

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4987

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212971	12/6/2010	11/5/2010	12/7/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Ouzts	4 Wayne Dr	Taylors	SC	29687		C 864-238-8325

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on bolt closing	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing	Unknown	
C				

11/5/10 Per call from Ouzts, he saw the CNBC program and he has had his 700 fire twice when closing the bolt. He bought it from his grandad and is not sure if he was the original owner or not.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6570709 PW	6/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner		
	SULLIVAN HDWE ANDERSON SC	SCOPE,SEE THRU RING MOUNTS	N		

CONCERN:WILL GO OFF WITHOUT TOUCHING IT

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 trigger assm, clean at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	40.23	12/10/2010				

11/5/10 Mailing ARS.cm 12/12/10 Per Ilion, could not duplicate concern. Trigger assm is very dirty. Replace TPA, clean and test fire under BLSM program price of \$20 + shipping.cm 12/14/10 Spoke with Ouzts, he approved replacing the trigger and the \$37 charge. He can replace the barrel himself and asked that we remove that from the estimate.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/7/2010

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4987&Type=Case

12/14/2010

Examination	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	POOR MAINTENENCE
Barrel	Description	22" 243 WIN	
	Date Code	PW	
	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---	N/A, SCOPE MOUNTED
	Notch	Slightly Worn; Functioning	DIRTY
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	SCOPE,SEE THRU RING MOUNTS	

'297

DEC - 8 2010

BY: \_\_\_\_\_

5/11

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

Model Number:	700	Serial Number:	6570709
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Jeff Ouzts		Date of Purchase: 2008	
Address (no PO Boxes): 4 Wayne Drive			
City: Taylors	State: SC	Zip: 29687	
Phone (Daytime): 238-8325 (864)	Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) jeffouzs@att.net			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:  When bullet is in pipe gun will go off without touching it. Bolt is down safety is on. Gun will go off.			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: 243	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloading Used:	

4/987  
22<sup>nd</sup>  
PW 6/5  
S.S.H

November 5, 2010

Jeff Ouzts  
4 Wayne Dr  
Taylors, SC 29687

Subject: #4987, Model 700

Dear Mr. Ouzts,

Per our phone 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,

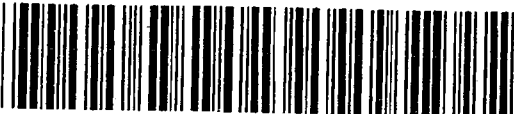
Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

enclosure

Serial  
Number:

6570709

Model: 700



RE00212971

could not duplicate concern.  
T.A. is very dirty. Replace TPA,  
clean + test fire under BLP  
Box \$ 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](http://www.remington.com)

PS 13682



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/5/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b> MEDIA COORDINATOR TO MAIL		I WILL MAIL xxxxxx	
DESCRIPTION:  Model 700			

## LABEL INFORMATION

MAIL LABEL TO:	Jeff Ouzts 4 Wayne Dr Taylors, SC 29687
RETURN ITEM TO:	Rem Product Service

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

4XX596 NOV 5, 2010 ALL CURR USD 1 OF 1  
SVC CNBCOM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066500455  
REF 1:JEFF OUZTS/CD/CM  
REF 2:700

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.30	DGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 8.74	PUB+HANDLING	8.74	

