

Remington Arms Co., Inc.
Product Service
Legal Case #:5229

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215224	12/17/2010	11/29/2010	12/21/2010	11/27/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Christopher	Burford	147 W. Main St. PO Box 263	Ansted	WV	25812		C 304-550-9525 F 304-595-3341 E cburford@nrei-wv.com

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				

11/29/10: Customer called in. He stated he had a FSR on 11/27/10. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	84173	G6858509		4/29/2009 5:51:51 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT (OH) CORPORATION		Y			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c - warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$90.95	12/28/2010				

11/29/10: Sending ARS, ltr, form, box. Box order# 1163492. df 12/28/10: Per Ilion - Large piece of dried lubricant removed from TA. Could not duplicate concern. Install new TA @ n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/21/2010
	Product Type		RF
	Action Type		A
	Assigned To		Nagle
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24 inch
	Date Code		CD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while		

	Obstructed			
	Muzzle/Crown Condition	Like new; Not Functioning		
Bolt	Firing Pin	Like new; Functioning		
	Shroud	Like new; Functioning		
	Face	Slightly Worn; Functioning		
	Handle	Like new; Functioning		
	Stop	Like new; Functioning		
Extractor	Condition	Like new; Functioning		
	Cut Condition	Like new; Functioning		
	Ext/Eject Test	True		
Locking	Block Condition	---Select---		
	Lug Condition	Like new; Functioning		
	Notch Condition	---Select---		
Magazine	Condition	---Select---		
	Box Condition	Like new; Functioning		
Overall	Exterior Condition	Like new; Functioning		
	Stock Condition	Like new; Functioning		
	Fore End Condition	---Select---		
Receiver	Condition	Slightly Worn; Functioning		
	Bulged	False		
Safety	Description	Model 700		
	Function	Like new; Functioning		
	Sub-Assembly	Non-ISS		
Sear	Lift	---Select---	not measured	
	Notch	Like new; Functioning		
		Condition	Like new; Functioning	Found a piece of dried sealant on the outside of the trigger assembly - put in envelope to include w
Pull	Trigger	---Select---	3.5 lbs	
Altered		False		
Sub-Assembly		X-Mark Pro		
Non-Remington Components	Description	Two piece scope base		

frmRepair - Repair Inquiry																																		
Repair Number: RE00215224		Serial: 68958509 Model 700 Center Fire Caliber: 3006 SPRG Produced: 04/29/2009 SKU: 84173				Repairman:																												
Verify Repair:						Status: New 12/17/2010 10:19:59 AM																												
ADDRESS INFORMATION																																		
Customer: <input checked="" type="radio"/> Received from					Return To: <input checked="" type="radio"/> Received from																													
Name: CHRISTOPHER BURFORD					Name: CHRISTOPHER BURFORD																													
Address 1: 147 W. MAIN ST.					Address 1: 147 W. MAIN ST.																													
Address 2: PO Box 263					Address 2: PO Box 263																													
City: ANSTED					City: ANSTED																													
State: WV Zip Code: 25812 Country: US					State: WV Zip Code: 25812 Country: US																													
FRL <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>																																		
Contact / Condition Problems Estimate History Status Shipping / Billing																																		
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> </tr> </thead> <tbody> <tr> <td>12/17/2010 10...</td> <td>New</td> <td>lopatafl</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>12/17/2010 10...</td> <td>Expedite</td> <td>lopatafl</td> <td>From: Check In</td> <td>To:</td> </tr> <tr> <td>12/21/2010 11...</td> <td>Expedite</td> <td>supnyfl</td> <td>From: Product Services</td> <td>To: Repair B</td> </tr> <tr> <td colspan="5" style="background-color: black; height: 40px;"></td> </tr> </tbody> </table>					Date	Code	User ID	Desc1	Desc2	12/17/2010 10...	New	lopatafl	Repair Added		12/17/2010 10...	Expedite	lopatafl	From: Check In	To:	12/21/2010 11...	Expedite	supnyfl	From: Product Services	To: Repair B						<div style="display: flex; flex-direction: column;"> <div> <input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return as Received <input type="checkbox"/> Has Been Approved <input type="checkbox"/> Internal Repair <input type="checkbox"/> Exclude TATC </div> <div> Current Status <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">New</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">12/17/2010 10:19:59 AM</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">lopatafl</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Repair Bench</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Repair Location</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">ILN</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Current Location</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Transfer Number</div> </div> </div>				
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<div style="display: flex; justify-content: space-between;"> Repair Search Refresh Close </div>																																		

RECEIVED
DEC 22 2010

BY: _____

Large piece of dried sealant removed from TA.

TP - 3.5 lbs

CD - 4/21/2009

24" 632

[COPY]

November 29, 2010

Burford

Christopher Berford
147 W. Main St.
PO Box 263
Ansted, WV 25812
Ph: 304-550-9525

Ref: # 5229

Burford
Dear Mr. Berford,

Could not duplicate concern

Serial Number:

G6858509

Model: 700



RE00215224

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

enclosure

Install new Trigger Assembly
adjustable X-mark pro MC under
warranty.

FRED 12/21/10

Print

Reset

Model Number: 700 Buckmaster Edition		Serial Number: G 6858 509	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Christopher Burford		Date of Purchase: late October 2009	
Address (no PO Boxes): 147 West Main Street			
City: Ansted		State: WV	Zip: 26812
Phone (Daytime): 304-550-9525		Fax: 304-595-3341	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) cburford@nrei-wv.com			
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: Please see the Attached letter.			
500 characters left			
Ammunition Information:			
Manufacturer: Winchester Supreme		Type: Ballistic Silvertip	
Other (i.e. bullet weight/type, shot size, powder): 180 Grain			
Handload Information:			
Powder Used: N/A		Powder Weight: N/A	
Case/Hull Used: N/A		Primer Used: N/A	
Bullet Type/Shot Size: N/A		Reloader Used: N/A	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>Hoppe's</u>
How often do you clean the bore? (Months or Number of rounds) <u>After each using ~ 1 to 10 shots</u>
How often do you clean the action? (Months or Number of rounds) <u>After each using</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>Never taken apart</u>
Brand of lubricant used: <u>Rem Oil</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>After each using</u>
How often do you lubricate the action? (Months or Number of rounds) <u>After each using</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>Never taken apart</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>Never serviced</u>
What were the services performed? <u>N/A</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
<p><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.</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,</p> <p>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</p>

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.

The date of the accident was 11/27/10 at ~3:00 pm. I was afield deer hunting during the West Virginia 2 week only - (Buck's only) deer season. I have seen a deer moving towards me, and I knew that as he moved across the ridge line I would have to take the shot. I moved around and took position to make the shot. As I watched the deer moving towards me, I went to turn the safety to the fire position. At this time the gun discharged and I lost control and the barrel struck me in the head, the safety switch had caught my thumb and caused a rather large laceration, and of course the deer vanished. Once I had recollected myself, I had to leave the woods and go home to get attention for my thumb. Later that night, I had worked the bolt and safety and noticed that every once in a while, the firing pin would go off once the safety was switched off. I was afraid to use this gun until I could get it looked at. I don't want to risk my son or I getting hurt by a malfunction of my firearm. I appreciate your time and look forward to getting this issue resolved. Please feel free to contact me if you have any questions or comments.

Thank
Christopher Buford
Harrison, Richmond



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:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5229 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Christopher Berford 147 W. Main St. PO Box 263 Ansted, WV 25812 Ph: 304-550-9525
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 30, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065659724
REF 1: CHRISTOPHER BERFORD/CD/DMF
REF 2: 5229/RIFLE

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 8.20	PUB+HANDLING		8.20