

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4960

Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 210398 | 11/15/2010  | 11/3/2010       | 11/16/2010  |               |         |     |          |

Customer Information

| Type     | Business | First Name | Last Name | Street          | City   | State | Zip   | Age | Contact                          |
|----------|----------|------------|-----------|-----------------|--------|-------|-------|-----|----------------------------------|
| Incident |          | Dale       | Josey     | 217 N. Main Ave | Newton | NC    | 28658 |     | W 828-326-0253<br>F 828-326-0386 |

Incident Information

| Claims | Codes                                                      | Repair Est. | Medical Treatment | Medical Status |
|--------|------------------------------------------------------------|-------------|-------------------|----------------|
| PI     |                                                            |             |                   |                |
| PD     | Cause:4006 Altered Adjustments or Components               |             |                   |                |
| S      | Fired on safety release Concern:1007 Fired on Safe Release |             | Unknown           |                |
| C      |                                                            |             |                   |                |

11/3/10 Per call from Josey, he has a 700 BDL he purchased about 30 yrs ago and this past weekend it went off 3 times when he pushed the safety off.cm

Firearm Information

| Mfg.           | Type                       | Model/Ga.   | SKU            | Serial   | Bbl. | DOM       |
|----------------|----------------------------|-------------|----------------|----------|------|-----------|
| Remington      | CF/BA                      | 700/270 WIN | n/a            | B6302118 | PB   | 6/22/1981 |
| Date Purchased | Where Purchased            | Accessories | Original Owner |          |      |           |
|                | SHT SPTS FARMINGTON HLS MI |             | U              |          |      |           |

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 at BLSM price |                   |              |               |                 |                |               |

Repair/Replacement Cost Repair/Replacement Date

30.23 11/18/2010

11/3/10 Faxing ARS and letter to Dale.cm 11/18/10 Left voice message with inspection results, the quote and asked that they call to approve repairs. Per Ilion, Trigger set screws altered, will follow down. Action dirty. Can replace TPA, check over, clean and test under BLSM program for \$20 + shipping.cm

Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code                              | Comment        |
|-------------|--------------|-----------------------------------|----------------|
| Examination | Examiner     |                                   | F.SUPRY        |
|             | Exam Date    |                                   | 11/16/2010     |
|             | Product Type |                                   | RF             |
|             | Action Type  |                                   | A              |
|             | Assigned To  |                                   | F.SUPRY        |
| Cause       | 4006         | Altered Adjustments or Components |                |
| Barrel      | Description  |                                   | 22" 270 WIN LH |
|             | Date Code    |                                   | PB             |
|             | Bore Plugged | False                             |                |
|             | Bulged       | False                             |                |
|             | Fired        | False                             |                |

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4960&Type=Case

11/18/2010

|              |                        |                                |                                            |
|--------------|------------------------|--------------------------------|--------------------------------------------|
|              | 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---                   |                                            |
| 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---                   | .010                                       |
|              | Notch                  | Slightly Worn; Functioning     |                                            |
|              | Tests                  | Test Fired                     | False                                      |
| Feeding Test |                        | False                          |                                            |
| Trigger      | Condition              | Slightly Worn; Not Functioning | DIRTY, WILL FOLLOW DOWN TRIG NOT RETURNING |
|              | Pull                   | ---Select---                   | 2.5#                                       |
|              | Altered                | True                           | SET SCREWS ALTERED                         |
|              | Sub-Assembly           | M/700 Bolt Lock                |                                            |

## frmREInquiry - Repair Inquiry

Repair Number: **RE00210398** Serial: 86302118 Model 700 Center Fire Caliber 270 Repairman: Bruce Travis  
 Verify Repair... WIN LH Produced: 06/22/1981 SKU: 20000 Status: Approval Hold 11/16/2010 7:18:03 AM

## ADDRESS INFORMATION

Customer: ☒ Received from Return To ☒ Received from  
 Name: DONNA JOSEY Address1: 217 N MAIN AVE Address2: PO Box City: NEWTON State: NC Zip Code: 28658 Country: US  
 Name: DONNA JOSEY Address1: 217 N MAIN AVE Address2: PO Box City: NEWTON State: NC Zip Code: 28658 Country: US

FFL

Contact / Condition Problems Estimate History Status Shipping / Billing

| Date            | Code         | User ID  | Desc1                    | Desc2         |
|-----------------|--------------|----------|--------------------------|---------------|
| 11/15/2010      | New          | lopatafl | Repair Added             |               |
| 11/16/2010 6... | Maint        | Travisbw | Repair Maintenance       | Status: Repe  |
| 11/16/2010 7... | Estimate     | Travisbw | Estimate Update          | Status: Appro |
| 11/16/2010 7... | ApprovalH... | System   | Immediate SAP Allocation |               |

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

Current Status  
 Approval Hold  
 11/16/2010 7:18:03 AM  
 Travisbw  
 Repair Bench  
 Repair Location  
 ILN  
 Current Location  
 ILN  
 Transfer Number

Repair Search

Refresh

Close

frmREI X X

nagletj - ILN/Prod

frmRepairMain

NAGLETJ

Tuesday, Nov 16 2010

6:47 AM

star

13 Micr...

frmRepair...

10 Micr...

XSitePro...

Part Sear...

DMS - De...

ARMSERV...

7:35 AM

RECEIVED  
 NOV 17 2010

BY:.....

# Remington®

4960

11/13

DV

22"  
P36/81  
2.5#  
010

November 3, 2010

Dale Josey / *DONNA Josey*  
217 N. Main Ave.  
Newton, NC 28658

*→ Mail Back to this address with my wife's name!*

Subject: #4960, Model 700

Dear Mr. Josey,

Per our conversation, following is the prepaid UPS ground shipping label for shipment of the firearm to our factory. 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

*Thank you for your promptness in this matter. As you can see this rifle has been well taken care of and has always been a great gun until this past weekend when it went off (3) times when I pushed the safety off. First time on a deer and the next two times pushing safety off again. Before this I have never had any problems with this gun and I have had this gun close to thirty years. The trigger seems to be very loose also. Please call me before doing work on this gun. I really want to make sure I never have another incident like this. I prefer you put a new trigger/safety system in this gun due to what I experienced. I can say that I hope this can be fixed ASAP*

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

Phone 800-243-9700 • www.remington.com

*and I will continue to get great service out of this product. Thanks again.*SEND BACK TO MY WIFE'S ADDRESSW# 828-326-0253  
H# 828-241-2335*Dale Josey*  
*1836 Long Island Rd.*

**B6302118**

Model: 700



RE00210398

15 2002 5

total annual

Trig. Set screws altered  
will follow down. Action  
dirty. can replace TPA,  
chuckover, clean & test  
fire under bolt lock  
program Rem \$20.00 + ship

Quote

There are two things in this matter. As you can see this little has been well taken care of and has always been a great gain until this last winter when it went off. (3) Then when I looked the matter over first time and then and the next two times passing along off again before this I have never had any problems with this gun and I have had this gun for it thirty years. The trigger seems to be very loose when I shoot and no doubt about it on this gun. I really want to make sure I never have another accident. I think you had a new trigger, getting adjusted in that way. I am sure that I have not experienced it before. I have not.

[illegible]

WASH. STATE 8220-455-462 #4  
WASH. STATE 8220-440-768 #11

REMEMBER, PLEASE, YOU AT HOME, WHEN

# Remington.

## FACSIMILE TRANSMITTAL SHEET

To: Dale Josey Date: 11/3/10  
Company: \_\_\_\_\_ From: Christy Mitchell  
Fax No.: 828-326-0386 Fax No.: \_\_\_\_\_  
Phone No.: \_\_\_\_\_ Phone No.: 800-243-9700x8684

Number of pages including Cover Sheet: \_\_\_\_\_

### COMMENTS:

|  |
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#### PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700  
Phone 336-548-8700 • [www.remington.com](http://www.remington.com)



November 3, 2010

Dale Josey  
217 N. Main Ave.  
Newton, NC 28658

Subject: #4960, Model 700

Dear Mr. Josey,

Per our conversation, following is the prepaid UPS ground shipping label for shipment of the firearm to our factory. 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".

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Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

## TRANSMISSION VERIFICATION REPORT

TIME : 11/05/2010 10:21  
NAME :  
FAX : 3365487823  
TEL :  
SER.# : BROC0J148005

DATE, TIME  
FAX NO./NAME  
DURATION  
PAGE(S)  
RESULT  
MODE

11/05 10:21  
18283260386  
00:00:38  
02  
OK  
STANDARD  
ECM

# Remington.

## FACSIMILE TRANSMITTAL SHEET

To: Dale Josey Date: 11/3/10  
Company: \_\_\_\_\_ From: Christy Mitchell  
Fax No.: 828-326-0386 Fax No.: \_\_\_\_\_  
Phone No.: \_\_\_\_\_ Phone No.: 800-243-9700x8684

Number of pages including Cover Sheet: \_\_\_\_\_

## COMMENTS:

|  |
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www.remington.com

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

## ARS LABEL REQUEST FORM

|                                 |           |                                |         |
|---------------------------------|-----------|--------------------------------|---------|
| DATE:                           | 11/3/2010 | REQUESTED BY:                  | christy |
| QUANTITY:                       | 1         | WEIGHT PER PACKAGE:            | 10      |
| <b>PLEASE CHECK ONE:</b>        |           |                                |         |
| MEDIA<br>COORDINATOR<br>TO MAIL |           | I will fax to:<br>828-326-0386 |         |
| I WILL MAIL                     |           |                                |         |
| DESCRIPTION:<br><br>700         |           |                                |         |

## LABEL INFORMATION

|                 |                                        |
|-----------------|----------------------------------------|
| MAIL LABEL TO:  | Donna Josey<br>I will fax to the owner |
|                 | 217 N. Main Ave.<br>Newton, NC 28658   |
| RETURN ITEM TO: | Rem Prod Serv                          |

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

4XX596 NOV 5, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 174XX5969065680145  
REF 1: DONNA JOSEY/CD/CM  
REF 2: 700  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:  
DV 0.00 CUD 0.00  
DC 0.00 DGD 0.00  
AH 0.00 PR 0.00  
TOT PUB CHG 8.20  
SYC T/P USD  
RS 0.50  
SD 0.00  
SP 0.00  
PUB+HANDLING 8.20

1 OF 1  
RETURN SERVICE  
CUSTOMER RECEIPT

SHIP TO:  
ATTN: PRODUCT SERVICES  
REMINGTON ARMS CO., INC.  
14 HOEFLE AVE.  
ILION NY 13357

CUSTOMER SERVICE  
800-742-5877

PACKAGE CONTENTS: FIREARMS

REF 1: DONNA JOSEY/CD/CM  
REF 2: 700

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS  
This document is a receipt for goods and services provided by UPS. It is not a contract. The only contract between you and UPS is the contract of carriage. You agree that the goods are being shipped to you and you agree to pay the freight charges. You agree to hold UPS harmless for any loss, damage, delay, or denegation of goods. This document is not a receipt for goods and services provided by UPS. It is not a contract. The only contract between you and UPS is the contract of carriage. You agree that the goods are being shipped to you and you agree to pay the freight charges. You agree to hold UPS harmless for any loss, damage, delay, or denegation of goods.

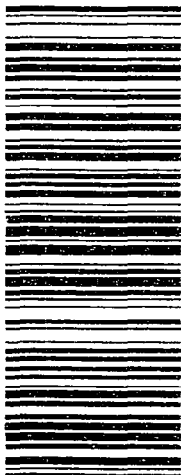
THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER  
RETURNING THE MERCHANDISE

UPS GROUND TRH: 1Z 4XX 596 90 6668 0145

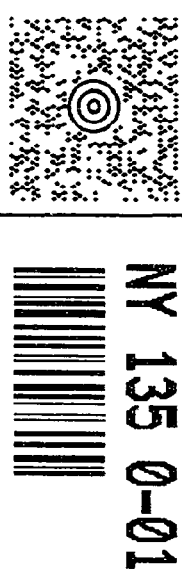
UPS GROUND TRH: 1Z 4XX 596 90 6668 0145

10 LBS  
1 OF 1  
RS  
SHIP TO:  
ATTN: PRODUCT SERVICES  
REMINGTON ARMS CO., INC.  
14 HOEFLE AVE.  
ILION NY 13357  
DONNA JOSEY  
217 N MAIN AVE  
NEWTON NC 28658

UPS  
BILLING: 3RD PARTY  
DESC: FIREARMS  
RETURN SERVICE  
REF 1: DONNA JOSEY/CD/CM  
REF 2: 700  
US 12.0.17  
LP2442 09.09.10/2010



UPS GROUND  
TRACKING #: 1Z 4XX 596 90 6668 0145



TRANSMISSION VERIFICATION REPORT

TIME : 11/05/2010 10:17  
 NAME :  
 FAX : 3365487823  
 TEL :  
 SER. # : BRO00J148005

|               |             |
|---------------|-------------|
| DATE, TIME    | 11/05 10:16 |
| FAX NO. /NAME | 18283260386 |
| DURATION      | 00:00:41    |
| PAGE(S)       | 02          |
| RESULT        | OK          |
| MODE          | STANDARD    |
|               | ECM         |

**Remington.**

www.remington.com

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

ARS LABEL REQUEST FORM

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|---------------------------------|-----------|---------------------------------------------------|---------|
| DATE:                           | 11/3/2010 | REQUESTED BY:                                     | christy |
| QUANTITY:                       | 1         | WEIGHT PER PACKAGE:                               | 10      |
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