

## Remington Arms Co., Inc.

## Product Service

Legal Case #:5167

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213110	12/7/2010	11/22/2010	12/7/2010	11/20/2010			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Nelson	Mills	4390 Skyland Dr	Greer	SC	29651		H 864-313-5783

## 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				

11/22/10 Per call from Mills, he bought the 700 SS Sept 2010 and shot 10-15 times to sight it in. He was in a treestand Sat. and it fired when he released the safety. He has not altered it or had adjustments made to the trigger since he bought it.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	S6731654	PE	6/14/2010 11:37:16 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
9/17/2010	DICK S SPORTING GOODS/ATL		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 Ilinn, check, clean, test at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	42.00	12/14/2010				

11/22/10 Mailing ARS.cm 12/14/10 Called Mills with update on inspection. Per Ilinn, could not duplicate concern. Trig assem is functioning as designed. Check over, clean, test fire at no charge under warranty.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/7/2010

Examination	Product Type	RF
	Action Type	A
	Assigned To	T.NAGLE
Cause	4038	Could Not Duplicate Concern
Barrel	Description	24" 30-06 SPR
	Date Code	PE
	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	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---
	Notch	Like new; Functioning
	Tests	Test Fired
Feeding Test		False
Trigger	Condition	Like new; Functioning
	Pull	---Select---
	Altered	False
	Sub-Assembly	X-Mark Pro

frmREInquiry - Repair Inquiry

Repair Number: RE00213110

Serial: S6731654 Model: 700 Center Fire Caliber

3006 SFRG Produced: 06/14/2010 SKU: 27196

Repairman:

Status: Repairing 12/8/2010 11:34:10 AM

Verify Repair

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: NELSON MILLS

Address 1: 4390 SKYLAND DR.

Address 2:

City: GREER

State: SC Zip Code: 29651 Country: US

Name: NELSON MILLS

Address 1: 4390 SKYLAND DR.

Address 2:

City: GREER

State: SC Zip Code: 29651 Country: US

FFL

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/7/2010 2:3...	New	lopatafl	Repair Added	
12/7/2010 2:3...	Expedite	lopatafl	From: Check In	To:
12/8/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: Repa

Shipping Hold

Interface Hold

Estimate Sent

Parts Received

Passed Inspection

Return as Received

Has Been Approved

Internal Repair

Exclude TATC

Current Status

Repairing

12/8/2010 11:34:10 AM

lopatafl

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

27  
15  
42

RECEIVED  
DEC 10 2010

BY:.....

5167

24"  
PE6/1  
4.5#  
012

November 22, 2010

Nelson Mills  
4390 Skyland Dr  
Greer, SC 29651

Subject: #5167, Model 700

Dear Mr. Mills,

Enclosed is a UPS ground prepaid shipping label. 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,

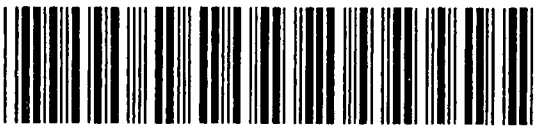
Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

enclosure

Serial  
Number:

S6731654

Model: 700



RE00213110

could not duplicate concern.  
T.D. is functioning as designed.  
checked over, clean & test fire  
AT N/C warranty.

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

Model Number: 700	Serial Number: S6731654
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: Nelson mills	Date of Purchase: 9-17-10
Address (no PO Boxes): 4390 Skyland Dr.	
City: Greer	State: S.C. Zip: 29651
Phone (Daytime): 864-313-5783	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)	
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: Pushed safety off while hunting and rifle Fired without trigger being pulled  I have 2 more mod. 700 BDL Rifles. I have been reading about them on the internet and talking to gunsmiths also. These guns are capable of this as well. What can you do about it. I don't want to use them like they are. 500 characters left Thank you Nelson mills	
Ammunition Information:	
Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	
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:	Birchwood Casey Bore Scrubber
How often do you clean the bore? (Months or Number of rounds)	4 Rounds sighting in scope
How often do you clean the action? (Months or Number of rounds)	
How often do you clean the trigger assembly? (Months or Number of rounds)	not cleaned had only 3 months
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	4 rounds
How often do you lubricate the action? (Months or Number of rounds)	had only 3 months
How often do you lubricate the trigger assembly? (Months or Number of rounds)	had only 3 months
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    shot only 10-15 times sighting in scope	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?)	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
<p>Ⓢ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, 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 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:	11/22/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<del>PLEASE CHECK ONE</del> MEDIA COORDINATOR TO MAIL		I WILL MAIL <span style="float: right;">xx</span>	
DESCRIPTION:  700			

## LABEL INFORMATION

MAIL LABEL TO:	Nelson Mills 4390 Skyland Dr Greer, SC 29651
RETURN ITEM TO: Remington Prod Serv	

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

4XX596 NOV 22, 2010 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067690856  
REF 1:NELSON MILLS/CD/CM  
REF 2:700

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 8.74 PUB+HANDLING 8.74

