

Remington Arms Co., Inc.
Product Service
Legal Case #:5213

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214390	12/13/2010	11/29/2010	12/15/2010	11/24/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Graves	35 Barnette Dr.	Lobelville	TN	37097		H 931-593-3884 E jkgraves@tds.net

Incident Information

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

11/29/10: Customer called in. He stated that last week he experienced a FSR twice. No damage, No injury. He is the original owner & has never had an issue before. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6501795 XU	12/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner		
	LEONARD MELTON CO NASHVILLE TEN	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 - repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$62.73	12/29/2010				

11/29/10: Sending ARS, ltr, form. df 12/29/10: Per Ilion - Could not duplicate concern. Trigger & trigger pin rusty & dirty. Replace TA, clean, test fire under BLM program - quote. Customer paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/15/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		XU
	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; 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---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG AND PIN RUSTY
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

5213

COPY

22"
x4 12/71
3#
.008

November 29, 2010

James Graves
35 Barnett Dr.
Lovelville, NJ 37097
Ph: 931-593-3884

BARNETTE
LOBELVILLE, TN 37097

Ref: # 5213

Dear Mr. Graves,

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

RECEIVED
DEC 22 2010

BY:.....

enclosure

Serial Number:
6501795
Model: 700



RE00214390

could not duplicate concern.
Trig + Trig pin rusty - DIRTY.
replace TPA, clean + TEST fire
under BLP Ron \$ 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

Print

Reset

Model Number: <u>700 ADL</u>		Serial Number: <u>6501795</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>JAMES GRAVES</u>		Date of Purchase: <u>1971 OR 1972</u>	
Address (no PO Boxes): <u>35 BARNETTE DRIVE</u>			
City: <u>LOBBEVILLE</u>		State: <u>TN</u>	Zip: <u>37097</u>
Phone (Daytime): <u>931/593-3884</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>JK GRAVES @ TDS.NET</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>TWO UNINTENTIONAL FIRES WHEN THE SAFETY WAS PULL PUSHED OFF. THE PROBLEM OCCURRED NOVEMBER 24, 2010.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON & WINCHESTER</u>		Type: <u>POINTED SOFT POINT</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>80GR. + 100GR.</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'S No. 9 SOLVENT
How often do you clean the bore? (Months or Number of rounds)	ANNUALLY AFTER DEER SEASON
How often do you clean the action? (Months or Number of rounds)	ANNUALLY AFTER DEER SEASON
How often do you clean the trigger assembly? (Months or Number of rounds)	ANNUALLY AFTER DEER SEASON
Brand of lubricant used:	HOPPE'S LUBRICATING OIL
How often do you lubricate the bore? (Months or Number of rounds)	ANNUALLY AFTER DEER SEASON
How often do you lubricate the action? (Months or Number of rounds)	ANNUALLY AFTER DEER SEASON
How often do you lubricate the trigger assembly? (Months or Number of rounds)	ANNUALLY AFTER DEER SEASON
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? <input type="text"/>	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p><input type="checkbox"/> 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 style="text-align: center;">:: 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>	

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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5213 Rifle			

LABEL INFORMATION

MAIL LABEL TO: James Graves 35 Barnett Dr. Lovelville, NJ 37097 Ph: 931-593-3884
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 29, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065214614
REF 1: JAMES GRAVES/CD/DMF
REF 2: 5213/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
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 8.74	PUB+HANDLING	8.74	







