

Remington Arms Co., Inc.
Product Service
Legal Case #:5901

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225312	3/8/2011	2/21/2011	3/23/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gregory	Alexander	15125 Ranch Rd 2338	Georgetown	TX	78633		C 512-639-2614 E blowblacksmokemitch1188@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot hole in floorboard of truck	Cause:4006	Altered Adjustments or Components		
S	Concern:1007	Fired on Safe Release	Unknown	
C FSR				

2/21/11: Customer called in. He stated that his gun went off when safety was taken off and it shot a hole in the floorboard of his truck (he did not have a date this happened). Then the last time he was letting a friend use the rifle and when he took it off safe it fired - he stated this happened about 2 months ago - no damage, no injury. Customer stated he bought gun used from a friend & the friend never had any issues with rifle. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	27474	E6809785	CP	4/20/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
12/25/2008	WAL-MART WAREHOUSE #3R		N			

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
Replace TA @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$62.40	3/23/2011				

2/21/11: Sending ARS, letter, form, box. Box order# 1191894. df 3/23/11: Per Ilion - TA very dirty & rusty. Set screws altered. Replace TA, clean & test fire. I will have Ilion replace TA, clean & test fire @ n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B. TRAVIS

Examination	Exam Date	3/9/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4006	Altered Adjustments or Components	POOR MAINTENANCE
Barrel	Description	22" 243 WIN	
	Date Code	CP	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	--Select--	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	--Select--	
	Exterior Condition	Worn; Not Functioning	DIRTY,RUSTY
	Stock Condition	Worn; Functioning	SCRATCHES,MARS,DENTS
Receiver	Fore End Condition	--Select--	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-SS	
	Lift	--Select--	014
	Notch	Slightly Worn; Functioning	
Feeding	Test Fired	False	
	Tests		

Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, RUSTY, TRIG NOT RETURNING WILL FOLLOW DOWN MIN TRIG TO GUARD CLEARANCE
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

5901

[COPY]

22"
CP 4/9:
1.5A
.014

February 21, 2011

Gregory Alexander
15125 Ranch Rd. 2338
Georgetown, TX 78633
Ph: 512-639-2614

Ref: # 5901

Dear Mr. Alexander,

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

RECEIVED
MAR 1 5 2011

BY: _____

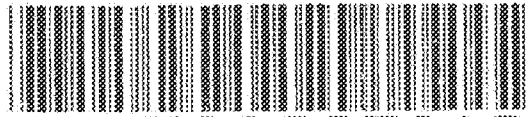
enclosure

T.A. very dirty + rusty. SET screws -
Altered. Rip the TPA, CLEAN + TEST
Rine at 1/2 normal cost.

Quote

E6809785

Model: 700



RE00225312

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>EW809785</u>	
Are you the original owner?: ☐ YES ☒ NO			
Name: <u>Gregory Alexander</u>		Date of Purchase: <u>12/25/08</u>	
Address (no PO Boxes): <u>15125 RR 2338</u>			
City: <u>Georgetown</u>		State: <u>TX</u>	Zip: <u>78633</u>
Phone (Daytime): <u>512-639-2614</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>blowblacksmoke.mitch 1188@yahoo.com</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>The gun just goes off by itself. Its went off before and shot a hole through the bottom of my floor of my truck. a buddy of mine used it a couple of months ago and as soon as he took the gun safety off on the rifle it went off.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Remington Express Case Lock</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>80 grain</u>			
Handload Information: <u>NONE never used any</u>			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: Rem-ox Hoppe's Number 9	
How often do you clean the bore? (Months or Number of rounds) every time I shoot	
How often do you clean the action? (Months or Number of rounds) every time I shoot	
How often do you clean the trigger assembly? (Months or Number of rounds) maybe every 100 rds.	
Brand of lubricant used: Rem oil	
How often do you lubricate the bore? (Months or Number of rounds) eads	
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☒ YES ☐ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? never no one will work on it	
What were the services performed? dew to the problem none	
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	
☐ 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. :: 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	

every
time
after I
clean
gun
after
shooting

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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/21/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5901 rifle			

LABEL INFORMATION

MAIL LABEL TO: Gregory Alexander 15125 Ranch Rd. 2338 Georgetown, TX 78633 Ph: 512-639-2614
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 FEB 21, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067504931
REF 1: GREGORY ALEXANDER/CD/DMF
REF 2: 5901/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DY 0.00 CDD 0.00 RS 0.50
DC 0.00 DSD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 11.28 PUB+HANDLING 11.28



