

Remington Arms Co., Inc.
Product Service
Legal Case #:5867

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225399	3/9/2011	2/14/2011	3/10/2011	2/12/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dwight	Berrong	616 Country Club Ave. NE	Fort Walton Beach	FL	32547		C 850-803-1264

Incident Information

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

2/14/11: Customer called in. He stated that he was using rifle this past weekend and when he went to unload it & took it off Safe it fired. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6736791	CY	4/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	RALPH BURK SPLY JACKSON MS		Y			

CONCERN: FSR,FBO

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 Hion - Quote to repair under BLM						

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	3/16/2011

2/14/11: Sending ARS, letter, form. df 3/16/11: Per Hion - Could not duplicate concern. TA dirty & rusty. Excessive lube in action. Replace TA, clean & test fire under BLM - quote. CSR approved repair. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/10/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	

Barrel	Description		22" 243 WIN
	Date Code		CY
	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	
	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	EXCESSIVE LUBE IN ACTION
	Stock Condition	Slightly Worn; Functioning	HAS BEEN PAINTED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY
	Pull	---Select---	5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

22"
4/4/7
5#
1006

[COPY]

5867

February 14, 2011

Dwight Berrong
616 Country Club Ave. NE
Fort Walton Beach, FL 32547
Ph: 850-803-1264

Ref: # 5867

Dear Mr. Berrong,

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.

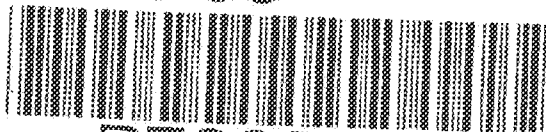
Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
MAR 15 2011

enclosure

BY:

6736791
Model: 700



RE00225399

could not duplicate concern.
T.A. dirty & rusty. Excessive lube
in action. Repaired TPA, clean &
test fire under BLP for \$20.00
& ship

Quote

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>MODEL 700</u>		Serial Number: <u>6736791</u>	
Are you the original owner?: ☒ YES ☐ NO			
Name: <u>DWIGHT BERRON</u>		Date of Purchase: <u>1976 ?</u>	
Address (no PO Boxes): <u>616 COUNTRY Club AVE NE</u>			
City: <u>Fort Walton Beach</u>		State: <u>FL</u>	Zip: <u>32547</u>
Phone (Daytime): <u>850-803-1264</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Will FIRE WHEN SAFETY IS RELEASED to UNLOAD.</u> <u>HAS FIRED WHEN CLOSING BOLT w/o pulling</u> <u>THE trigger. Cleaned it good and it ceased</u> <u>until 23 JAN 11 - did it again.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>FEDERAL</u>		Type: <u>100 g SP13R</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
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): <u></u>			

Brand of cleaning solution used: <u>MILITARY SOLVENT AND WD.</u>
How often do you clean the bore? (Months or Number of rounds) <u>AFTER SHOOTING</u>
How often do you clean the action? (Months or Number of rounds) <u>AFTER SHOOTING</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>2 years ago</u>
Brand of lubricant used: <u>MILITARY LUBRICANT</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>AFTER SHOOTING</u>
How often do you lubricate the action? (Months or Number of rounds) <u>AFTER SHOOTING</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>AFTER SHOOTING</u>
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? <u>NEVER</u>
What were the services performed? <u></u>
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.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	2/14/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5867 rifle			

LABEL INFORMATION

MAIL LABEL TO: Dwight Berrong 616 Country Club Ave. NE Fort Walton Beach, FL 32547 Ph: 850-803-1264
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX586 FEB 15, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5869065207426
REF 1: DWIGHT BERRONG/CD/DMF
REF 2: 5867/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
OV 0.00	COB 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 10.04	PUB+HANDLING	10.04

