

Remington Arms Co., Inc.
Product Service
Legal Case #:5212

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215457	12/19/2010	11/29/2010	1/3/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Smith	PO Box 704 1010 Bayou Pierre St	Wesson	MS	39194		C 601-927-7021 E DSmith0234@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054	As received	Follows Down	
S	Fires on safety release	Concern:1007	Fired on Safe Release	Unknown
C				

11/29/10 Per call from Smith, he had it fire last year and thought hit the trigger, but it has happened with his son also. He has just tested it and with the safety on, he loads it and tries to pull the trigger and it doesn't fire, then he flips the safety off and it will fire. He bought it second hand a few years ago.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	n/a	E6234783	CO	4/1/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	BANGERS LP	SCOPE BASE,BOTTOM HALF OF RINGS	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, replace TPA, clean and test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

11/29/10 Mailing ARS.cm 1/17/11 Per Ilion, will follow down. Trigger assm set screws altered. Trigger will not return properly. Replace TPA, clean and test fire at 1/2 normal cost.cm 1/18/11 Emailed inspection info and quote. Awaiting reply.cm 1/18/11 Smith emailed approval as well as calling it into the Consumer Dept.cm

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	4054	As received Follows Down	
	Description		22" 308 WIN
	Date Code		CO
	Bore Plugged	False	

Barrel	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		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		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF OF RINGS

5212

22"
C04/91
1.5#
.012

November 29, 2010

David Smith
PO Box 704
1010 Bayou Pierre St
Wesson, MS 39191

Subject: #5212, Model 700

Dear Mr. Smith,

Enclosed is the prepaid UPS ground shipping label. 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". Apply the label to your box and take it to a UPS terminal or driver for shipping.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

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

RECEIVED
JAN 05 2011

BY:.....

Serial Number:

E6234783

Model: 700



RE00215457

will follow down.
T.A. set screws altered. T.T.T. 9.
will not return properly.
Alpha TPA, clean & test fine
AT 1/2 normal cost.

Quote

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

706

PS 14200

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

Model Number: <u>Rem. 700 308</u>		Serial Number: <u>E 623 4783</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>David Smith</u>		Date of Purchase: <u> </u>	
Address (no PO Boxes): <u>1010 Bayou Pierre Street</u>			
City: <u>Wesson</u>		State: <u>MS.</u>	Zip: <u>39191</u>
Phone (Daytime): <u>601-927-7021</u>		Fax: <u>601-894-1354</u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>D Smith 0234@Gmail.com</u>			
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: <u>Jan. 2010 - The gun fired when I moved the safety from OFF to ON. The same thing happend this Nov. 2010.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Hornady</u>		Type: <u>308</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 grain</u>			
Handload Information: <u>Do Not Hand Load</u>			
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:	Remington Gun oil-Spray
How often do you clean the bore? (Months or Number of rounds)	1 time year / Avg. 5 rounds year
How often do you clean the action? (Months or Number of rounds)	1 time year / Avg. 5 rounds year
How often do you clean the trigger assembly? (Months or Number of rounds)	1 time year / Avg. 5 rounds year
Brand of lubricant used:	Remington Gun oil-Spray-
How often do you lubricate the bore? (Months or Number of rounds)	'Same'
How often do you lubricate the action? (Months or Number of rounds)	'Same'
How often do you lubricate the trigger assembly? (Months or Number of rounds)	'Same'
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Never that I know of.	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, 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.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	



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:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	David Smith PO Box 704 1010 Bayou Pierre St Wesson, MS 39191
RETURN ITEM TO:	Rem Prod Service

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

4XX596 NOV 29, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066120580
REF 1: DAVID SMITH/CD/CM
REF 2: 700
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 9.45 PUB+HANDLING 9.45







