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

Cash Date **APV**

Repair/Replacement Repair/Replacement

Cost

Date

10/19/09: Sending ARS label, letter and box. Box order # 1044036. dmf 1/19 Was not inspected by B.

Examination[Remington/CF/BA]

Part Sub-Part

Code

Comment



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

ARS LABEL REQUEST FORM

DATE:		10/19/2009 REQU	JESTED BY:	DM	1F
QUANTITY:		1 WEIG	HT PER PA	CKAGE: 10	LBS
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		l WIL	L MAIL	xx	xxxx
DESCRIPTION:	REF# 3867 RIFLE				

LABEL INFORMATION

MAIL LABEL TO: Pat Parrott
3393 CN 3300 E.
Kimberly, ID 83341

RETURN ITEM TO: Remington Arms
Attn: Product Service
Ilion, NY

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

4XX596 OCT 19, 2009 ALL CURR USD SERVICE GNDCOM ACT WT 10.0 LBS 1 OF 1 TRACKING# 1Z4XX5969065960095 REF 1:PAT PARROTT/CD/DMF REF 2:REF#3867 HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD DV 0.00 DC 0.00 COD 0.00 RS 0.50 DGD 0.00 SD 0.00 AH 0.00 TOT PUB CHG 11.06 0.00 PR SP 0.00 PUB+HANDLING 11.06