

Remington Arms Co., Inc.
Product Service
Legal Case #:4201

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
186768	1/20/2010	1/5/2010	1/21/2010	12/5/2009			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Robin	Unfried	5235 Glen Arm Rd. East	Glen Arm	MD	21057		H 410-817-4213

Incident Information

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

1/5/10 customer called - His son was using rifle and it fired on safe release. No injury. Customer stated that son wanted to use rifle for the rest of deer season & I strongly advised them not to use the gun until we have made our examination & repair. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06 REM	*	A6283844	CI	4/1/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPT CTR MONTDALE PA	SCOPE BASE,SLING	Y			

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	Nosler Ballistic Tip/100 gr	25-06 REM				
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
Per factory - repair at special price under BLSM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$45.23	1/28/2010				

1/5/10: Sending ARS & box - order # 1065672. dmf 1/28/10: Per Fred S. - Trigger set screws altered. Will follow down. Replace trigger assembly, check over, clean & properly lube under bolt lock program at special price. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/21/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	

Barrel	Description		24" 2506 REM HB
	Date Code		CI
	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	
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	Slightly Worn; Functioning	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN MIN TRIG RETURN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,SLING

Repair Number: RE00186768	Serial: A5283844 Model 700 Center Fire Caliber: 2506 REM Produced: 04/01/1976	Repairman: Bruce Travis
Verify Repair: <input checked="" type="checkbox"/>		Status: Approval Hold 1/21/2010 5:17:12 AM

Address Information			
Customer:		<input checked="" type="radio"/> Received From	
Name: ROBIN C UNFRIED		Return To: <input type="radio"/> Received From	
Address 1: 5235 GLEN ARM RD E		5235 GLEN ARM RD E	
Address 2:		PO Box:	
City: GLEN ARM		GLEN ARM	
State: MD	Zip Code: 21057	State: MD	Zip Code: 21057
Country: US		Country: US	

Contact / Condition		Problems		Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Descr		<input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return As Received <input type="checkbox"/> Has been Approved <input type="checkbox"/> Internal Repair	Current Status Approval Hold 1/21/2010 5:17:12 AM Transisbw ApproveRack Repair Location ILN Current Location ILN Transfer Number
1/20/2010 8:43:00	New	thomaspe	Repair Added			
1/20/2010 8:44:00	Expedite	thomaspe	From: Check In			
1/21/2010 5:06:00	Maint	Travisbw	Repair Maintenance			
1/21/2010 5:17:11	Estimate	Travisbw	Estimate Update			
1/21/2010 6:00:00	ApprovalHold	System	Immediate SAP Allocation			
1/21/2010 6:15:00	Expedite	pencil	From: Repair Bench			
<div> <div>◀</div> <div>▶</div> </div>						

Repair Search

Refresh

Close

RECEIVED
JAN 25 2010

BY: _____

4/201

COPY

CI 4/71
2#
24"
1009

January 5, 2010

Robin Unfried
5235 Glen Arm Rd. E.
Glen Arm, MD 21057

Subject: #4201, Model 700

Dear Mr. Unfried,

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

Serial Number: **A6283844**

Model: **700**



RE00186768

7279. Set screws ALTERED.
will follow down. Replace
TPA check oner, clean and
properly lube ~~at the factory~~
~~changes~~ under Bolt cock program
for 82000 + S&H
Quote

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>Model 700 BDL</u>		Serial Number: <u>A6283844</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Robin C. Unfried</u>		Date of Purchase: <u>Approx 1974</u>	
Address (no PO Boxes): <u>5235 Glen Arm Road East</u>			
City: <u>Glen Arm</u>		State: <u>Mo</u>	Zip: <u>21057</u>
Phone (Daytime): <u>(410) 817-4213</u>		Fax: <u>None</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>On 11/5/08 the Rifle</u> <u>accidentally discharged when my son pushed the safety</u> <u>from the "Safe" position to the "Fire" position without touching</u> <u>the trigger.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Model 700 BDL</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>100 gr. Nosler Ballistic Tip</u>			
Handload Information: <u>None - only factory ammo</u>			
Powder Used: <u>N/A</u>		Powder Weight: <u>N/A</u>	
Case/Hull Used: <u>N/A</u>		Primer Used: <u>N/A</u>	
Bullet Type/Shot Size: <u>N/A</u>		Reloader Used: <u>N/A</u>	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: <u>Shotters Choice bore solvent</u>			
How often do you clean the bore? (Months or Number of rounds) <u>After every 5 rounds / after every use. Never leave bore empty</u>			
How often do you clean the action? (Months or Number of rounds) <u>After every 5 rounds</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>Never cleaned</u>			
Brand of lubricant used: <u>3 in 1 oil for external only</u>			
How often do you lubricate the bore? (Months or Number of rounds) <u>after every time used</u>			
How often do you lubricate the action? (Months or Number of rounds) <u>after every time used</u>			

How often do you lubricate the trigger assembly? (Months or Number of rounds) <i>Never</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <i>No. I am not sure with how to correctly service</i>
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>Never serviced before</i>
What were the services performed? <i>N/A</i>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357
<p>⚠ 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. :: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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, iDiscover, 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.</p>

© 2009 Remington Arms Company, Inc. All Rights Reserved.
 Investor Relations | Other Remington Brand Products | Legal Notices | About Us

Visit Our Other Websites
 Other Sites

Remington

Also, while you have the rifle, please disassemble the bolt and degrease and lubricate the firing pin, spring, etc with Rem Oil or another lubricant that won't gum up when cold.

Also replace trigger with the newer X Mark Pos-Trigger and set it as low (3 lbs?) as can safely be set at the factory. Please call me at (410) 317-4213 to appraise me of costs involved prior to performing the service.

Thanks,
Robert



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/5/2010	REQUESTED BY:	dmf
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXXXX	
DESCRIPTION: Ref# 4201 m/700			

LABEL INFORMATION

MAIL LABEL TO:	Robin Unfried 5235 Glen Arm Rd. Glen Arm, MD 21057
RETURN ITEM TO:	Remington Attn: Product Service Ilion, NY

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

4XX596 JAN 5, 2010 ALL CURR USD 1 OF 1
SERVICE GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067381743
REF 1: ROBIN UNFRIED/DMF
REF 2: REF# 700/4201
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00
DC 0.00 DGD 0.00
AH 0.00 PR 0.00
TOT PUB CHG 6.94
SVC T/P USD
RS 0.50
SD 0.00
SP 0.00
PUB+HANDLING 6.94

mailed out on
1/6/10