

Remington Arms Co., Inc.

Product Service

Legal Case #:5077

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212435	12/3/2010	11/12/2010	12/5/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Hooker	1265 Spaulding Rd	Saint Johnsbury	VT	05819		H 802-748-4818 E cuzclarie@kingkong.com

## Incident Information

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

11/12/10 Per call from Hooker, his brother and nephew had his 700 out and he had chambered a round it fired when they released the safety and their finger was not on the trigger.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	27092	G6751744	CC	5/1/2008 7:27:18 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
10/11/2009	WAL-MART STORE 01-2681	TWO PIECE SCOPE BASE	Y			

ADL Syn Youth CONCERN:FSR

## Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Federal	SP/100					
Concern	Other	Factory	Reload			
0:		Y	N			

## 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 trig assm n/c as goodwill						

Repair/Replacement Cost	Repair/Replacement Date
47.23	12/7/2010

11/12/10 Mailing ARS.cm 12/7/10 Per Ilion, could not duplicate concern. Foreign object was lead shot. Check over, clean and replace TPA to restore confidence in rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/5/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		CC
	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		STANDARD XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

**frmREInquiry - Repair Inquiry**

Repair Number: **RE00212435** Serial: G6751744 Model: 700 Center Fire Caliber: 243 W/N Produced: 05/01/2008 SKU: 27092 Repairman: Dale Lewis Status: Repairing 12/6/2010 3:14:08 PM

**ADDRESS INFORMATION**

Customer: **ROBERT HOOKER** Received from: **ROBERT HOOKER**

Name: **ROBERT HOOKER** Return To: **ROBERT HOOKER**

Address 1: **1265 SPAULDING RD.** Address 2: **1265 SPAULDING RD.**

City: **ST. JOHNSBURY** PO Box: **PO Box**

State: **VT** Zip Code: **05819** Country: **US**

FFL: **VT**

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/3/2010 7:4...	New	lopatafl	Repair Added	
12/3/2010 7:4...	Expedite	lopatafl	From: Check In	To:
12/6/2010 2:2...	Maint	Travisbw	Repair Maintenance	Status: Repa
12/6/2010 3:1...	Estimate	lewisd	Estimate Update	Status: Parts
12/6/2010 3:1...	Repairing	System	Immediate SAP Allocation	

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

Current Status: **Repairing** 12/6/2010 3:14:08 PM

System: **System**

Repair Bench: **Repair Bench**

Repair Location: **Repair Location**

ILN: **ILN**

Current Location: **Current Location**

ILN: **ILN**

Transfer Number: **Transfer Number**

Repair Search Refresh Close

27  
20.23  
47.23

RECEIVED

BY:.....

Please Find Plastic Bag  
TAPED TO RIFLE STOCK  
I FOUND A PIECE OF METAL THAT ~~appears~~  
November 12, 2010

20"  
20 7/8"  
4.5"  
0.01"

5077  
Appeared TO  
Come From  
Trigger Area  
Robert  
Hooker

Robert Hooker  
1265 Spaulding Rd  
St Johnsbury, VT 05819

Subject: #5077, Model 700

Dear Mr. Hooker,

Per our phone conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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

could not duplicate concern.  
FOREIGN OBJECT WAS lead shot.  
check over, clean + replace TPA  
to restore confidence in rifle.

N/K  
#230145

Serial  
Number:

G6751744

Model: 700



RE00212435

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

Model Number: 700 ADL SYN. YTH.		Serial Number: 66751744	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: ROBERT HOOKER		Date of Purchase: OCT. 11 2009	
Address (no PO Boxes):			
City: ST JOHNSBURY		State: VT	Zip: 05819
Phone (Daytime): 802-748-4818		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) all.roh.hook@hot.mail.com			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<p>When the safety was disengaged the gun fired with no contact to the trigger. Has only been shot 20 times since purchase. Noticed trigger is extremely sensitive, requires very light pressure to fire. I found A small piece of Metal when I removed the stock. I noticed when it fell out that it seemed to be in trigger area. I have included it with the gun.</p> <p>500 characters left Please find clear ziploc bag with the white paper, metal piece</p>			
Ammunition Information: is taped to paper. Robert Hooker			
Manufacturer: FEDERAL		Type: Centerfire	
Other (i.e. bullet weight/type, shot size, powder): 100 grain, soft point			
Handload Information: NOT APPLICABLE			
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 # 9
How often do you clean the bore? (Months or Number of rounds)	after each use
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:	Hoppes and Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	after cleaning/each use
How often do you lubricate the action? (Months or Number of rounds)	after cleaning/each use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	after cleaning/each use
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?	
Never.	
What were the services performed?	
NOT Applicable	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
<b>⚠ 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.</b>	
:: 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.	



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/15/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b> MEDIA COORDINATOR TO MAIL		xxxxxx  I WILL MAIL	
DESCRIPTION:  700			

## LABEL INFORMATION

MAIL LABEL TO:	Robert Hooker 1265 Spaulding Rd St Johnsbury, VT 05819
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

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

4XX596 NOV 16, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX596906535383  
REF 1:ROBERT HOOKER/CD/CM  
REF 2:700

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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 7.24	PUB+HANDLING	7.24

