

Remington Arms Co., Inc.
Product Service
Legal Case #:5228

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214132	12/10/2010	12/14/2010	12/14/2010	11/26/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Chauncey	Richardson	332 Whitmore Rd.	Owego	NY	13827		H 607-748-4710

Incident Information

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

11/29/10: Customer called in. He stated he had FSR on 11/26/10. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WTN	n/a	B6850256	AH	3/1/1987
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE SCOPE BASE	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 @ 1/2 normal charges						
	Repair/Replacement Cost	Repair/Replacement Date				

11/29/10: Sending ARS, ltr, form, box. Box order# 1163491. df 12/17/10: Per Ilion - Will follow down. TA is dirty, rusty & set screws altered. Trigger has no return. Replace TA, clean, test fire @ 1/2 normal charges. df 12/17/10: I called customer & was hung up on. I mailed the quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 243 WIN
	Date Code		AH
	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
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	SCRATCHES,DENTS
	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---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	NO TRIGGER RETURN TA DIRTY,RUSTY
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

Repair Number: RE00214132		Serial: B6800256 Model: 700 Center Fire Caliber: 243		Repairman: _____																										
Verify Repair: _____		Status: New 12/12/2010 7:16:09 AM																												
ADDRESS INFORMATION																														
Customer: _____		<input checked="" type="radio"/> Received from _____		Return To: _____																										
Name: CHAUNCEY RICHARDSON		CHAUNCEY RICHARDSON		<input checked="" type="radio"/> Received from _____																										
Address 1: 332 WHITMORE RD		332 WHITMORE RD		_____																										
Address 2: _____ IPD Box: _____		_____		PO Box: _____																										
City: OWEGO		OWEGO		_____																										
State: NY Zip Code: 13827 Country: US		NY Zip Code: 13827 Country: US		_____																										
<div style="display: flex; justify-content: space-around; align-items: center;"> FFL <div style="border: 1px solid black; width: 100px; height: 20px; position: relative;"> <div style="position: absolute; top: 0; left: 0; right: 0; bottom: 0; border: 1px solid black;"></div> </div> <div style="border: 1px solid black; width: 100px; height: 20px; position: relative;"> <div style="position: absolute; top: 0; left: 0; right: 0; bottom: 0; border: 1px solid black;"></div> </div> <div style="border: 1px solid black; width: 100px; height: 20px; position: relative;"> <div style="position: absolute; top: 0; left: 0; right: 0; bottom: 0; border: 1px solid black;"></div> </div> <div style="border: 1px solid black; width: 100px; height: 20px; position: relative;"> <div style="position: absolute; top: 0; left: 0; right: 0; bottom: 0; border: 1px solid black;"></div> </div> <div style="border: 1px solid black; width: 100px; height: 20px; position: relative;"> <div style="position: absolute; top: 0; left: 0; right: 0; bottom: 0; border: 1px solid black;"></div> </div> <div style="border: 1px solid black; width: 100px; height: 20px; position: relative;"> <div style="position: absolute; top: 0; left: 0; right: 0; bottom: 0; border: 1px solid black;"></div> </div> </div>																														
<div style="display: flex; justify-content: space-between;"> Contact / Condition Problems Estimate History / Status Shipping / Billing </div>																														
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> </tr> </thead> <tbody> <tr> <td>12/12/2010 7:...</td> <td>New</td> <td>lopatafl</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>12/12/2010 7:...</td> <td>Expedite</td> <td>lopatafl</td> <td>From: Check In</td> <td>To:</td> </tr> <tr> <td>12/14/2010 10:...</td> <td>Maint</td> <td>Travisbw</td> <td>Repair Maintenance</td> <td>Status: New</td> </tr> <tr> <td colspan="5" style="background-color: black; height: 40px;"></td> </tr> </tbody> </table>					Date	Code	User ID	Desc1	Desc2	12/12/2010 7:...	New	lopatafl	Repair Added		12/12/2010 7:...	Expedite	lopatafl	From: Check In	To:	12/14/2010 10:...	Maint	Travisbw	Repair Maintenance	Status: New						<div style="margin-bottom: 5px;"><input type="checkbox"/> Shipping Hold</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Interface Hold</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Estimate Sent</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Parts Received</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Passed Inspection</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Return as Received</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Has Been Approved</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Internal Repair</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Exclude TATC</div>
Date	Code	User ID	Desc1	Desc2																										
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RECEIVED
DEC 17 2010

BY:.....

5228

COPY

22"
AH3/87
15#
1012

November 29, 2010

Chauncey Richardson
332 Whitmore Rd.
Owego, NY 13827
Ph: 607-748-4710

Ref: # 5228

Dear Mr. Richardson,

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

B6850256

Model: 700



RE00214132

will follow down T.A. Dirty, Rusty
& set screws altered, mag. has
no return Rphmer TPA, clean
& test fire at 1/2 normal
cost.

Quote

AMERICAN HEROES: THEN & NOW...

Chauncey Richardson

Rifle Fires when
the Sarge is pushed
off.



Photos: Courtesy of Department of Defense

A24714



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ret # 5228 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Chauncey Richardson 332 Whitmore Rd. Owego, NY 13827 Ph: 607-748-4710
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX595 NOV 30, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065200110
REF 1:CHAUNCEY RICHARDSON/CD/DMF
REF 2:5228/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: 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 7.24 PUB+HANDLING 7.24







