

Remington Arms Co., Inc.

Product Service

Legal Case #:5477

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219262/219325	1/17/2011	12/20/2010	1/18/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Scott	7693 W Williamswood Dr	New Palestine	IN	46163		H 317-965-9340

Incident Information

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

12/20/10 Per call from Scott, he has 2 Model 700 rifles. He had finished hunting and laid the rifle in the seat of the truck, he pushed the safety off and it fired. He had never had it happen before with that rifle. The other rifle fired when releasing the safety once but he thought it was something he had done.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	B6249649	RA	11/11/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENT PLYMOUTH MI		U			

CONCERN:FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6296966	KI	5/5/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS DAYTON OH		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 replace TPA on both at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
86.80	1/30/2011

12/20/10 Mailing 2 boxes and two ARS.cm 1/30/11 Per Ilion, could not duplicate with either rifle. Replace TPA, clean, test fire at BLSM program price of \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	

Barrel	Description		22" 243 WIN
	Date Code		RA
	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	TOE OF STOCK CHIPPED WHEN RECEIVED
	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---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		KI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

22"
RA 11/80
4#
007

5477

December 20, 2010

James Scott
7693 W Williamswood Dr
New Palestine, IN 46163

Subject: #5477, Model 700's

Dear Mr. Scott,

Thank you for your patience. Enclosed are the UPS ground prepaid shipping labels to cover shipment of the firearms for inspection at our factory. Please include a copy of this letter with each 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 boxes with "Product Service".**

80.40
37.-
X2 = 86.80

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

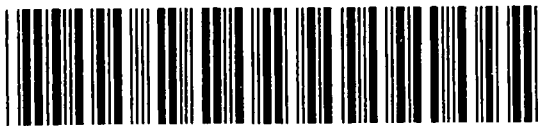
RECEIVED
JAN 2 2011

BY:.....

Serial Number:

B6249649

Model: 700



RE00219262

could not duplicate concern.
replace TPA, clean & test fire
under BLP Conf \$20.00
+ ship

Quake

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

Model Number: 700 243 WIN.	Serial Number: 66249649
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: JAMES E. SCOTT	Date of Purchase: 1-16-1984
Address (no PO Boxes): 7693 W. WILLIAMS WOOD DR.	
City: NEW PALESTINE	State: IN. Zip: 46163
Phone (Daytime): 317 965 9340	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) SCOTT 349407@AOL.COM	
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: ON 12-19-2010 AFTER HUNTING I WENT TO UNLOAD THIS RIFLE. I PUSHED THE SAFETY TO THE FIRE POSITION AND IT DISCHARGED. I DID NOT TOUCH THE TRIGGER. PLEASE INSPECT AND ADVISE. THANK YOU James Scott	
500 characters left	
Ammunition Information:	
Manufacturer: REMINGTON	Type: FACTORY LOADS
Other (i.e. bullet weight/type, shot size, 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:	HOPPE'S
How often do you clean the bore? (Months or Number of rounds)	AFTER USE OR ONCE A YEAR
How often do you clean the action? (Months or Number of rounds)	AFTER USE OR ONCE A YEAR
How often do you clean the trigger assembly? (Months or Number of rounds)	VISUAL Wipe dirt away from outside
Brand of lubricant used:	HOPPE'S
How often do you lubricate the bore? (Months or Number of rounds)	AFTER USE OR ONCE A YEAR
How often do you lubricate the action? (Months or Number of rounds)	AFTER USE OR ONCE A YEAR
How often do you lubricate the trigger assembly? (Months or Number of rounds)	AFTER USE OR ONCE A YEAR
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?	
NEVER	
What were the services performed?	
NONE	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p>⚠ 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>:: 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 return address will be refused.</p>	

24"
KIS/71
6.5#
1008

5477

December 20, 2010

James Scott
7693 W Williamswood Dr
New Palestine, IN 46163

Subject: #5477, Model 700's

Dear Mr. Scott,

Thank you for your patience. Enclosed are the UPS ground prepaid shipping labels to cover shipment of the firearms for inspection at our factory. Please include a copy of this letter with each 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 boxes 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

could not duplicate concern
CAN offer to replace TPA, clean
+ test fire under BLP Ron
\$20.00 + ship

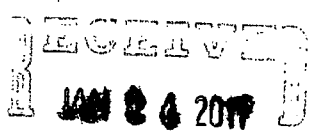
Serial Number:

A6296966

Model: 700



RE00219325



Quile

BY:.....

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

Model Number: 700 7mm MAG		Serial Number: A6296966	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: JAMES E. SCOTT		Date of Purchase: 1976	
Address (no PO Boxes): 7693 W. WILLIAMSWOOD DR.			
City: NEW PALESTINE		State: IN.	Zip: 46163
Phone (Daytime): 317 965-9340		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) SCOTT 349407@AOL.COM			
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: WHILE HUNTING IN SEPT OF 1976 I HAD THIS GUN DISCHARGE WHEN I PLACED THE SAFTY TO THE FIRE POSITION. THIS ONLY HAPPENED ONCE. I FEEL THIS SHOULD BE LOOKED AT, AFTER ALL THE NEWS ABOUT THE MODEL 700 RIFLES, AND FROM A SIMILAR PROBLEM I HAVE HAD WITH ANOTHER MODEL 700 RIFLE JUST LAST MONTH. PLEASE ADVISE, <div style="text-align: right;">THANK YOU Jim Scott</div>			
500 characters left			
Ammunition Information:			
Manufacturer: REMINGTON-UMC FACTORY LOADS		Type:	
Other (i.e. bullet weight/type, shot size, 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:	HOPPE'S
How often do you clean the bore? (Months or Number of rounds)	AFTER USE ONCE A YEAR IF STORED
How often do you clean the action? (Months or Number of rounds)	AFTER USE ONCE A YEAR IF STORED
How often do you clean the trigger assembly? (Months or Number of rounds)	IF IT LOOKS CLEAN I LEAVE IT ALONE
Brand of lubricant used:	HOPPE'S
How often do you lubricate the bore? (Months or Number of rounds)	AFTER USE ONCE A YEAR IF STORED
How often do you lubricate the action? (Months or Number of rounds)	AFTER USE ONCE A YEAR IF STORED
How often do you lubricate the trigger assembly? (Months or Number of rounds)	IF IT LOOKS CLEAN I LEAVE IT ALONE
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?) NEVER	
What were the services performed?) NONE	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
<p>⚠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>:: 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 return address will be refused.</p>	

700 Log Sheet - 2010 CNBC StoryDate: 12/20/10 CSR: LM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

*My Copy*Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

700 X 2

Consumer Name: James ScottAddress: 7693 W Williams road Dr.New Palestine IN 46663Phone: 317-965-9340Serial #: AG296966

Send an ARS label

Comments:

2-ARS + 2 boxes

1170320

Came back from hunting, laid in back seat of truck. Pushed safety off & it fired. Never had it happen before.

The other he had some problem but thought he did something.

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/20/2010	REQUESTED BY:	christy
QUANTITY:	2	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx	
DESCRIPTION:		I WILL MAIL	
2 x 700's			

LABEL INFORMATION

MAIL LABEL TO:	James Scott 7693 W Williamswood Dr New Palestine, IN 46163
RETURN ITEM TO:	Rem Prod Service

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

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 2
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067911465
REF 1: JAMES SCOTT/CD/CM
REF 2: 700

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRGs:			
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 8.24		PUB+HANDLING 8.24	

4XX596 DEC 21, 2010 ALL CURR USD 2 OF 2
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066274076
REF 1: JAMES SCOTT/CD/CM
REF 2: 700

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRGs:			
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 8.24		PUB+HANDLING 8.24	

