

Remington Arms Co., Inc.

Product Service

Legal Case #:5064

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 211202 | 11/22/2010 | 11/11/2010 | 11/23/2010 | 11/11/2010 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|-------------------|---------|-------|-------|-----|----------------|
| Incident | | Nathan | Jones | 205 Gale Vista Dr | Bonaire | GA | 31005 | | H 478-396-9537 |

Incident Information

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

11/11/10 Per call from Jones, he was out with his 700 this morning and it fired when he removed the safety. It has never happened before and he's not had any trouble with it. He purchased it years ago second hand.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------------------|-------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/380 WIN | n/a | B6212594 | OA | 7/28/1980 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | K MART ENTER NEWNAN GEORGIA | SCOPE BASE | 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 Jones, return rifle, he will be installing Timney trigger | | | | | | |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| 30.23 | 11/30/2010 |

11/11/10 Mailing ARS.cm 11/30/10 Per Ilion, could not duplicate concern. Trig assm dirty. Replace TPA, clean, test fire at BLSM price of \$20 + shipping. Emailed Jones for approval.cm 12/6/10 Jones called and said to ship the rifle back. He would rather put a Timney trigger in the rifle.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|-----------------------------|-------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 11/23/2010 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 308 WIN |
| | Date Code | | OA |
| | 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--- | .007 |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | DIRTY |
| | Pull | ---Select--- | 4.5# |
| | Altered | False | |
| | Sub-Assembly | M/700 Bolt Lock | |
| Non-Remington Components | Description | | SCOPE BASE |

frmREInquiry - Repair Inquiry

Repair Number: **RE00211202** Serial: 86212594 Model: 700 Center Fire Caliber: 308 Repairman: Bruce Travis
 WIN Produced: 07/28/1980 Repair CNT: 2 SKU: 20000 Status: Approval Hold 11/24/2010 5:13:13 AM

ADDRESS INFORMATION

Customer: **NATHAN JONES** Received from: **NATHAN JONES** Return To: **NATHAN JONES**
 Address 1: **205 GALE VISTA DR.** Address 2: **PO Box**
 City: **BONAIRE** State: **GA** Zip Code: **31005** Country: **US**

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

| Date | Code | User ID | Desc1 | Desc2 | Status |
|------------------|---------------|----------|--------------------|-----------|--------|
| 11/22/2010 9... | New | lopataff | Repair Added | | |
| 11/22/2010 12... | EmailSent | ArmEmail | Repair Received | NWJONE | |
| 11/22/2010 12... | EmailVerified | ArmEmail | Receipt | NWJONE | |
| 11/24/2010 5... | Maint | Travisbw | Repair Maintenance | Status: R | |
| 11/24/2010 6... | Estimate | Travisbw | Estimate Update | Status: A | |

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

Current Status: Approval Hold 11/24/2010 5:13:13 AM
 Travisbw
 Approve Rack
 Repair Location
 ILN
 Current Location
 Transfer Number

Repair Search Refresh Close



17 shp.
 20 labor
 37.-

RECEIVED
 NOV 29 2010

BY:.....

Remington®

22"
0A7/80
4.5#
1007

5064

November 11, 2010

Nathan Jones
205 Gale Vista Dr
Bonaire, GA 31005

Subject: #5064, Model 700

Dear Mr. Jones,

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

Serial
Number

B6212594

Model: 700



RE00211202

could not duplicate concern.
T.A. dirty. Replace TPA, clean
+ test fire under BLP for
\$20.00 + ship

Quote

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

| | | | |
|---|--|--------------------------------------|-------------------|
| Model Number: <u>Model 700</u> | | Serial Number: <u>B6212594</u> | |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | | | |
| Name: <u>Nathan Jones</u> | | Date of Purchase: <u>circa 1988</u> | |
| Address (no PO Boxes): <u>205 Gale Vista Dr.</u> | | | |
| City: <u>Bonwire</u> | | State: <u>GA</u> | Zip: <u>31005</u> |
| Phone (Daytime): <u>478-396-9537</u> | | Fax: <u></u> | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>NWjones18@yahoo.com</u> | | | |
| 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: <div style="border: 1px solid black; padding: 5px; min-height: 100px;"><p>I have owned this rifle for years and never had a problem. However on Nov 18th I was hunting and when I moved the safety from the 'safe' to the 'fire' position the rifle discharged without me touching the trigger. I had not even brought the gun up to my shoulder. I have not been able to get the gun to do it again since. My grand father had a similar problem with his 700 in 25-06 and you will work on it.</p></div> <div>500 characters left</div> | | | |
| Ammunition Information: | | | |
| Manufacturer: <u></u> | | Type: <u></u> | |
| Other (i.e. bullet weight/type, shot size, powder): <u></u> | | | |
| Handload Information: | | | |
| Powder Used: <u>EMR 4064</u> | | Powder Weight: <u>48.0 gr.</u> | |
| Case/Hull Used: <u>R-P</u> | | Primer Used: <u>Fed 210M</u> | |
| Bullet Type/Shot Size: <u>150 gr. Rem-UMC BT</u> | | Reloader Used: <u>RLBS Rockchuck</u> | |

| | |
|--|--------------------|
| Firearms Care (Cleaning and Lubrication): | |
| Brand of cleaning solution used: | Hoppes #9 |
| How often do you clean the bore? (Months or Number of rounds) | 6 months |
| How often do you clean the action? (Months or Number of rounds) | every time I shoot |
| How often do you clean the trigger assembly? (Months or Number of rounds) | 12 months |
| Brand of lubricant used: | Rem-0.1 |
| How often do you lubricate the bore? (Months or Number of rounds) | 6 months |
| How often do you lubricate the action? (Months or Number of rounds) | every time I shoot |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) | 12 months |
| 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 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> | |

| | | | | | | | | | | | |
|--------|------|--------------|----------|------------------|-------|--------|--|-----|--|-----|--|
| Case # | 5064 | Date of Call | 11/11/10 | Date of Incident | 11/11 | PreLit | | Lit | | Obs | |
|--------|------|--------------|----------|------------------|-------|--------|--|-----|--|-----|--|

| | | | |
|---------------|--|-------------------|---|
| Reporter name | | Incident Name/Age | Nathan Jones 205 Gale Vista Dr. Boca Raton GA 33405 478-396-9537 |
| address | | address | |
| contact #'s | | contact #'s | |
| email | | email | |
| | | | |
| | | | |

| | |
|--------|--|
| Injury | |
|--------|--|

| | |
|-------------------|--|
| Medical Treatment | |
|-------------------|--|

| | |
|---------------|--|
| Alleged cause | |
|---------------|--|

| | | | | | | | | |
|---------|----------|-----|-----|-------------|----------------------|--|--|--|
| Firearm | Ser # | Cal | DOM | Orig owner? | When/Where purchased | | | |
| 700 | B6212594 | 308 | '80 | N | | | | |

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

| | |
|---------------|--|
| Other Product | |
|---------------|--|

| | |
|--------|---|
| Notes: | <p><i>Voicemail message: 700 this morning & had PSR, how do I send?</i></p> |
|--------|---|

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

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

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

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

LABEL INFORMATION

| | |
|-----------------|--|
| MAIL LABEL TO: | Nathan Jones 205 Gale Vista Dr Bonaire, GA 31005 |
| RETURN ITEM TO: | Rem Prod Serv Ilion, NY |

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

4XX596 NOV 12, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066348586
REF 1:NATHAN JONES/CD/CM
REF 2:700

| | | |
|-----------------------------|--------------|---------------------|
| HANDLING CHARGE 0.00 | | |
| SINGLE-PIECE PUB RATE CHRG: | | |
| 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 8.74 | PUB+HANDLING | 8.74 |







