

Remington Arms Co., Inc.
Product Service
Legal Case #:5408

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
216822	12/30/2010	12/13/2010	1/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Noel	Roberts	4733 Winifred Dr	Chattanooga	TN	37415		H 423-421-0065

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on safety release	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release		Unknown
C				

12/13/10 Per call from Roberts, he bought this 700 BDL many years ago, new. About 2 years ago and then again last year his rifle has fired when the safety was released.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	A6609410	PQ	6/10/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	J C PENNEY STATESVILLE NC		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, replace TPA, clean, test at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
58.18	1/10/2011

12/13/10 Mailing ARS.cm 1/10/11 Per Ilion, could not duplicate concern. Trig assm dirty. Replace TPA, clean, test fire under BLSM program price of \$20 + shipping and tax. Spoke with Roberts by phone and received approval.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2011
	Product Type		RF
	Action Type		A

	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	22" 3006 SPR	
	Date Code	PQ	
	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	M/700 BOLT LOCK SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

5408

22"
PQ 6/98
SA
1009

December 13, 2010

Noel Roberts
4733 Winifred Dr
Chattanooga, TN 37415

Subject: #5408, Model 700

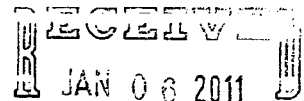
Dear Mr. Roberts,

Thank you for your patience. Enclosed is a UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. 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 a loyal Remington customer.

Sincerely,

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



BY: _____

DT

could not duplicate concern.
T.A. Dirty. Replace TPA, clean
first fire under BLP for
\$20.00 + ship

Quote

Serial Number
A6609410

Model: 700



RE00216822

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

3026

PS 13928

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

Model Number:	700 BDL	Serial Number:	A 6609410
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: NOEL ROBERTS		Date of Purchase: 1978	
Address (no PO Boxes): 4733 WINIFRED DR.			
City: CHATTANOOGA	State: TN	Zip: 37415	
Phone (Daytime): 423-421-0065		Fax: 423-531-1991	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) NOJA1970@YAHOO.COM			
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: RIFLE DISCHARGED WHILE PUSHING SAFETY SWITCH OFF. NOV. 2008 NOV. 2009			
500 characters left			
Ammunition Information:			
Manufacturer: REMINGTON		Type: EXPRESS CORE-LOKT	
Other (i.e. bullet weight/type, shot size, powder): 30-06 180 GR. SPRINGFIELD			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/13/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xxx	
I WILL MAIL			
DESCRIPTION:			
a6609410 710			

LABEL INFORMATION

MAIL LABEL TO:	Noel Roberts 4733 Winifred Dr Chattanooga TN 37415
RETURN ITEM TO:	Rem Product Service

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

4XX596 DEC 13, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067238603
REF 1:NOEL ROBERTS/CD/CM
REF 2:710/A6609410
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 8.74 PUB+HANDLING 8.74

