

Remington Arms Co., Inc.
Product Service
Legal Case #:5001

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211264	11/22/2010	11/8/2010	11/23/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Magee	425 S. 6th Ave	Galloway	NJ	08205		H 609-652-6821 C 609-513-6545

Incident Information

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

11/8/10 Per call from Magee, he bought this rifle new about 10 years ago and had it fire on safe release recently. It bruised his thumb. The only alteration he has made was to install a synthetic stock.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06 REM	26031	E6740763	KV	5/18/2001 8:02:19 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT INC		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 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

11/8/10 Mailing box and label.cm 11/29/10 Per Ilion, will follow down. Trigger set screws altered, trigger will not return properly. Replace TPA, clean and test fire at 1/2 normal charges.cm

12/2 Left message w/ inspect/quote, etc.

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	4006	Altered Adjustments or Components	
Barrel	Description		24" 25-06 REM
	Date Code		KV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5001&Type=Case>

11/29/2010

	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN, TRIG NOT RETURNING PROPERLY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

frmRepairMain - FGI Repairs

Add Repair

Estimate Repair

Expedite Repair

Inquiry

Repair Tools

CSR Tools

Reports

Table Maintenance

System

Location

frmREInquiry - Repair Inquiry

Repair Number: RE00211264

Serial: E6740763 Model: 700 Center Fire Caliber: 25
05 REM Produced: 05/19/2001 SKU: 26031

Repairman: Bruce Travis

Status: Approval Hold 11/24/2010 6:39:00 AM

Verify Repair

ADDRESS INFORMATION

Customer

Name: ROBERT MAGEE

Address 1: 425 S 6TH AVE

Address 2: PO Box:

City: GALLOWAY

State: NJ Zip Code: 08205 Country: US

Received from

Return To

Name: ROBERT MAGEE

Address 1: 425 S 6TH AVE

Address 2: PO Box:

City: GALLOWAY

State: NJ Zip Code: 08205 Country: US

Received from

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/22/2010 2	New	lopetaff	Repair Added	
11/24/2010 5...	Maint	Travisbw	Repair Maintenance	Status: Rep
11/24/2010 6...	Estimate	Travisbw	Estimate Update	Status: Appr
11/24/2010 6...	Expedite	Travisbw	From: Repair Bench	To: Approve
11/24/2010 6...	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

11/24/2010 6:39:00 AM

Travisbw

Approval Rack

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

frmRE

frmRE

nagletj ILN/Prod

frmRepairMain

NAGLETJ

Wednesday, Nov 24, 2010

8:05 AM

star

10 Mi

frmRep

Par Se

6 Mic

2 Win

Screen

DMS

AKO-P

9:27 AM

RECEIVED
NOV 29 2010
BY:.....

PS 13299

Remington®

5001

24"
12 V S/O 1
2.5"
0.15

November 8, 2010

Robert Magee
425 S. 6th Ave
Galloway, NJ 08205

Subject: #5001, Model 700

Dear Mr. Magee,

Per our conversation, enclosed is a 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

Ser # E6740763
Rcm 2506 BDL

Trig \$47
Shpg 17
Test 11.50
tax 4.53
\$80.03

enclosure

Serial Number:

E6740763

Model: 700



RE00211264

will follow down. Trig. set screws
ALtered, trig will not return properly.
replace TPA, clean & test fire at
1/2 per. charges

Quote

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

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

Model Number: Rem 700 BDL	Serial Number: E6740763
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: Robert Magee	Date of Purchase: 1998
Address (no PO Boxes): 425 S 6th Ave	
City: Galloway	State: NJ Zip: 08205
Phone (Daytime): 609 652-6821 Home 609 573-6545 Cell	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)	
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: On November 4 while Deer Hunting I was attempting to fire on a Deer. I Remem was Removing The Safety when Rifle Suddenly Discharge, Hand was No where near The Trigger This was The first Time in Fifty Years of Hunting something like this ever Happened. I Have 3 other Rem 700 Rifles and would like To know if will Happen with these Rifles	
500 characters left	
Ammunition Information:	
Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	
Handload Information:	
Powder Used: IMR 4350	Powder Weight:
Case/Hull Used: Remington	Primer Used: Winchester Large Rifle
Bullet Type/Shot Size: Barnes 117gr TS	Reloader Used: RCBS

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Gumout Carb Cleaner
How often do you clean the bore? (Months or Number of rounds)	After Target Lightly Heavy After Season
How often do you clean the action? (Months or Number of rounds)	Yearly or as Needed
How often do you clean the trigger assembly? (Months or Number of rounds)	Yearly or as Needed
Brand of lubricant used:	Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	Yearly End of Season
How often do you lubricate the action? (Months or Number of rounds)	Yearly End of Season ^{or as needed due to weather}
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Yearly
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="radio"/> YES <input type="radio"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	7 years ago 2 Years Ago
What were the services performed?	Replace Stock With Composite one Gunsmith adjusted Trigger 7 years ago
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>	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/8/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION:		700	
E6740763			

LABEL INFORMATION

MAIL LABEL TO:	Robert Magee 425 S 6th Ave Gallooway, nj 08205
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 NOV 8, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 174XX5969067377105
REF 1: ROBERT MAGEE/CO/CH
REF 2: 700/E6740763

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
GV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AI 0.00	PR 3.00	SP 0.00
TOT PUB CHG 7.42	PUB+HANDLING	7.42





