

Remington Arms Co., Inc.

Product Service

Legal Case #:5328

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215236	12/17/2010	12/7/2010	12/28/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mark	Mead	1104 Arendtsville Rd	Biglerville	PA	17307		H 717-357-2684

## 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				

12/7/10 Per call from Mead, he bought his 700 new in April. He had a deer in his sights and leaned it against a branch and moved the safety when it fired.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	27359	G6867020	KD	5/20/2009 10:35:29 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
5/1/2010	KEYSTONE ARCHERY INC.		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, check, clean, test at no charge under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	42.00	1/4/2011				

12/7/10 Mailing ARS.cm 1/4/11 Mead called for update. Told him they were not able to duplicate concern but it was currently in the Gallery to be fired after checking and cleaning the rifle. Per Ilion, trigger assm functioning as designed. Check over completely, clean and test fire at no charge under warranty.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" 308 WIN
	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	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		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	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

5328

22"  
KDS/09  
42  
10/2

December 7, 2010

Mark Mead  
1104 Arendtsville Rd.  
Biglerville, PA 17307

Subject: #5328, Model 700

Dear Mr. Mead,

Enclosed is the UPS ground prepaid shipping label for 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](mailto:christy.mitchell@remington.com)

27  
15  
42

Serial Number:

G6867020

Model: 700



RE00215236

could not duplicate concern.  
T.A. functioning as designed.  
check over completely, clean  
& test fire at r/c  
warranty

RECEIVED  
JAN 04 2011

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

Model Number: 700	Serial Number: 66867020
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: Mark Mead	Date of Purchase: May 1, 2010
Address (no PO Boxes): 1104 Arendtsville Rd	
City: Biglerville	State: PA Zip: 17307
Phone (Daytime): (717) 357-2684	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) mark.mead@cpsagu.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: On the 3 <sup>rd</sup> of Dec., I was deer hunting. I was in a ground blind & my gun was leaning up on a branch. I heard something coming & I leaned over to switch from safe to fire, & the gun went off 6 in from my head.	
500 characters left	
Ammunition Information:	
Manufacturer: Remington	Type: 308 Win
Other (i.e. bullet weight/type, shot size, powder): Core-Lokt 180gr	
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:	Rem-oil (Remington)
How often do you clean the bore? (Months or Number of rounds)	10 rounds
How often do you clean the action? (Months or Number of rounds)	10 rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	10 rounds
Brand of lubricant used:	CIP or Rem-oil
How often do you lubricate the bore? (Months or Number of rounds)	10 rounds
How often do you lubricate the action? (Months or Number of rounds)	10 rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	10 rounds
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?	
What were the services performed?	
<p>Remington Arms Co., Inc.          Attn: Arms Service Division          14 Hoefler Avenue          Ilion, NY 13357</p>	
<p><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></p> <p>:: 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.</p>	



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/7/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<del>PLEASE CHECK ONE:</del> MEDIA COORDINATOR TO MAIL		I WILL MAIL xxxxxx	
DESCRIPTION:  G6867020 700			

## LABEL INFORMATION

MAIL LABEL TO:	Mark Mead 1104 Arendtsville Rd Biglerville, PA 17307
RETURN ITEM TO:	Rem Product Serv

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

4XX596 DEC 7, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969067506582  
REF 1: MARK MEAD/CD/CM  
REF 2: 700/G6867020

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:  
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 7.42 PUB+HANDLING 7.42







