

Remington Arms Co., Inc.
Product Service
Legal Case #:4064

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
185996	1/12/2010	12/3/2009	1/19/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Stealey Sr.	71 Redwood Dr.	Hagerstown	MD	21740		H 301-733-1740 F 301-416-7546

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Cut open right thumb				
PD Cause:4006	Altered Adjustments or Components			
S Concern:1007	Fired on Safe Release		Y	3 stitches in right thumb
C Fired on Safe release				

12/3/09 customer called - He was moving the safety from safe to fire & the gun went off. The recoil caused his thumb to be cut open & he had to get 3 stitches. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/280 REM	*	C6215568	XH	12/17/1987
Date Purchased	Where Purchased	Accessories	Original Owner			
	CLARK BROTHERS	REAR HALF OF SCOPE BASE	N			

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

Per factory - repair @
1/2 normal charges

Repair/Replacement Cost Repair/Replacement Date

12/3/09: Sending ARS, letter, and box - order# 1057339. dmf 1/25/10: Per Fred S. - Trigger assembly set screws altered, unsafe. Will follow down. Bolt stop binding from a dried lube residue. Stock cracked at grip. Replace trigger assembly at 1/2 normal charges. Will replace with a used stock in good condition for service charge only. Laminated stock is only kind available. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/19/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 280 REM
	Date Code		XH
	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	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	BINDING/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	Slightly Worn; Not Functioning	ACTION VERY DIRTY
	Stock Condition	---Select---	CRACKED AT GRIP
	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---	.016
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	1 3/4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		REAR HALF OF SCOPE BASE

4064

XH12/87
22"
13/4"
.016

COPY

December 3, 2009

David Stealey Sr.
71 Redwood Dr.
Hagerstown, MD 21740

Subject: #4064, Model 700, Serial # C6215568

Dear Mr. Stealey,

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 Arms Company

Phone: 800-243-9700 ext 118686

Fax: 336-548-7872

E-mail: dell.fulcher@remington.com

Trig. Assm. set screws altered, unsafe
will follow down. bolt stop binding from
a dried lube residue. Stock cracked at
grip. **replace TPA AT 1/2 normal charges.**
Will replace with a used stk. in good
condition for service charge only.
Laminated stk. is only kind available

Serial Number: **C6215568**

Model: **700**



RE00185996

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 280REM</u>		Serial Number: <u>C6215568</u>	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>DRUID STERLEY SR</u>		Date of Purchase: <u>1989</u>	
Address (no PO Boxes): <u>71 BEDWARD DR</u>			
City: <u>HAGERSTOWN</u>		State: <u>MD</u>	Zip: <u>21740</u>
Phone (Daytime): <u>301-733-1740</u>		Fax: <u>301-416-7546</u>	
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: <u>HAD A ROUND CHAMBERED. REMOVED SAFETY TO SHOOT AT A DEER, GUN FIRED W/O TOUCHING TRIGGER. EJECTED SHEET CASE RECHAMBERED ANOTHER ROUND. AS I CLOSED BOLT, BOLT HEAT UP AGAIN. THIS HAPPENED ON DECEMBER 1 2009</u>			
500 characters left			
Ammunition Information:			
Manufacturer:		Type: <u>REM-UMC</u>	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: <u>IMR 4320</u>		Powder Weight: <u>40</u>	
Case/Hull Used: <u>M. XEO REM UMC</u>		Primer Used: <u>CCE L&L A-110</u>	
Bullet Type/Shot Size: <u>150 GR NATCH M. NC / 100</u>		Reloader Used: <u>RUBS</u>	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: <u>ARCO #9</u>			
How often do you clean the bore? (Months or Number of rounds) <u>AFTER SHOOTING 50 ROUNDS & SECOND</u>			
How often do you clean the action? (Months or Number of rounds) <u>SAME AS ABOVE</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>NEVER</u>			
Brand of lubricant used: <u>BREAK FREE</u>			
How often do you lubricate the bore? (Months or Number of rounds) <u>AFTER CLEANING</u>			
How often do you lubricate the action? (Months or Number of rounds) <u>AFTER CLEANING</u>			

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? 11/27/09

What were the services performed?)

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

Ⓢ 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.
- :: 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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Other Sites





www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/3/2009	REQUESTED BY:	dmf
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL	I WILL MAIL xxxxxxxxxx		
DESCRIPTION:	Ref# 4064 S# C6215568		

LABEL INFORMATION

MAIL LABEL TO:	David Stealey Sr. 71 Redwood Dr. Hagerstown, MD 21740
RETURN ITEM TO:	Remington Attn: Fred Supry Ilion, NY

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

4XX596 DEC 4, 2009 ALL CURR USD 1 OF 1
 SERVICE GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067995858
 REF 1: DAVID STEALEY, SR./CD/DMF
 REF 2: REF#4064/C6215568

*mailed on
12/4/09*

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG: 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 6.94 PUB+HANDLING 6.94