

Remington Arms Co., Inc.

Product Service

Legal Case #:5269

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214772	12/15/2010	12/1/2010	12/16/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Helbing	N2007 Snyder Rd	Elroy	WI	53929		H 608-572-2389

Incident Information

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

12/1/10 Per call from Helbing, he had his 700 out hunting and had taken the safety off after getting into position and later it fired without touching the trigger. He is the original owner. It had done it twice before but he thought he had made the error.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM RUM	26275	S6406126	KV	5/8/2001 10:00:33 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS INC	TWO PIECE SCOPE BASE,RINGS	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 charges						
	Repair/Replacement Cost	Repair/Replacement Date				

12/1/10 Mailing ARS.cm 12/30/10 Per Ilion, could not duplicate concern. Trigger assm set screws altered, trigger assm dirty and rusty. Replace TPA, clean and tet fire at 1/2 normal cost.cm 12/30/10 Called Helbing and he has never adjusted, doesn't know how to and has never had it to a gunsmith so the screws could not have ever been adjusted. I will take off the charge for the trigger assm as goodwill and he will pay the balance.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Examination	Examiner	B.TRAVIS	
	Exam Date	12/16/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	26" 7MM RUM	
	Date Code	KV	
	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	STANDAARD M/700 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description	TWO PIECE SCOPE BASE,RINGS	

Remington®

5269

26")
14V 5/01
2.5 #
015

December 1, 2010

Mike Helbing
N2007 Snyder Rd.
Elroy, WI 53929

Subject: #5269, Model 700

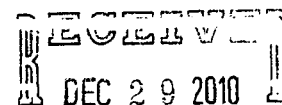
Dear Mr. Helbing,

Enclosed is the UPS ground shipping label for shipment of the rifle 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". 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



BY:.....

enclosure

S6406126
Model: 700



RE00214772

could not duplicate concern
T.A. set screws altered, T.A.
dirty + rusty. Replace T.A.,
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

I did not
Clear after
gun went off.

The gun Has
went off on its
own 4 times
in the last

5 years.

Mike
408-572-2389



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/1/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL <input checked="" type="checkbox"/>	
DESCRIPTION: S6406126 700			

LABEL INFORMATION

MAIL LABEL TO:	Mike Helbing N2007 Snyder Rd Elroy, WI 53929
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 1, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067409991
REF 1: MIKE HELBING/CD/CM
REF 2: 700/S6406126

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 8.74 PUB+HANDLING 8.74

