

Remington Arms Co., Inc.
Product Service
Legal Case #:5091

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214373	12/13/2010	11/15/2010	12/15/2010	11/13/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Don	Martin	511 Green Cedar Dr.	League City	TX	77573		H 281-557-2494 W 409-943-9213 F 409-943-9227 E dhm331@yahoo.com

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			

11/15/10: Customer called in. He stated he was hunting on 11/13/10 & had a FSR. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6608524	RW	11/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	HOOGENHUYZE SAN ANTONIO TEX		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 - Quote to repair

Repair/Replacement Cost	Repair/Replacement Date

11/15/10: Sending ARS, ltr, form. df 12/30/10: Per Ilion - Could not duplicate concern. TA set screw altered, TA dirty & sticky, parts sluggish. Replace TA, clean, test fire - quote. Customer spoke to Logan H. & paid for repair over phone. 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" 270 WTN
	Date Code		RW
	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	BINDS,SLUGGISH
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	

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	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY SLUGGISH
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5091&Type=Case>

12/30/2010

Remington®

22"
RW 1/2
Y#
.007

5091

November 15, 2010

Don Martin
511 Green Cedar Dr.
League City, TX 77573
Ph: 281-557-2494

Ref: # 5091

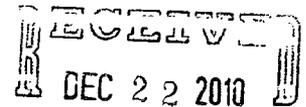
Dear Mr. Martin,

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, H&R customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872



enclosure

Serial Number:

6608524

Model: 700



RE00214373

BY:
could not duplicate concern.
TA. set screws altered + TA.
dirty + sticky, parts sluggish.
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

Model Number: 700 ADL		Serial Number: 6608524	
Name: DON H MARTIN		Date of Purchase: 1974 OR 1975	
Address (no PO Boxes): 511 GREEN CEDAR DR.			
City: LEAGUE CITY		State: TX	Zip: 77573
Phone (Daytime): 409-943-9213		Fax: 409-943-9227	
E-mail Address: dhm331@yahoo.com			
Please describe your problem:			
<p>there was an unsafe act with this gun. i raised the gun up and droped it to my knee with the butt down the gun fired.2009</p> <p>this year i was going to eject a shell out to get into my blind. i bushed on take safety which was on fire. by pushing on the safety the gun fired..2010</p> <p>there has been around 120 round fired through this gun.</p>			
145 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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>:: 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>:: 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.</p>			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

RETURN ADDRESS: DON H MARTIN
511 GREEN CEDAR DR.
LEAGUE CITY, TX 77573

E-MAIL dhm331@yahoo.com

PH: 409-943-9213 CELL: 281-989-5179

CREDIT CARD# AMERICAN EXPRESS

REDACTED

EXP:02/13

I WAS TOLD THIS COST AROUND \$37.00



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/15/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL	I WILL MAIL		XXXXXX
DESCRIPTION: Ref# 5091 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Don Martin 511 Green Cedar Dr. League City, TX 77573 Ph: 281-557-2494
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 15, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065006705
REF 1: DON MARTIN/CD/DMF
REF 2: 5091/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: 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 10.54 PUB+HANDLING 10.54

