

Remington Arms Co., Inc.
Product Service
Legal Case #:5031

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212987	12/7/2010	11/9/2010	12/8/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Zane	526 Parkview Dr	Blueridge	VA	24064		E.jeanzane@aol.com

Incident Information

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

11/9/10 Per call from John Zane, his brother was using the gun and put it on safety and it fired.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	6655175	BX	1/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	S S KRESGE CO FT WAYNE IND	TWO PIECE SCOPE BASE	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 under BLSM program price of \$20 + shipping.						

Repair/Replacement Cost	Repair/Replacement Date
40.23	12/13/2010

11/9/10 Emailing ARS and letter.cm 12/13/10 Per Ilion, could not duplicate concern. Trigger assm dirty & sticky, parts work sluggish. Replace TPA, clean and test fire under BLSM program price of \$20 + shipping. Zane approved by phone on 12/10.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/8/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		BX
	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	STICKS
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		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY STICKY
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

— ADDRESS INFORMATION

FFI

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
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Date	Code	User ID	Desc1	Desc2
12/7/2010 5:3	New	lopatafl	Repair Added	
12/7/2010 5:3	Expedite	lopatafl	From: Check In	To:
12/7/2010 12:...	EmailSent	ArmEmail	Repair Received	JEANZA
12/7/2010 12:...	EmailVerified	ArmEmail	Receipt	JEANZA
12/8/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: R

- ☐ Shipping Hold
- ☐ Interface Hold
- ☐ Estimate Sent
- ☐ Parts Received
- ☐ Passed Inspection
- ☐ Return as Received
- ☐ Has Been Approved
- ☐ Internal Repair
- ☐ Exclude TATC

Current Status

ApprovalHold

12/8/2010 12:56:07 PM

lewisdb

ApproveRack

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

DEC 10 2010

BY: _____

5031

22"
BX #173
3#
009

November 9, 2010

John Zane
526 Parkview Dr
Blueridge, VA 24064

Subject: #5031, Model 700

Dear Mr. Zane,

Per our phone conversation, you should receive an email with your prepaid UPS ground shipping label for shipment of the firearm to our factory within the next 24-48 business hours. 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.

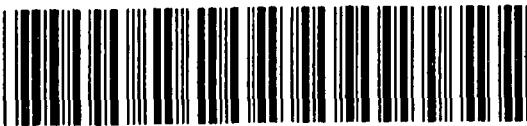
Sincerely,

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

Serial
Number:

6655175

Model: 700



RE00212987

could not duplicate concern
T.A. Dirty + sticky part work
Sluggish in place TPA, clean +
Test fire under BLP Ron
\$20.00 + Ship

Quote

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

Model Number: 700 Serial Number: 6655175

Are you the original owner?: ☐ YES ☒ NO Brother's

Name: John Zane Date of Purchase: 1990

Address (no PO Boxes): 526 Parkview Drive

City: Blue Ridge State: VA Zip: 24064

Phone (Daytime): (985) 264-4109 Fax: _____

E-mail Address: if e-mail address is provided, notification of receipt and shipment will be sent: jeanzane@aol.com

E-mail Address: _____

☒ I would like to receive future e-mail updates from Remington.

Please describe your problem and date of occurrence:

Came out of woods from Hunting
Put safety on and Gun Fired!

500
characters left

Ammunition Information:

Manufacturer: Federal Type: 30-06

Other (i.e. bullet weight/type, shot size, powder): 130 + 150 Grain

Handload Information:

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:

Hoppes

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

Every 6 months

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

" " 6 months

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

" " 6 months

Brand of lubricant used:

Hoppes

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

Every 6 months

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

" " 6 months

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

" " 6 months

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?

Never my own

What were the services performed?

N/A Basic cleaning

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoeffler Avenue
Ilion, 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.



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

ARS LABEL REQUEST FORM

DATE:	11/9/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	Email to him at:		
COORDINATOR	<u>jeanzane@aol.com</u>		
TO MAIL		I WILL	
DESCRIPTION:			
700			

LABEL INFO


jeanzane@aol.com

MAIL LABEL TO: John Zane
526 Parkview Dr
Blueridge VA 24064

Email to him at:
jeanzane@aol.com

RETURN ITEM TO: Rem Product Serv

4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065180599.
REF 1: JOHN ZANE/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 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 8.70		PUB+HANDLING 8.70

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

Mitchell, Christy

From: Cutlip, Joshua
Sent: Monday, November 08, 2010 8:00 AM
To: Mitchell, Christy; Fulcher, Dell Marie
Subject: 700 safety call

I got a voicemail this morning that I was told I should pass to you.

Jay Zane ("Ben" suggested he contact me – I'm assuming Ben Minichino (old Fed Rep) – said his rifle went off when the safety was pushed to 'off'. No one was hurt but he wants to talk to someone here about it. 985-264-4109.

If I'm allowed to call him, I certainly will, but I don't want to break protocol if you guys are supposed to be handling these.

Let me know, either way.

Thanks.

Joshua J. Cutlip | Tehnical Services - Remington Defense
Remington Arms Company, Inc.

870 Remington Drive, PO Box 700, Madison, NC 27025
Phone 336.548.8944 | Mobile 336.453.3998 | Fax 336.548.7800 | joshua.cutlip@remington.com

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |
Advanced Armament Corp | Mountain Khakis | EOTAC | Dakota Arms | Parker Gun

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11/8 2:26pm Left message to call me.

