

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5227

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215433	12/19/2010	11/29/2010	1/3/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Scott	Skow	206 S. 2nd St. PO Box 132	Homer	NE	68030		C 712-333-5952 E pudybad@hotmail.com

## Incident Information

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

11/29/10: Customer called in. Stated he had a FSR 2 yrs ago. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	B6253951	RA	11/11/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	SIMMONS GUN SPEC OLATHE KS		N			

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 under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$60.40	1/12/2011				

11/29/10: Sending ARS, ltr, form, box. Box order# 1163488. df 1/12/11: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire under BLM program. - Quote. Customer apprvd. quote & paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2011
	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	
	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---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

5227

**COPY**

22"  
RA 11/80  
4#  
010

November 29, 2010

Scott Skow  
206 S. 2<sup>nd</sup> St.  
PO Box 132  
Homer, NE 68030  
Ph: 712-333-5952

Ref: # 5227

Dear Mr. Skow,

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

RECEIVED  
JAN 05 2011  
BY:.....

enclosure

Serial  
Number:

**B6253951**

**Model: 700**



**RE00215433**

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

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

217

PS 14178

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>B6253951</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Scott Skau</u>		Date of Purchase: <u>1985</u>	
Address (no PO Boxes): <u>206 S 2nd St</u>			
City: <u>Homer</u>	State: <u>NE</u>	Zip: <u>68030</u>	
Phone (Daytime): <u>712-333-5952</u>		Fax: <u></u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>Pudybad@hotmail.com</u>			
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: <u>About 2 years ago - we were hunting in the winter. Went to unload gun - I Flipped the safety OFF and the gun Fired. It was every scary Deal. Dont trust the safety on it and the trigger assembly</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>100 gr cermet PTG soft PT</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>Hoppe's</u>
How often do you clean the bore? (Months or Number of rounds) <u>after every use</u>
How often do you clean the action? (Months or Number of rounds) <u>after every use</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>once a year</u>
Brand of lubricant used: <u>Rem oil</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>about every month</u>
How often do you lubricate the action? (Months or Number of rounds) <u>about every month</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>about every month</u>
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? <u>never</u>
What were the services performed?) <u></u>
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>
<input type="checkbox"/> <b>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.</b>  :: 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.

:: 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:	11/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5227 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Scott Skow 206 S. 2 <sup>nd</sup> St. PO Box 132 Homer, NE 68030 Ph: 712-333-5952
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 30, 2010 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066662307  
REF 1:SCOTT SKOW/CD/DMF  
REF 2:5227/RIFLE  
  
HANDLING CHARGE 0.00  
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









