

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5119

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215154	12/17/2010	11/17/2010	12/28/2010	10/26/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		H. Ross	Warner	708 E. Mule Deer Rd	Central	UT	84722		H 435-574-0306 E hrwarner@gmail.com

Incident Information

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

11/17/10 Per call from Warner, he has a Model 700 BDL .243 that he bought new in the '60's. The other day when he came back from hunting, he was in his workshop and released the safety and it fired. It had never happened before but he didn't use it much because he lived in AK and had used larger calibers.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	283738	KP	1/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE SCOPE BASE	Y			

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, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	75.77	1/5/2011				

11/17/10 Mailing ARS and box.cm 1/5/11 Per Ilion, could not duplicate concern. Trigger set screws altered. Trigger assm dirty. Replace TPA, clean and test fire under BLSM program price. Called Warner and he approved repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/28/2010

Examination	Product Type	RF
	Action Type	A
	Assigned To	T.NAGLE
Cause	4038	Could Not Duplicate Concern
Barrel	Description	22" 243 WIN
	Date Code	KP
	Bore Plugged	False
	Bulged	False
	Fired	False
	Fired while Obstructed	
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning
	Firing Pin	Slightly Worn; Functioning
	Shroud	Slightly Worn; Functioning
	Face	Slightly Worn; Functioning
	Handle	Slightly Worn; Functioning
Extractor	Stop	Slightly Worn; Functioning
	Condition	Slightly Worn; Functioning
	Cut Condition	Slightly Worn; Functioning
Locking	Ext/Eject Test	False
	Block Condition	---Select---
	Lug Condition	Slightly Worn; Functioning
Overall	Notch Condition	---Select---
	Exterior Condition	Slightly Worn; Functioning
	Stock Condition	Slightly Worn; Functioning
Receiver	Fore End Condition	---Select---
	Condition	Slightly Worn; Functioning
Safety	Bulged	False
	Description	M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning
Sear	Sub-Assembly	Non-ISS
	Lift	---Select---
	Notch	Slightly Worn; Functioning
Feeding Test	Tests	Test Fired
		False
Trigger		False
	Condition	Slightly Worn; Functioning
	Pull	---Select---
	Altered	True
Non-Remington Components	Sub-Assembly	M/700 Bolt Lock
	Description	TWO PIECE SCOPE BASE

5119

224  
KPS/67  
3#  
006

November 17, 2010

H. Ross Warner  
708 E. Mule Deer Rd  
Central, UT 84722

Subject: #5119, Model 700

Dear Mr. Warner,

Enclosed is a UPS ground prepaid 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".

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](mailto:christy.mitchell@remington.com)

enclosure

20.40  
27. —  
35. —  
17.50  
15. —  
114.90  
37. —

could not duplicate concern  
T.A. SET SCREWS ALTERED. T.A.  
Dirty. Replace TPA, clean &  
test Q in under BCP for  
\$20.00 + ship

283738

Model: 700



RE00215154

Quote  
RECEIVED  
JAN 04 2011

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) BY: .....

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

Model Number: <b>700 BDL</b>	Serial Number: <b>283738</b>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <b>H. ROSS WARNER</b>	Date of Purchase: <b>1966 or so.</b>
Address (no PO Boxes): <b>708 E. Mule Deer Rd.</b>	
City: <b>Central</b>	State: <b>UT</b> Zip: <b>84722</b>
Phone (Daytime): <b>435-574-0306</b>	Fax: <b></b>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <b>HRWARNER@gmail.com</b>	
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: <b>October 26, 2010 came back from hunting and put the rifle w/ cartridge still in the chamber on my cleaning stand. Came back the next morning to unload and clean the weapon. Upon releasing the safety the gun fired (no finger on the trigger) also no one hurt</b>	
500 characters left	
Ammunition Information:	
Manufacturer: <b>REMINGTON</b>	Type: <b>243 Win</b>
Other (i.e. bullet weight/type, shot size, powder): <b>100 GR. Core-Lokt PTD Soft Pt.</b>	
Handload Information:	
Powder Used: <b></b>	Powder Weight: <b></b>
Case/Hull Used: <b></b>	Primer Used: <b></b>
Bullet Type/Shot Size: <b></b>	Reloader Used: <b></b>

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	PRO SHOT 1 Step Gun Cleaner & Lube
How often do you clean the bore? (Months or Number of rounds)	After each use. <sup>usually</sup> 1 Rnd
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:	BUTCH'S GUN OIL
How often do you lubricate the bore? (Months or Number of rounds)	After Use <sup>usually</sup> 1 Rnd
How often do you lubricate the action? (Months or Number of rounds)	After Use. "
How often do you lubricate the trigger assembly? (Months or Number of rounds)	After Use. "
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	
What were the services performed?	
N/A	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	<i>Note: I have not          cleaned the weapon          since last discharge</i>
<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>	











