

Remington Arms Co., Inc.
Product Service
Legal Case #:5370

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
216404	12/28/2010	12/9/2010	1/12/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Paul	Glazier	20 E. Lake View Blvd	Priest River	ID	83856		H 208-946-7160 E Paul-Glazier66@gmail.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				

12/9/10 Paul bought this rifle new last Fall and it has fired when the safety was released 3 times. He has made no alterations to it.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	27140	S6689045	KD	5/14/2009 7:52:27 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
10/1/2009	ACUSPORT (OH) CORPORATION		Y			

CONCERN:FSR.INJURY

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
Replace with a new 27140						

Repair/Replacement Cost	Repair/Replacement Date
229.00	1/12/2011

12/9/10 Mailing ARS.cm 1/12/11 Left message for him to call me regarding resolution.cm 1/12/11 Per call with Glazier, he has no faith in this rifle, he would like it replaced. Ordering a new 27140 to replace it.cm

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	4038	Could Not Duplicate Concern	
Barrel	Description		26" 300 RUM
	Date Code		KD
	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	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	ACTION DIRTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	DIRTY
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

5370

X

26"
KDS/c
3H
1012

December 9, 2010

Paul Glazier
20 E. Lakeview Blvd
Priest River, ID 83856

Subject: #5370, Model 700

Dear Mr. Glazier,

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

RECEIVED
JAN 03 2011

BY:.....

S6689045

Model: 700



RE00216404





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

Model Number:	700	Serial Number:	56689045
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Paul Glazier		Date of Purchase: 10-1-09 ?	
Address (no PO Boxes): 20 E Lake View Blvd			
City: Priest River	State: IDAHO	Zip: 83856	
Phone (Daytime): 208-946-7160	Fax:		
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) Paul.Glazier66@gmail.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: Approximately 9 Rounds through Gun in 09 with no problems. 7 rounds through Gun this year (2010) "All during Hunting season" and 3 of those rounds are from Flipping the safety from the safe position to the Fire position. The Picture is From the last miss miss Fire.			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: 180 Gr. S&W Banded	
Other (i.e. bullet weight/type, shot size, powder): 300 Remington Ultra Mag.			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	



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

DATE:	12/9/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL xx	
DESCRIPTION: <div style="display: flex; justify-content: space-between; align-items: center;"> <div>S6689045</div> <div>700</div> </div>			

MAIL LABEL TO: Paul Elazier
20 E. Lakeview Blvd
Priest River, ID 83856

RETURN ITEM TO: Rem Prod Serv

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

4XX596 DEC 13, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067021284
REF 1:PAUL ELAZIER/CD/CM
REF 2:700/S6689045

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRGS:			
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 11.74			SP 0.00
	PUB+HANDLING		11.74





