

Remington Arms Co., Inc.
Product Service
Legal Case #:5863

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
224865	3/2/2011	2/11/2011	3/3/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Chris	Asbell	10474 Miracle Waters Ct.	Spring Valley	CA	91977		C 619-248-3371 F 619-713-0656 E fringcasa@cox.net

Incident Information

Claims	Cases	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1023 Delayed Firing - Firearms			
C	Delayed Firing			

2/11/11: Customer called in. He stated that while hunting last season (he did not have a date) - he had a delayed firing with the rifle. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	B6362736	LB	2/20/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	WESTERN HOGGEE GLENDALE CALIF		N			

CONCERN:DELAYED FIRING

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Lion - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	3/9/2011				

2/11/11: Sending ARS, letter, form, box. Box order# 1188128. df 3/9/11: Per Lion - Could not duplicate concern. TA very dirty & rusty. Replace TA, clean & test fire under BLM - quote. Customer apprvd & paid quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/3/2011
	Product Type		RF
	Action Type		A
	Assigned To		L. NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		LB
	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	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	--Select--	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	--Select--	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	--Select--	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	--Select--	.006
Sear	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	VERY DIRTY & RUSTY
Trigger	Pull	--Select--	3.5#
	Altered	False	
	Sub-Assembly	M700 Bolt Lock	

(COPY)

22"
LB2/8
3.5"
1006

5863

February 11, 2011

Chris Asbell
10474 Miracle Waters Ct.
Spring Valley, CA 91977
Ph: 619-248-3371

Ref: # 5863

Dear Mr. Asbell,

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

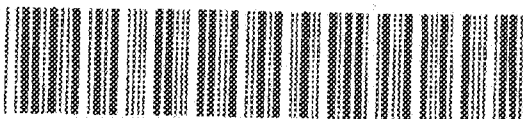
RECEIVED
MAR - 7 2011

BY:.....

enclosure

B6302736

Model: 700



RE00224865

could not duplicate concern
T.A. very dirty & rusty.
replace TPA, clean & test fire
under BCP for \$20.00 + ship

Quote

will install a used rear sight at H/C
when quote is accepted

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>700LH</u>		Serial Number: <u>B6302736</u>	
Are you the original owner?: ☐ YES ☒ NO			
Name: <u>CHRISTOPHER ASBELL</u>		Date of Purchase: <u>12 / 2007</u>	
Address (no PO Boxes): <u>10474 MIRACLE WATERS COURT</u>			
City: <u>SPRING VALLEY</u>		State: <u>CA</u>	Zip: <u>91977</u>
Phone (Daytime): <u>(619) 248-3371</u>		Fax: <u>(619) 713-0656</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>frogas2e Cox.net</u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>TWO SEASONS AGO I GOT MY LOADED RIFLE IN A RIFLE HOLDER ON A NON-RUNNING GUN. APPROXIMATELY 30-45 SECONDS AFTER SETTING IT DOWN, THE RIFLE FIRED. I BELIEVE THE SAFETY WAS ON BUT I AM NOT POSITIVE. THERE WAS NOTHING TOUCHING THE TRIGGER, NOR DID THE RIFLE FALL CAUSING THE DISCHARGE</u> 500 characters left <i>PS. could you also please replace the RMR STRESS SIGHT.</i>			
Ammunition Information:			
Manufacturer: <u>HORNADY</u>		Type: <u>180 SST</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>30-06, 180 GRAM SST</u>			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used: <u>N/A</u>		Primer Used: <u>N/A</u>	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	HOPPE'S #9
How often do you clean the bore? (Months or Number of rounds)	AFTER EVERY HUNTING DAY
How often do you clean the action? (Months or Number of rounds)	AFTER EVERY HUNTING DAY
How often do you clean the trigger assembly? (Months or Number of rounds)	ONCE IN 3 YEARS
Brand of lubricant used:	REM-DIL
How often do you lubricate the bore? (Months or Number of rounds)	AFTER EVERY CLEANING
How often do you lubricate the action? (Months or Number of rounds)	AFTER EVERY CLEANING
How often do you lubricate the trigger assembly? (Months or Number of rounds)	ONCE IN 3 YEARS
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > ☐ YES ☒ NO - COPS!	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) NEVER SINCE I HAVE OWNED	
What were the services performed?)	
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	

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.
670 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	2/11/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5853 rifle			

LABEL INFORMATION

MAIL LABEL TO: Chris Asbell 10474 Miracle Waters Ct. Spring Valley, CA 91977 Ph: 619-248-3371
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 14, 2011 ALL CURR USD 1 OF 1
SYC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066623402
REF 1: CHRIS ASBELL/CO/DMF
REF 2: 5853/RIFLE

HANDLING CHARGE 0.00 SVC T/P USD
SINGLE-PIECE PUB RATE CHRG: RS 0.50
DV 0.00 CDD 0.00 SD 0.00
DC 0.00 DGD 0.00 SP 0.00
AM 0.00 PR 0.00
TOT PUB CHG 12.46 PUB+HANDLING 12.46



