

Remington Arms Co., Inc.
Product Service
Legal Case #:5052

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212218/212347/212411	12/3/2010	11/10/2010	12/6/2010	11/6/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Steve	Farnsworth	1227 Whiskey Hollow	West	TX	76691		C 254-498-9567

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI hole in thumb				
PD				
S Fired when safety was released	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release		N	
C				

11/10/10 Per voicemail, he was hunting Saturday and his .300 RUM fired on safety release and put a hole in his thumb. He went online and saw issues. Has another .280 that has misfired.cm Per call, the post on the safety recoiled and broke the skin 1/2" around his thumb. Did not need stitches.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	26096	E6770417 WV		8/13/2001 9:26:25 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/1/2001	L.M. BURNEY, INC.	TWO PIECE SCOPE BASE,BOTTOM HALF OF RINGS	Y			

CONCERN:FSR, INJURY

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM EXP RE	n/a	A6758128 CV		4/25/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
9/1/1983	SPT SOUTH SHREVEPORT LA	BOTTOM HALF OF SEE THRU MOUNTS	Y			

CONCERN:FBC

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27271	S6513343 LZ		2/21/2005 10:52:49 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/1/2006	L.M. BURNEY DISTRIBUTORS	SCOPE BASE,BOTTOM HALF OF RINGS	U			

CONCERN:CHECK OVER TPA

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, offer BLM price for two and special price the other rifle repair						
	Repair/Replacement Cost	Repair/Replacement Date				

80.46

12/14/2010

11/10/10 3:31: Left voicemail for Steve to call me. If he gets my voicemail again, leave address for 2 prepaid labels to be mailed to him.cm
 11/10 3:50 Rec'd call from Steve, the .280 fired when he closed the bolt years ago. He has used it since and not had a problem.cm
 12/8/10 Left voice message for Steve with info on the inspection of the 2 rifles and the quote amounts. Asked him to call me.cm
 12/14/10 Steve called and has approved all 3 repairs.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM REM MAG SS
	Date Code		LZ
	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	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	9#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF OF RINGS

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 7MM EXP REM
	Date Code		CV
	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	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	7#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		BOTTOM HALF OF SEE THRU MOUNTS

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	I have the photos in a separate folder. No more room here.

Barrel	Description		26" 300 RUM
	Date Code		WV
	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---	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Not Functioning	EXTREME MAX TRIG PULL
	Pull	---Select---	N/A
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,BOTTOM HALF OF RINGS

1:56 PM

Remington®

26"
L 22/01
9#
013

5052

November 10, 2010

Steve Farnsworth
1227 Whiskey Hollow
West, TX 76691

Serial Number: **S6513343**

Model: **700**



RE00212218

Subject: #5052, Model 700

Dear Mr. Farnsworth,

Per our phone conversation, enclosed is one 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

could not duplicate concern
T.A. set screws altered. Replace
T.A. cannot test fire at 1/2 normal
cost.

Quote

enclosure

Dear Sirs:

I have never had a problem "must fire" with my 7mm Rem Mag, but since I have had a problem with the other 2 rifles, please inspect this one also.

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

PS 12529

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

Model Number:	700 S	Serial Number:	56513343
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name:	STEVE L. FARNSWORTH	Date of Purchase:	NOV. 2006
Address (no PO Boxes): 1227 WHISKEY HOLLOW			
City:	WEST	State:	TX
		Zip:	76691
Phone (Daytime):	254-755-7725	Fax:	254-755-7726
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent)			
SLFARNS@NETZERO.NET farnschiro@HOT.RR.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:			
<p>Never have had a problem w/ this rifle, but since it has the same trigger as the 280 Rem and 300 RUM I would like to have it inspected also. Thanks for your help - LOVE my Rem. Rifles!</p>			
500 characters left			
Ammunition Information:			
Manufacturer:	REMINGTON	Type:	EXPRESS CORE LOCK 7MM MAGNUM
Other (i.e. bullet weight/type, shot size, powder): 150g. Core-LOCK			
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:	HOPPE #9
How often do you clean the bore? (Months or Number of rounds)	every 12 mo. after hunting
How often do you clean the action? (Months or Number of rounds)	every 12 mo after hunting
How often do you clean the trigger assembly? (Months or Number of rounds)	every 12 mo after hunting
Brand of lubricant used:	HOPPE / REMINGTON
How often do you lubricate the bore? (Months or Number of rounds)	every 12 mo
How often do you lubricate the action? (Months or Number of rounds)	every 12 mo
How often do you lubricate the trigger assembly? (Months or Number of rounds)	every 12 mo.
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="radio"/> YES <input type="radio"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Never	
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>	

frmREInquiry - Repair Inquiry

Repair Number: **RE00212347**Serial: A6758128 Model: 700 Center Fire / Caliber: 7
MM EXP-REM Produced: 04/25/1979 SKU: 20000

Repairman: Charles Swanson

Status: Approval Hold 12/6/2010 2:28:57 PM

Verify Repair

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: STEVE FARNSWORTH

STEVE FARNSWORTH

Address 1: 1227 WHISKEY HOLLOW

1227 WHISKEY HOLLOW

Address 2: PO Box

PO Box

City: WEST

WEST

State: TX Zip Code: 76691 Country: US

TX Zip Code: 76691 Country: US

FEL

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/2/2010 11	New	lopatafi	Repair Added	
12/2/2010 11:...	Expedite	lopatafi	From Check In	To
12/2/2010 12...	EmailSent	ArmE mail	Repair Received	SLFARN
12/2/2010 12...	EmailVerified	ArmE mail	Receipt	SLFARN
12/6/2010 1:4...	Maint	Travisbw	Repair Maintenance	Status: R

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

Current Status

Approval Hold

12/6/2010 2:28:57 PM

swansonch

Approval Hold

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

nagletj: ILN/Prod

frmRepairMain

NAGLETJ

Monday, Dec 6, 2010

1:56 PM

start

frmRepair

7 Micros

11 Micros

Part Search

Wide Area

DMS - Glo

Display Go

3:23 PM

212347

n/c frag.

\$37 ship & labor

RECEIVED

BY: _____

Remington®

5052

22"
CV 4/74
7#
009

November 10, 2010

Steve Farnsworth
1227 Whiskey Hollow
West, TX 76691

Subject: #5052, Model 700

Dear Mr. Farnsworth,

Per our phone 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

enclosure

Serial
Number:

A6758128

Model: 700



RE00212347

could not duplicate concern.
T.A. set screws altered, replace
TPA, cannot test fire under
BLP Ron B 20.00 + ship

Quote

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

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

Model Number:	700 ADL	Serial Number:	A6758128
Are you the original owner?: <input checked="" type="radio"/> YES <input type="radio"/> NO			
Name:	STEVE L. FARNSWORTH	Date of Purchase:	SEPT. 1983
Address (no PO Boxes): 1227 WHISKEY HOLLOW			
City:	WEST	State:	TX. Zip: 76691
Phone (Daytime):	254-755-7725	Fax:	254-755-7726
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) SLFARNS@NETZERO.NET / FARNSCHW@HOT.RR.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: DEC. 1998 GUN FIRED INTO concrete patio while cycling bolt to UNLOAD AMMO - ADL model w/o trap door NOV. 2009 RICLE FIRED INTO AIR while cycling bolt to unload Ammo from MAGAZINE. <div>500 characters left</div>			
Ammunition Information:			
Manufacturer:	Remington	Type:	280 Rem core Lock
Other (i.e. bullet weight/type, shot size, powder): 150 gr.			
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:	HOPPE #9
How often do you clean the bore? (Months or Number of rounds)	every 12 mo after hunting
How often do you clean the action? (Months or Number of rounds)	every 12 mo after hunting
How often do you clean the trigger assembly? (Months or Number of rounds)	every 12 mo after hunting
Brand of lubricant used:	HOPPE
How often do you lubricate the bore? (Months or Number of rounds)	every 12 mo
How often do you lubricate the action? (Months or Number of rounds)	every 12 mo
How often do you lubricate the trigger assembly? (Months or Number of rounds)	every 12 mo
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
NEVER	
What were the services performed?	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<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.</p>	

frmREInquiry - Repair Inquiry

Repair Number: **RE00212411** Serial: E670417 Model: 700 Center Fire Caliber: 300
 REM ULTRA MAG Produced: 08/13/2001 SKU: 26096 Repairman:
 Status: New 12/3/2010 6:28:56 AM

ADDRESS INFORMATION

Customer: **STEVE FARNSWORTH** Received from: **STEVE FARNSWORTH**
 Name: **STEVE FARNSWORTH** Return To: **STEVE FARNSWORTH**
 Address 1: **1227 WHISKEY HOLLOW** Address 1: **1227 WHISKEY HOLLOW**
 Address 2: **PO Box:** Address 2: **PO Box:**
 City: **WEST** City: **WEST**
 State: **TX** Zip Code: **76691** Country: **US** State: **TX** Zip Code: **76691** Country: **US**

Contact / Condition: Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/3/2010 6:2	New	valentds	Repair Added	
12/3/2010 12...	EmailSent	ArmE mail	Repair Received	SLFARNS@
12/3/2010 12...	EmailVerified	ArmE mail	Receipt	SLFARNS@
12/8/2010 10...	Expedite	pencerl	From: Check In	To: Repair B
12/9/2010 2:3...	Maint	Travisbw	Repair Maintenance	Status: New

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

Current Status

Current Status
 12/3/2010 6:28:56 AM
 valentds
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search

Refresh

Close

nagletj ILN/Prod

frmRepairMain

NAGLETJ

Thursday, Dec 9 2010

9:54 AM

Start

frmRep...

9 Micr...

2 Inte...

DMS

Untitled...

9 Micr...

Part Se...

M24A2

3:11 PM

12/14 Will price @ BLSR price as goodwill.
 sent 3 rifles

RECEIVED
 DEC 10 2010
 BY: _____

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

Model Number: <u>700 BDL</u>		Serial Number: <u>E6770417</u>	
Are you the original owner?: <input checked="" type="radio"/> YES <input type="radio"/> NO			
Name: <u>STEVE L. FARNSWORTH</u>		Date of Purchase: <u>Nov. 2001</u>	
Address (no PO Boxes): <u>1227 Whiskey Hollow</u>			
City: <u>Waco, TX</u>		State: <u>TX</u>	Zip: <u>76691</u>
Phone (Daytime): <u>254 755-7725</u>		Fax: <u>254-755-7726</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>SLFARNS@NETZED.NET / FARNSEHIRO@HOT.RR.COM</u>			
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: <u>NOV. 6, 2010</u> <u>stirring in deer blind 15 feet in air rifle pointed at ground; saw a Buck and took safety off, when 300 was fired - busted hole in R thumb from safety button hitting it from recoil. STEVE O/Buck 1 he got to live another day.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>300 ULTRA-MAG</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>180gr S&W Bullet</u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	HOPPE #9
How often do you clean the bore? (Months or Number of rounds)	every 12 mo. after hunting
How often do you clean the action? (Months or Number of rounds)	every 12 mo. after hunting
How often do you clean the trigger assembly? (Months or Number of rounds)	every 12 mo. after hunting
Brand of lubricant used:	HOPPE
How often do you lubricate the bore? (Months or Number of rounds)	every 12 mo
How often do you lubricate the action? (Months or Number of rounds)	every 12 mo
How often do you lubricate the trigger assembly? (Months or Number of rounds)	every 12 mo
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
NEVER	
What were the services performed?)	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler 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.	

Remington®

5052

26"
WV 8/01
015

November 10, 2010

Steve Farnsworth
1227 Whiskey Hollow
West, TX 76691

Subject: #5052, Model 700

Dear Mr. Farnsworth,

Per our phone 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

enclosure

Serial
Number:

E6770417

Model: 700



RE00212411

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

Case #	5052	Date of Call	11/10	Date of Incident	11/6	PreLit		Lit		Obs	
--------	------	--------------	-------	------------------	------	--------	--	-----	--	-----	--

Reporter name	Incident Name/Age	Steve Farnsworth
address	address	1227 Whiskey Hollow
contact #'s	contact #'s	254-498-9567 West TX 76691
email	email	

Injury: hole in thumb - post on safety recoiled & broke skin 1/2" around.

Medical Treatment	
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Alleged cause	
---------------	--

760 A6758128 .280

Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
760	E6770417	300RUM		Y-02				

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
---------------	--

Notes:	<p>11-10 Voice mail - Sat hunting & his 300RUM fired on safety release & put a hole in his thumb. Went online & saw issuer. Has another in .280 that has misfired.</p> <p>Who 3:31 - Left voice message to call me. Leave address for prepaid labels if he gets my voicemail again.</p> <p>.280 closed bolt & it fired - used it since w/out trouble</p>
--------	--

Customer's Request	
--------------------	--

My actions/offers	
-------------------	--



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/10/2010	REQUESTED BY:	christy
QUANTITY:	2	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700 - E6770417			
700 - A6758128			

LABEL INFORMATION

MAIL LABEL TO:	Steve Farnsworth 1227 Whiskey Hollow West, TX 76691
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

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

4XX596 NOV 11, 2010 ALL CURR USD 1 OF 2
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065283808
REF 1: STEVE FARNSWORTH/CD/CM
REF 2: 700/E6770417

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	DDO 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 10.54	PUB+HANDLING	10.54	

4XX596 NOV 11, 2010 ALL CURR USD 2 OF 2
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067091619
REF 1: STEVE FARNSWORTH/CD/CM
REF 2: 700/A6758128

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	DDO 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 10.54	PUB+HANDLING	10.54	





















