

Remington Arms Co., Inc.
Product Service
Legal Case #:5007

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211250	11/22/2010	11/8/2010	11/23/2010	11/7/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ian	Pollard	704 N. Redbud PO Box 275	Concordia	MO	64020		H 660-463-7573

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

11/8/10: Customer called in. He stated he was sighting his rifle in on 11/7/10 at the range & he had a FSR. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	27478	E6886654	EP	10/27/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	ZANDERS SPORTING GOODS * GLEN	TWO PIECE SCOPE BASE	Y			

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 @ 1/2 normal charges						

Repair/Replacement Cost Repair/Replacement Date

11/8/10: Sending ARS, ltr, form & box. Box order# 1156949. df 11/29/10: Per Ilion - Improper Maintenance. Will follow down. TA is contaminated w/a dried & sticky lube residue causing parts to work sluggish. Can offer to replace TA, clean & test fire @ 1/2 normal cost - quote. df 11/29/10: I left voice mail for customer to call me. I printed out quote & mailed to him. df 12/3/10: Cust. called back in claiming an injury. He did not state that before. I went over report again. Cause - Improper Maint. but we are doing the repair @ 50% disc. as goodwill gesture. No medical. df

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	4015	Improper Maintenance	
Barrel	Description		22" 30-06 SPR
	Date Code		EP
	Bore Plugged	False	
	Bulged	False	

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	---Select---	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	STICKS
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	DIRTY/RUSTY
	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	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	DIRTY,STICKY
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY,RUSTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

frmRepairMain - FGI Repairs
File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

frmREInquiry - Repair Inquiry

Repair Number: RE00211250
Serial: E6886654 Model: 700 Center Fire Caliber: 3006 SPRG Produced: 10/27/1995 SKU: 27478
Repairman: Bruce Travis
Status: Approval Hold 11/24/2010 5:56:24 AM

Verify Repair

ADDRESS INFORMATION

Customer

Name: IAN POLLARD
Address 1: 704 N REDBUD BOX 275
Address 2: PO Box
City: CONCORDIA
State: MO Zip Code: 64020 Country: US

Received from
Return To

Name: IAN POLLARD
Address 1: 704 N REDBUD BOX 275
Address 2: PO Box
City: CONCORDIA
State: MO Zip Code: 64020 Country: US

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/22/2010 1...	New	lopatafl	Repair Added	
11/24/2010 5...	Maint	Travisbw	Repair Maintenance	Status: Repa
11/24/2010 5...	Estimate	Travisbw	Estimate Update	Status: Appr
11/24/2010 5...	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 5:56:24 AM
Travisbw
Approve Rack
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search

Refresh Close

frmREI
frmREI

nagletj - ILN/Prod frmRepairMain NAGLETJ Wednesday, Nov 24 2010 8:05 AM

start 10 Mi... frmRep... Part Se... 6 Micr... 2 Win... Screen... DMS... AKO-Pa... 9:23 AM

RECEIVED
NOV 29 2010
BY:.....

5007

22"
EP 10/95
54
015

COPY

November 8, 2010

Ian Pollard
704 N. Redbud
PO Box 275
Concordia, MO 64020
Ph: 660-463-7573

Ref: # 5007

Dear Mr. Pollard,

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 customer.

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

Serial
Number:

E6886654

Model: 700



RE00211250

will follow down w. T.A. is
contaminated w/ a dried & sticky
wire residue causing parts to
work sluggish. can offer to
replace TPA, clean & test fire
at 1/2 cost

Quote

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

PS 13766

Print

Reset

Model Number: 700		Serial Number: E 6886659	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Ian B Pollard		Date of Purchase:	
Address (no PO Boxes): 704 N. Redbud			
City: Concordia	State: MO	Zip: 64020	
Phone (Daytime): 660-463-7573		Fax: Cell 660-564-4698	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) bpollard@centurytel.net			
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: 11-7-10 was fired on its own 3 TIMES First First shot went fine. 2nd shot the safety would not push forward to fire position. Pulled the safety back to make sure it was off. I re-chambered shell in the barrel. Pushed safety forward & the gun fired. My finger was not on the trigger - or near it. 2nd time was like the first. Decided to put rifle away but one shell was still in the magazine. I used the bolt to eject it. As I closed the shell into the barrel - The gun fired - into the ground. My thumb was ripped from the recoil of the safety 500 characters left never on the 2nd misfire. I saw a doctor.			
Ammunition Information:			
Manufacturer: Remington		Type: 30-06 Core-Lock	
Probably Winchester Other (i.e. bullet weight/type, shot size, 30-06 Power point powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) <i>once yearly after deer season 6 to 10 Rds. typical</i>
How often do you clean the action? (Months or Number of rounds) <i>—</i>
How often do you clean the trigger assembly? (Months or Number of rounds) <i>—</i>
Brand of lubricant used: <i>Remington spray only very occasionally</i>
How often do you lubricate the bore? (Months or Number of rounds) <i>once yearly with cleaning after season</i>
How often do you lubricate the action? (Months or Number of rounds) <i>once yearly after hunting</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <i>? spray?</i>
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? <i>None</i>
What were the services performed?) <i>—</i>
Ship your INSURED firearm by either UPS or Parcel Post to:
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><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> <p style="text-align: center;">:: Record the serial number of your firearm before sending it. :: 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.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

return address will be refused.

:: 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.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.



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:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5007 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Ian Pollard 704 N. Redbud PO Box 275 Concordia, MO 64020 Ph: 660-463-7573
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 9, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5963067963505
REF 1: IAN POLLARD/CD/GMF
REF 2: 5007/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DGD 0.00	SD 0.00	
AM 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 9.45		PUB+HANDLING 9.45	





