

Remington Arms Co., Inc.
Product Service
Legal Case #:5375

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218655	1/12/2011	12/9/2010	1/13/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William M.	Testerman Sr.	637 Axum Ln.	Atkins	VA	24311		H 276-783-2106

Incident Information

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

12/9/10: Customer's daughter called in. She stated that her father had a FSR with his M/700. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6419872	LO	2/22/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
7/1/1996	WESTERN HOEGEE GLENDALE CA		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
Repair @ n/c - gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$82.40	1/21/2011				

12/9/10: Sending ARS, ltr, form, box. Box order# 1167139. df 1/21/11: Per Ilion - Could not duplicate concern. TA very dirty & sticky. Replace TA, clean & test fire under BLM program - quote. I called customer & he was irate over our findings & quote. He wants gun R as R & refuses to sign a liab. waiver. I will talk to Fred R. 1st. df 1/21/11: I called customer back & I offered repair @ n/c as gesture of goodwill. He agreed but was still unhappy about what we found. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/13/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		LO
	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---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

5375
December 9, 2010

COPY

22"
LOZ/77
6.5#
.008

William M. Testerman Sr.
637 Axum Ln.
Atkins, VA 24311
Ph: 276-783-2106

Ref: # 5375

Dear Mr. Testerman,

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 17 2011

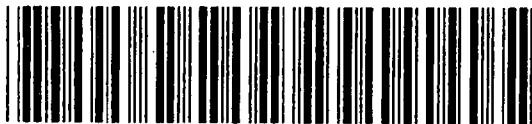
enclosure

BY:.....

Serial Number:

A6419872

Model: **700**



RE00218655

could not duplicate concern
T.A. very dirty & sticky.
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

PS 14411

Print

Reset

Model Number: <u>100</u>		Serial Number: <u>A6419872</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>William M. Testerman Sr.</u>		Date of Purchase: <u>07-01-1996</u>	
Address (no PO Boxes): <u>637 Axum Lane</u>			
City: <u>Atkins</u>		State: <u>VA</u>	Zip: <u>24311</u>
Phone (Daytime): <u>276-783-2106</u>		Fax: <u></u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u></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>Nov. 20, 2010 Hunted in morning</u> <u>Walked to truck, started to unload,</u> <u>first pushed safety forward. Gun</u> <u>Fired.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Express Core L&K</u>	
Other (i.e. bullet weight/type, shot size, <u>30-06 Springfield</u> 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 9</u>
How often do you clean the bore? (Months or Number of rounds) <u>After every use every 4 mo.</u>
How often do you clean the action? (Months or Number of rounds) <u>4 mo.</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>N/A</u>
Brand of lubricant used: <u>Hoppe's cleaning kit</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>4 mo.</u>
How often do you lubricate the action? (Months or Number of rounds) <u>4 mo.</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>N/A</u>
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? <u>Never</u>
What were the services performed?) <u></u>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<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. :: 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.

637 Axum Lane
Atkins, VA 24311
January 3, 2011

Remington Arms
Product Services
1 Hoefler Ave.
Ilion, NY 157

To Whom It May Concern:

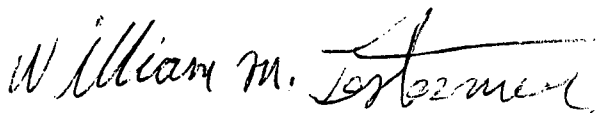
I William M. Testerman Sr. Owner of Remington Model - 700, 30-06. Serial No. A6419872, am returning it to you. My gun is a prized possession, I take very good care of it, it was a gift from my late brother. I have used it for many years, every hunting season. This year deer season opened November 13, 2010, I hunted every day until this incident occurred. When I finished hunting on this day, I went to my truck to unload. I pushed the safety forward to unload. The gun fired. It hurt my hand, bruised my arm. I finished unloading, and put the gun in the truck. If anyone had been close it would have been a tragedy.

I was talking to a friend the following day, and he told me about the problem with 700 Remington. He had seen it on television. This is who I am bringing my problem to you. I want to know, can you fix this gun so I can be confident in using it again.

I thank God that I was alone this day.

I have never had any problems with the gun before this.

Thank You for your support,

A handwritten signature in cursive script that reads "William M. Testerman". The signature is written in dark ink and is positioned above the printed name.

William M. Testerman Sr.

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/9/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5375 rifle			

LABEL INFORMATION

MAIL LABEL TO: William M. Testerman Sr. 637 Axum Ln. Atkins, VA 24311 Ph: 276-783-2106
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 13, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065657459
REF 1: WILLIAM TESTERMAN/CD/DMF
REF 2: 5375/RIFLE
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 8.20 PUB+HANDLING 8.20

