

Remington Arms Co., Inc.
Product Service
Legal Case #:5175

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215498	12/19/2010	11/22/2010	12/21/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Howard	Cook	590 Riverside Dr. PO Box 2137	Bastrop	TX	78602		H 512-632-6647 E howard@temposafety.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1007	Fired on Safe Release	Unknown	
C	FSR			

11/22/10: Customer sent in an email. He stated that he was getting ready for hunting season & as he unloaded the rifle it fired. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6477530		
Date Purchased	Where Purchased	Accessories	Original Owner			
	J S OSHMAN CO HOUSTON TX		Y			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$64.73	12/28/2010				

11/22/10: Sending ARS, ltr, form. df 12/28/10: Per Ilion - Could not duplicate concern but the gun does have improper maintenance - rusted, dirty components. Clean action & install new TA @ n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/21/2010
	Product Type		RF
	Action Type		A
	Assigned To		Nagle
Cause	4038	Could Not Duplicate Concern	Rust and dirty trigger housing
Barrel	Description		22 inch
	Date Code		DU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	Sticky bolt stop
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	--Select--	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	--Select--	
Magazine	Condition	--Select--	
	Box Condition	Slightly Worn; Functioning	rust on sides of magazine
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	lots of usage dings and marks
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	Rust under stock at bottom of receiver
	Bulged	False	
Safety	Description		Model 700 Bolt Lock
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
	Condition	Abused; Functioning	rust and dirty housing
Pull	Trigger	---Select---	5.5 lbs
Altered		False	
Sub-Assembly		M/700 Bolt Lock	
Non-Remington Components	Description		two piece scope mounts and bottom half of scope rings

TR - 5 1/2 105

L10017L

DU = 9/1971

[Handwritten mark]

6477530
215498

COPY

November 22, 2010

Howard Cook
590 Riverside Dr.
PO Box 2137
Bastrop, TX 78602
Ph: 512-632-6647

*Could not duplicate concern
improper maintenance, rusted
& dirty components,
Fred*

Ref: # 5175

Dear Mr. Cook,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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 box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

*Clean action & install new Trigger
Assembly etc as gesture of goodwill.*

FRED 12/21/10

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

Print

Reset

Model Number: 700		Serial Number: 6477530	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Howard Cook		Date of Purchase:	
Address (no PO Boxes): 590 RIVERSIDE DR			
City: BASTROP		State: TX	Zip: 78602
Phone (Daytime): 512-632-6647		Fax: 512-308-1376	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) howard@temporarily.com			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: SEE ATTACHED COPIES OF CORRESPONDENCE WITH DEB FULCHER			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
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:
How often do you clean the bore? (Months or Number of rounds) <i>AFTER EACH USE</i>
How often do you clean the action? (Months or Number of rounds) <i>AFTER USE</i>
How often do you clean the trigger assembly? (Months or Number of rounds) <i>Twice @ Oshmans</i>
Brand of lubricant used: <i>REM</i>
How often do you lubricate the bore? (Months or Number of rounds) <i>AFTER USE</i>
How often do you lubricate the action? (Months or Number of rounds) <i>AFTER USE</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <i>Oshmans</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
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>5 YEARS AGO</i>
What were the services performed?) <i>clean</i>
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
<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</p>

Howard Cook

From: "Remington Information" <info@remington.com>
To: <howard@temposafety.com>
Sent: Monday, November 22, 2010 2:49 PM
Subject: rifle accidently fired. [Incident: 101108-000194]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

[To access your question from our support site, click here.](#)

Subject

rifle accidently fired.

Discussion Thread

Response (Dell)

11/22/2010 03:49 PM

Howard,
You should receive your paperwork within 4-5 days by the postal service.

Thanks,
Dell

Customer (Howard Cook)

11/19/2010 11:56 AM

Dear Dell;
The Model 700 BDL is a 270 caliber serial # 6477530
Howard Cook
Mail: Po Box 2137
Shipping address: 590 Riverside Dr
Bastrop, Texas 78602
My phone # 512-632-6647
Thanks for all the help.

12/8/2010

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.

Howard Cook

----- Original Message -----

From: Remington Information

To: howard@temposafety.com

Sent: Thursday, November 18, 2010 8:21 AM

Subject: rifle accidentally fired. [Incident: 101108-000194]

Customer (Howard Cook)

11/19/2010 10:26 AM

I will have to go to Gun Vault and get Nbrs. Will have info to you this afternoon.

Howard

----- Original Message -----

From: Remington Information

To: howard@temposafety.com

Sent: Thursday, November 18, 2010 8:21 AM

Subject: rifle accidentally fired. [Incident: 101108-000194]

Response (Dell)

11/18/2010 09:21 AM

Dear Mr. Cook,

We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number.

We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,

Dell

Customer (Howard Cook)

11/08/2010 04:57 PM

I have a model 700, 270BDL rifle that I purchased in about 1968 or 1969 from Foleys in Houston, Texas.

I have kept it clean and good condition.

I was getting ready for deer season and was going thru the steps of preparation.

I put shells in it and as I was unloading it, it fired, my finger was not on the trigger. I was in the shop and it just fired in the dirt.

I need to send it back for repair, where do I send it and what will it cost.

12/8/2010

Please rush info, as this is my only deer rifle. and the season already started.

Howard Cook
590 Riverside Dr.
Bastrop, Texas 78602
Phone 512-632-6647

Question Reference #101108-000194

Product Level 1: Ammunition

Date Created: 11/08/2010 04:57 PM

Last Updated: 11/22/2010 03:49 PM

Status: Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone.

<http://www.remington.com/safety> -----

----- [---001:002660:50723---]

12/8/2010

Reference # 101108-000194
Status Updated
Assigned To Administrators Dell -
Product Ammunition
SLA Not specified
Queue CSR
Date Created 11/08/2010 04:57 PM
Initial Response 11/18/2010 09:21 AM
Last Updated 11/19/2010 11:56 AM
Customer SmartSense +1 (on -3 to +3 scale)
Staff SmartSense +1 (on -3 to +3 scale)

rifle accidentally fired.

Discussion Thread

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Dear Dell;
 The Model 700 BDL is a 270 caliber serial # 6477530
 Howard Cook
 Mail: Po Box 2137
 Shipping address: 590 Riverside Dr
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 Howard Cook
 590 Riverside Dr.
 Bastrop, Texas 78602
 Phone 512-632-6647

Primary Contact

First Name: Howard
Last Name: Cook
Organization:
Login: howard@temposafety.com
Title:
Contact Type:
Email: howard@temposafety.com
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

5175



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/22/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
<input type="checkbox"/> MEDIA <input type="checkbox"/> COORDINATOR <input type="checkbox"/> TO MAIL		<input type="checkbox"/> I WILL MAIL	<input type="checkbox"/> XXXXXX
DESCRIPTION:	Ref # 5175 Rifle		

LABEL INFORMATION

MAIL LABEL TO: Howard Cook 590 Riverside Dr. PO Box 2137 Bastrop, TX 78602 Ph: 512-632-6647
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 23, 2010 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066886674
 REF 1:HOWARD COOK/CD/DMF
 REF 2:5175/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS: 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 10.54 PUB+HANDLING 10.54