

Remington Arms Co., Inc.
Product Service
Legal Case #:4869

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212935	12/6/2010	10/27/2010	12/7/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Kevin	Bigelow	419 W. Misty Sage Way	Saratoga Springs	UT	84045		C 928-205-9245 E pkbigelow86@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054	As received	Follows Down	
S FSR	Concern:1007	Fired on Safe Release		Unknown
C				

10/27/10 Per call from Bigelow, he has a 700 Yth that he bought 4-5 yrs ago. His daughter was using - put a round in the chamber, fired on safe release. During a hunt recently it did the same.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	G6238390	AW	3/11/2002 7:37:46 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	ACUSPORT (MT) CORPORATION	TWO PIECE SCOPE BASE	Y

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 Ilion, replace trig assm, clean at no charge						

Repair/Replacement Cost	Repair/Replacement Date
47.23	12/10/2010

10/27/10 Sending box, emailing ARS.cm 12/12/10 Per Ilion, will follow down. Trigger assm dirty/rusty, trigger will not return properly. Replace trigg assm, clean and test fire at no charge. Emailed Bigelow results and told him to email or call with any questions.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Examination	Examiner	B.TRAVIS	
	Exam Date	12/7/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4054	As received Follows Down	
Barrel	Description	20" 243 WIN	
	Date Code	AW	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	METAL RUSTY
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	ISS	
	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY/RUSTY TRIG WILL NOT RETURN
	Pull	---Select---	1#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description	TWO PIECE SCOPE BASE	

frmREInquiry - Repair Inquiry

Repair Number: **RE00212935** Serial: 66238390 Model 700 Center Fire Caliber 243 WIN Produced: 03/11/2002 SKU: 27518

Repermen: _____ Status: **Repairing 12/7/2010 9:44:29 AM**

Verify Repair

ADDRESS INFORMATION

Customer: _____ Received from: _____ Return To: _____ Received from: _____

Name: **KEVIN BIGELOW**

Address 1: **419W MISTY SAGE WAY**

Address 2: _____ PO Box: _____

City: **SARATOGA SPRINGS**

State: **UT** Zip Code: **84045** Country: **US**

FFL: _____

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/6/2010 12:...	New	lcpatail	Repair Added	
12/6/2010 12:...	Expedite	lcpatail	From Check In	To:
12/7/2010 9:4...	Maint	Travisbw	Repair Maintenance	Status: Rep

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC ☐

Current Status: **Repairing**
 12/7/2010 9:44:29 AM
 lcpatail
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close

supryfl - ILN/Prod

frmRepairMain

D1102R7XP1L

Monday, Dec 6 2010

7:23 AM

RECEIVED
DEC - 8 2010

BY: _____

27
26.23
47.23

4869

70"
1#
AW 3/02

October 27, 2010

Kevin Bigelow
419 W. Misty Sage Way
Saratoga Springs, UT 84045

Subject: #4869, Model 700

Dear Mr. Bigelow,

Regarding your contact with Remington and the incident you incurred, you should receive an email with the prepaid UPS ground shipping label for shipment of the firearm to our factory within 24 hours. Please include a 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".

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
christy.mitchell@remington.com

Serial Number:

G6238390

Model: 700



RE00212935

will follow down. Trig Assm.
dirty/rusty, Trig. will not return
properly. Replace TPA, clean &
TEST FIRE AT 1X/C

#230145

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

E-mail
Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/27/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	email to:		
COORDINATOR	pkbigelow86@hotmail.com		
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Kevin Bigelow Email to him 419 W. Misty Sage Way Saratoga Springs, UT 84045
RETURN ITEM TO:	Remington Product Service

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

4XX596 OCT 27, 2010 ALL CURR USD 1 OF 1
SVC ONDCOR ACT WT 10.0 LBS
TRG/PINCH 124XX596006612903
REF 1 KEVIN BIGELOW/SUP/CHRISTY
REF 2.760

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0 00 CDD 0 00 RS 1 00
DC 0 00 DGD 0 00 SD 0 00
AH 0 00 PR 0 00 SP 0 00
TOT PUB CHG 17.29 PUB-HANDLING 12 29

pkbigelow86@hotmail.com











