

Remington Arms Co., Inc.
Product Service
Legal Case #:5192

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213547	12/9/2010	11/24/2010	1/10/2010	11/21/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Shelton	302 S. Thomsen	Minden	NE	68959		C 308-830-1672 F 3083821848 E janel235@rcom-ne.com

Incident Information

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

11/23/10: Customer called in. He stated that he had a FSR on 11/21/10 & shot a hole in his truck. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06 REM	n/a	A6435632	AO	3/1/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	WHITNEY SPTG DENVER CO	TWO PIECE SCOPE BASE	N			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$60.40	1/10/2011				

11/24/10: Sending ARS, ltr, form. df 12/14/10: I called cust. & went over report. Customer wants quote sent to him so he can send in payemnt. We will replace TA, clean, test fire under BLM program. I will close file when I get parts listing. df 1/10/11: Got parts list - file closed. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/10/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	POOR MAINTENENCE
Barrel	Description		24" 2506 REM
	Date Code		AO
	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	STICKS/SLUGGISH
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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.005
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN DIRTY,STICKY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

12/10/10 09:11:22

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: **RE00213547** Serial: **A6435632** Model: **700** Center: **Fire** Caliber: **2506 REM** Repairman:

Verify Repair: Status: **Parked 12/10/2010 5:34:35 AM**

ADDRESS INFORMATION:

Customer ☐ Received from: **Return To** ☐ Received from:

Name: **JEFFREY SHELTON** **JEFFREY SHELTON**

Address 1: **302 S THOMSEN** **302 S THOMSEN**

Address 2: PO Box: PO Box:

City: **MINDEN** **MINDEN**

State: **NE** Zip Code: **68959** Country: **US** **NE** Zip Code: **68959** Country: **US**

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/9/2010 9:4	New	valentds	Repair Added	
12/9/2010 9:5	Maint	valentds	Repair Maintenance	Status: N
12/9/2010 9:5	Maint	valentds	Repair Maintenance	Status: N
12/9/2010 12	EmailSent	ArmEmail	Repair Received	JANELL2
12/9/2010 12	EmailVerified	ArmEmail	Receipt	JANELL2

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC

Current Status:

Parked: 12/10/2010 5:34:35 AM

Travisbw

Product Services

Repair Location:

ILN

Current Location:

ILN

Transfer Number:

Repair Search **Refresh** **Close**

nagletj - ILN/Prod.

frmRepairMain

NAGLETJ

Thursday, Dec 9 2010

4:12 PM

Start | frmRe... | 7 Mic... | 2 Int... | DMS - ... | Untitle... | 11 M... | 1124A2... | Part S... | 9:11 AM

RECEIVED
DEC 13 2010

BY:.....

PS 14101

X
5192

[COPY]

24"
A03/77
2.5#
1005

November 24, 2010

Jeff Shelton
302 S. Thomsen
Minden, NE 68959
Ph: 308-830-1672

Ref: # 5192

Dear Mr. Shelton,

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.

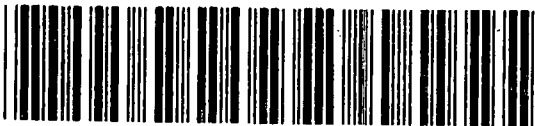
I hope that this action will keep you a loyal Remington customer.

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

enclosure

A6435632

Model: 700



RE00213547

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

Print

Reset

Model Number: 700		Serial Number: A6435632	
Are you the original owner?: YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>			
Name: Jeffery Shelton		Date of Purchase: November 1995	
Address (no PO Boxes): 302 S. Thomsen			
City: Minden		State: NE	Zip: 68959
Phone (Daytime): 3088301672		Fax: 3083821848	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) janell235@rcom-ne.com			
E-mail Address: I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: 11/21/2010; Attempted to unload rifle, safety selector switch was moved from "safety" to "fire" in order to open the bolt action. As the selector switch was moved to "safe" the gun discharged into the side of my 1990 GMC Suburban. There were no injuries to myself or bystanders.			
220 characters left			
Ammunition Information:			
Manufacturer: Hornady		Type: .25-06	
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: Rem Oil
How often do you clean the bore? (Months or Number of rounds) After Each Use
How often do you clean the action? (Months or Number of rounds) After Each Use
How often do you clean the trigger assembly? (Months or Number of rounds) After Each Use
Brand of lubricant used: Rem Oil
How often do you lubricate the bore? (Months or Number of rounds) After each use
How often do you lubricate the action? (Months or Number of rounds) Twice a Year
How often do you lubricate the trigger assembly? (Months or Number of rounds) Before Storing
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > ✓ YES NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) N/A
What were the services performed?)
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <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:	11/24/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5192 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Jeff Shelton 302 S. Thomsen Minden, NE 68959 Ph: 308-830-1672
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 24, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065912593
REF 1: JEFF SHELTON/CD/DMF
REF 2: 5192/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	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 9.45	PUB+HANDLING	9.45	

