

Remington Arms Co., Inc.
Product Service
Legal Case #:5208

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215454	12/19/2010	11/24/2010	1/3/2011	11/22/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Brian	Gonser	9346 117th St	Seminole	FL	33772		H 727-393-2189 C 727-410-2025 E Briangonser@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

11/29/10 Per call from Gonser, he bought this rifle new in 2006. On 11/22 it fired when he released the safety. He has not made any adjustments. Before this happened, he was loading it he tried to switch it from fire to safe and it wouldn't go.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	29745	F6269649	PX	6/18/2003 8:34:19 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	HORTON DIST CO INC * LEW		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 TPA, clean, test at 1/2 normal cost						

Repair/Replacement Cost Repair/Replacement Date

11/29/10 Mailing box and ARS.cm 1/7/11 Per Ilion, will follow down. Trigger, trigger pin and connector rusted and binding. Replace TPA, clean, test fire at 1/2 normal charges. Gonser called and was not happy about the charges. I explained the condition of the parts and he thought the parts were sealed and wouldn't rust. He has never cleaned or oiled the internals, just the receiver and barrel. I am sending him an owner's manual and emailed pictures of rusty parts. He approved repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	WILL FOLLOW DOWN
Barrel	Description		22" 270 WIN
	Date Code		PX
	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	ACT RUSTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	L013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG,PIN,CONNECTOR RUSTED TRIG WILL NOT RETURN
	Pull	---Select---	10+#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington®

5208

22"
7x6/03
10+
013

November 29, 2010

Brian Gonser
9346 117th St.
Seminole, FL 33772

Subject: #5208, Model 700

Dear Mr. Gonser,

Enclosed is the prepaid UPS ground shipping label. 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".** Apply the label to your box and take it to a UPS terminal or driver for shipping.

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

RECEIVED
JAN 05 2011

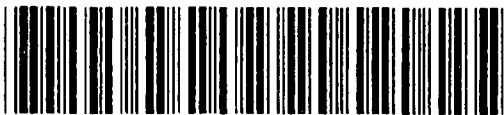
enclosure

BY:

Serial
Number:

F6269649

Model: 700



RE00215454

will follow down.

TRIG, TRIGGERING CONNECTION BUSTED
+ BINDING. Replace TPA, clean +
test fire at 1/2 normal cost.

Quote

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

270

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

Model Number: 700		Serial Number: F626 9649	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: BRIAN P. GONSER		Date of Purchase: 2006	
Address (no PO Boxes): 9346 117 th ST.			
City: SEMINOLE		State: FL	Zip: 33772
Phone (Daytime): 727-		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) briangonser@yahoo.com			
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: DATE OF Occurrence: 11-22-10 ACCIDENTAL Discharge - AFTER CHAMBERING A Round, tried to move SAFETY Switch From Fire to SAFE, SELECTOR WOULD NOT MOVE, I THEN OPENED THE BOLT WAS ABLE TO MOVE SWITCH TO SAFE, I CLOSED BOLT MOVED SWITCH TO FIRE AND THE RIFLE DISCHARGED.			
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:	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/24/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR		XXXXXX	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
S6269649 700			

LABEL INFORMATION

MAIL LABEL TO:	Brian Gonser 9346 117th St Seminole, FL 33772
RETURN ITEM TO:	Rem Prod Service

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

4XX596 NOV 29, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066213560
REF 1: BRIAN GONSER/CD/CM
REF 2: 700/S6269649

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRGs:			
DV 0.00	COD 0.00	SVC T/P USD	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



