

Remington Arms Co., Inc.
Product Service
Legal Case #:5010

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211402	11/23/2010	11/8/2010	11/24/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Nick	Deplazes	6019 12th Ave North	Grandville	ND	58741		H 701-728-6376

Incident Information

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

11/8/10 Per call from Deplazes, he has a 700 left-hand rifle that he bought second hand that has fired when the safety was released.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	A6352356	DI	9/15/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	BERNS WHLSE DENVER CO		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 Ilion, replace TPA, clean at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
30.23	11/29/2010

11/8/10 Mailing ARS.cm 11/29/10 Per Ilion, will follow down, no trigger return. Trigger set screws altered. Replace TPA, clean and test fire under BLSM program price of \$20 + shipping. Nick approved by phone call.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/24/2010
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 30-06 SPR
	Date Code		DI
	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	Slightly 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; Not 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	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
Feeding Test	Test Fired	False	
	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN.NO TRIG RETURN
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

frmREInquiry - Repair Inquiry

Repair Number: **RE00211402** Serial: A6352356 Model: 700 Center Fire Caliber: 3006 SPRG L/H Produced: 09/15/1976 SKU: 20000 Repairman: Status: Repairing 11/24/2010 11:24:49 AM

Verify Repair

ADDRESS INFORMATION

Customer: Nick DePlazes Received from: Nick DePlazes Return To: Nick DePlazes

Name: NICK DEPLAZES Address 1: 6019 12TH AVE NORTH Address 2: PO Box: City: GRANVILLE State: ND Zip Code: 58741 Country: US

FFL

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
11/23/2010 12...	EmailSent	AmEmail	Repair Received	DLPLAG	<input type="checkbox"/> Interface Hold	Repairing
11/23/2010 12...	EmailVerified	AmEmail	Receipt	DLPLAG	<input type="checkbox"/> Estimate Sent	11/24/2010 11:24:49 AM
11/24/2010 11...	Maint	Travisbw	Repair Maintenance	Status F	<input type="checkbox"/> Parts Received	Repair Bench
11/24/2010 11...	Update	williamsd	Address, Billing, or Ship M.	from App	<input type="checkbox"/> Passed Inspection	Repair Location
11/24/2010 11...	Comment	williamsd	CONSUMER CALLED T...	SURE W	<input type="checkbox"/> Return as Received	ILN
					<input type="checkbox"/> Has Been Approved	Current Location
					<input type="checkbox"/> Internal Repair	ILN
					<input type="checkbox"/> Exclude TATC	Transfer Number

Repair Search Refresh Close

Trig. N/c

Ship. \$17.00

Labor \$20

Test \$N/c

\$37.

11/29/10 Emailed quote/inspection to him.

RECEIVED
NOV 29 2010

BY:

5010

22"
DI 9/76
3.5#
010

November 8, 2010

Nick Deplazes
6019 12th Ave North
Granville, ND 58741

Subject: #5010, Model 700

Dear Mr. Deplazes,

Per our conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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 "Product Service".**

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:

A6352356

Model: 700



RE00211402

will follow down, not rig return.
T.A. set screws altered. Replace
TPA, clean & test + fire under
BCP Lon to 20.00 + Sup

Quote

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

Model Number: 700 LH		Serial Number: A6352356	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: NICK DEPLAZES		Date of Purchase: 6-10-10	
Address (no PO Boxes): 6013 IRVING			
City: GRANVILLE		State: ND	Zip: 58741
Phone (Daytime): 701 728 6376		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) DEPLA@SRT.COM			
E-mail Address: DEPLA@SRT.COM <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: RIFLE FIRED WHEN SAFETY MOVED TO FIRE NOV. 5 - 2010			
500 characters left			
Ammunition Information:			
Manufacturer: Federal		Type: POWER SHOT	
Other (i.e. bullet weight/type, shot size, powder): 150 SR			
Handload Information: XXXXXXXXXX			
Powder Used: 4064		Powder Weight: 51	
Case/Hull Used: WINCHESTER		Primer Used: CCI	
Bullet Type/Shot Size: 150 SPITZER		Reloader Used: RCBS	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	
How often do you clean the action? (Months or Number of rounds)	
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
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?	
<input type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
What were the services performed?)	
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.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/8/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL xxxxxx	
DESCRIPTION: 700 A6352356			

LABEL INFORMATION

MAIL LABEL TO:	Nick Deplazes 6019 12th Ave North Granville, ND 58741
RETURN ITEM TO:	Rem Product Service

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

4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065709025
REF 1: NICK DEPLAZES/CD/CH
REF 2: 700/A6352356

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 9.45	PUB+HANDLING	9.45





