

Remington Arms Co., Inc.
Product Service
Legal Case #:5383

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
17500	1/5/2011	12/7/2010	1/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Ident		John W	Smith	17714 Rausin Rd	Philadelphia	TN	37846		H 865-458-2516 E dsjfsj@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4006 Altered Adjustments or Components Concern:1008 Fired on Bolt Closing		Unknown	

12/3/10 Per email sent to Remington.com, incid # 101125-000053, "Experienced a problem with my Model 700 .243 G6445693. Fired weapon and rebolted round into chamber the weapon discharged. My left hand was on the forehand stock and my right hand was on the bolt. The gun has not been modified and this was the first time I had used the weapon while hunting. Is there a recall issue or known issue with this rifle? Is there a fix that I can have performed on the weapon? This is not a case of misuse or inadvertant trigger pull."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	G6445693	KZ3	1/1/2005
Date Purchased	Where Purchased	Accessories	Original Owner			
	LEGENDS OUTDOOR ADVANTAGE		U			

CONCERN:FBC

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				

12/7/10 Mailing ARS.cm 1/17/11 Per Ilion, trigger assm set screws altered. trigger has no return. Replace TPA, clean and test fire at 1/2 normal cost.cm *1/17/11 Exacted quote. ca*

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	4006	Altered Adjustments or Components	
Barrel	Description		22" 243 WIN
	Date Code		KZ3
	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; 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	ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG WILL NOT RETURN PROPERLY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington®

2411
2.5#
PY 6/04
.014

5383

December 10, 2010

John Smith
17714 Rausin Rd
Philadelphia, TN 37846

Subject: #5383, Model 700

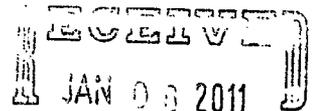
Dear Mr. Smith,

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:.....

Serial Number

G6445693

Model: 700

T.A. set screws altered, trig has
no return. Replace TPA & LEAK
+ T&T Price AT 1/2 normal cost.

Quote



RE00217500

FBL
2.47

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

Model Number: 700	Serial Number: M 6445693
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: UNKNOWN	Date of Purchase:
Address (no PO Boxes):	
City:	State: Zip:
Phone (Daytime):	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)	
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:	
<p>I have owned Rifle 5 yrs, never used ammunition this yrs - made A shot on deer & bolted another Round into Chamber & the Rifle Fired. on it's end, I worked it after returning home to have it happen again, without Ammo in it. this happened on NOV - 20 - 2010</p>	
500 characters left	
Ammunition Information:	
Manufacturer: Remington	Type: EXPRESS CORE-LOTT
Other (i.e. bullet weight/type, shot size, powder): NONE	
Handload Information: NONE	
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: 3 + 1 - oil

How often do you clean the bore? (Months or Number of rounds) After Hunting season

How often do you clean the action? (Months or Number of rounds) SAME

How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used: 3 + 1 oil

How often do you lubricate the bore? (Months or Number of rounds) clean

How often do you lubricate the action? (Months or Number of rounds) clean

How often do you lubricate the trigger assembly? (Months or Number of rounds) NONE

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? NONE

What were the services performed? NONE

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Illion, NY 13357

Ⓢ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.

- :: 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.

Reference # 101125-000053
Status Waiting
Assigned To Administrators Christy -
Product Firearms
SLA Not specified
Queue CSR
Date Created 11/25/2010 01:11 PM
Initial Response 12/07/2010 09:24 PM
Last Updated 12/07/2010 09:24 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense +1 (on -3 to +3 scale)

A form was submitted on REMINGTON - PROD.

Discussion Thread

Response (Christy -) 12/07/2010 09:24 PM

Mr. Smith, I apologize for the delay in responding. We can inspect the rifle to determine what could have caused the incident you described. I can send you a prepaid UPS ground shipping label to cover shipping to the factory at no charge. After inspection we would contact you with the results. If you would like me to send that to you, let me know if the Rausin Rd address is where it should be mailed and the rifle returned afterward.

Sincerely,
Christy Mitchell
800-243-9700, ext 8684

Customer (1 1) 11/25/2010 01:11 PM

Hello,
A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us
 First Name: John W.
 Last Name: Smith
 Email: runner45@aol.com
 Address 1: 17714 Rausin Road
 Address 2:
 Telephone: 865-458-2516
 City: Philadelphia
 State: TN
 Zip Code: 37846
 Country: USS

Comments:
 Experienced a problem with my Model 700 .243 G6445693. Fired weapon and rebolted round into chamber the weapon discharged. My left hand was on the forehand stock and my right hand was on the bolt. The gun has not been modified and this was the first time I had used the weapon while hunting. Is there a recall issue or known issue with this rifle? Is there a fix that I can have performed on the weapon? This is not a case of misuse or inadvertant trigger pull. Thanks

Primary Contact

First Name: 1
 Last Name: 1
 Organization:
 Login: BRnVJkzpw18
 Title:
 Contact Type:
 Email: dsfs@aol.com
 Email - Alternate #1:
 Email - Alternate #2:
 Office Phone:
 Mobile Phone:
 Fax:
 Assistant Phone:
 Home Phone:
 Street
 City
 State/Province
 Postal Code
 Country

Additional Information



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/10/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	xxx
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	John W Smith 5900 Rustic Dr. Uniontown, AR 72955	<i>Verify address</i>
RETURN ITEM TO:	Rem Prod Serv	

John Smith
17714 Rausin Rd,
Philadelphia, TN 37846

PLEASE COMPLETE ALL PARTS OF THIS FORM A

4XX596 DEC 13, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067810332
REF 1: JOHN W SMITH/CD/CM
REF 2: 700

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 0.50
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 8.74
TOT PUB CHG 8.74		

